



Welcome to Camelot Theme Park

Camelot Theme Park welcomes guests with special needs, and we will endeavour to do our best to help wherever possible. Please keep this guide with you today; it will help with all your access requirements.

This guide has been designed to assist our guests with disabilities to ensure that you have a safe and fun packed day out.

We want all our guests to get the most out of the park and enjoy as many of our rides and attractions as possible, however some of our rides do carry restrictions, and for this reason it may be necessary to deny, or restrict access to some of our rides. The Health and Safety executive state that in these cases that no discrimination has taken place. We recognise this, and as such offer a reduction on entry prices for guests who provide **proof of disability**.



The information contained within this guide and information posted on ride signage will enable you to assess your own abilities and make an informed decision about which rides and attractions you are able to use, or would like to use.

CAR PARKING

Car park facilities are clearly marked and available to **disabled badge holders only**. Coach parking is available near to the entrance.

GUEST SERVICES

Located next to the entrance gates is our reception area. We will be able to offer advice on rides, attraction access and restrictions, and further advice on facilities for guests with disabilities. If you encounter any problems during your visit please inform our customer service team in reception who will be pleased to help.

NEGOTIATING THE PARK

Please be aware that there are two hills on site that will have to be negotiated to get to most of the rides and attractions on the park. There is a hand rail on one if needed. However this could be a problem for some groups.

WHEELCHAIRS & BUGGIES

These can be hired from reception, by leaving a deposit and paying a small fee for hire. Please note wheelchairs are allocated on a first come first serve basis, pre-booking is recommended.

TOILETS

Please refer to park map for locations of toilets within the park. All our toilets have accessible facilities.



FIRST AID

There are two first aid rooms on site, one situated in Castle Camelot at the entrance of the park and one situated at Playland building. Any member of park staff will be able to contact a first aider for you.

Ride Manufacturers stipulate that some rides are unsuitable for guests with heart, neck or back conditions, or expectant mothers, and we strongly recommend that guests who have had recent surgery or an injury do not ride certain attractions. Please read the information boards at all rides.

On many of our rides, the guests will need the ability to brace themselves in an upright position. All rides require the guests to keep their arms and legs inside the carriages, and remain seated at all times. **Not all rides are suitable for all guests.** Each ride has strict operating requirements that all riders must meet. All our staff are trained in disability awareness. Our operators will give full instructions on loading and unloading, but they are not permitted to assist in lifting or transferring disabled guests.

Helpers and Carers must also be able to communicate any safety advice and messages.

As well as taking note of ride requirements, we strongly recommend where possible you watch our rides and attractions in motion before making a decision whether to ride.

ACCESSIBLE RIDES

Guests with disabilities, who are unable to use the normal queue lines, may visit our customer service team (located at reception) where they may be able to receive a pass to enable them to board rides at the ride exit (**documentary proof of disability is required**).

The pass will allow one disabled guest and one carer access to the rides.

Please note that Carers/Helpers will not be allowed preferential access unless they are accompanying a disabled guest onto the ride, and please note that whilst this pass will allow you to board at the ride exit, it will not give preferential treatment, and in order to re-ride you an attraction you will be asked to wait a time equal to that of the queue.

Every ride has its own height limit, and this is set with customer's safety in mind. These limits are not negotiable and will be strictly adhered to by all of our ride operators.

When arriving at the access point to the ride, please ensure a ride operator or attendant knows you are waiting. Please wait for the operator or attendant to ask you to proceed on to the ride.

For safety reasons, the number of disabled people permitted on certain rides at any one time may be limited. Therefore you may be asked to divide your party into smaller groups, and possibly experience a wait before you board. There are also some rides where you will be asked to sit in certain seats.



RIDES	Difficulties guests may face
<p>Dodgems</p> <p>Drivers must be over 1.4m in height and passengers must be 1.2m.</p>	<p>1 step up and 1 step over onto dodgem arena platform. Each dodgem seats 2 people Seatbelts restrain guests. Drivers must be able to steer the car and control the foot pedal.</p> <p>Exit Access – 1 D plus 1 C</p>
<p>Caterpillar Capers</p> <p>Children under 1m must be accompanied by an adult.</p>	<p>6 steps up on to platform, 1 step up on platform into carriage. Each carriage seats 2 people Lap bar to restrain guests.</p> <p>Exit Access – 1D plus 1 C</p>
<p>Log Flume ride</p> <p>Children under 1m must be accompanied by an adult.</p>	<p>8 steps down to platform. Heaviest person in front of boat Maximum 5 people in boat. If ride has to be evacuated it could mean walking down a steep slope with slatted steps and hand rail.</p> <p>Exit Access 1D plus up to 4 C/ F</p>
<p>Pendragon's Plunge ride</p> <p>Height & weight restrictions apply</p>	<p>Access straight onto platform area. Small climb into boat. Each boat seats max 2 people depending on size and weight</p> <p>Exit Access 1 D plus 1 C</p>
<p>Pirate ship</p> <p>Children must be above 1m to ride</p>	<p>8 steps up onto platform. 1 step up on platform into boat. Restricted Lap bar</p> <p>Exit Access 1 D plus 1C</p>
<p>Dragon Flyer</p> <p>Children under 1.2 m must be accompanied by an adult.</p>	<p>Access straight on to platform area. Step into carriage. Lap bar restraint. Each carriage seats 2 people. If ride breaks down, evacuation could mean a climb out of carriage and down ladder type steps.</p> <p>Exit Access 1D plus 1C</p>
<p>Ferris Wheel</p> <p>Children under 1.2m must be accompanied by an adult.</p>	<p>12 steps up onto platform Small entry into carriage. Each carriage holds 6 people.</p> <p>Exit Access 1D plus up to 5C/F</p>
<p>Balloons</p> <p>Children under 1.2m must be accompanied by an adult.</p>	<p>1 step up into carriage. Each carriage seats 4 people</p> <p>Exit Access 1D plus up to 3C/F</p>
<p>Playland Play area</p> <p>Height restrictions apply in this area.</p>	<p>Height restrictions apply to all areas. Steps in some play areas.</p>
<p>Cups of the Round Table</p> <p>Children under 1m must be accompanied by an adult.</p>	<p>1 step up on to platform, 1 step into teacup. Teacups hold up to 5 people.</p> <p>Exit Access 1D plus up to 4C/F</p>



<p>Playland Express</p> <p>Children under 1.2 must be accompanied by an adult.</p>	<p>1 step up in to carriage</p> <p>Exit Access 1D plus 1C/F</p>
<p>Children's rides</p> <p>Various height restrictions apply.</p>	<p>1 step up on to platform.</p>
<p>Whirlwind</p> <p>Guests must be above 1.2m to ride.</p> <p>Weight restrictions apply on this ride.</p>	<p>10 steps onto platform area. 1 step into carriage. Each car seats max 2 adults & 2 children depending on size and weight. Lap bar restraints Evacuation from ride could mean walking down steps to ground level.</p> <p>Exit Access 1D plus 1 C</p>
<p>Excalibur II</p> <p>Guests must be over 1.4m to ride</p>	<p>5 steps up on to platform 1 step up on platform into boat. Shoulder restraint</p> <p>Exit Access 1D plus 1 C</p>
<p>Lancelot's Chargers</p> <p>Children under 1.2m must be accompanied by an adult.</p>	<p>Access straight on to platform area. 1 Step up onto ride. Horses have lap ropes</p> <p>Exit Access 1 D plus 3 C/F</p>
<p>Knightmare Ride</p> <p>Guests must be above 1.3m to ride.</p> <p>Disabled guests will have to sit where instructed on this ride.</p>	<p>Access straight on to platform area via slight ramp. Step onto ride Seatbelts and lap bar. Evacuation from ride could mean walking down stairs to ground level.</p> <p>Exit Access 1 D plus 1C</p>
<p>Junior Dragon Coaster</p> <p>Children under 1m must be accompanied by an adult.</p>	<p>2 steps into carriage. Seatbelt restraints 2 people per seat</p> <p>Exit Access 1 D plus 1 C</p>

Exit Access: **D - Disabled Guest**
 C - Carer
 F - Friends