



ALTON TOWERS RESORT FREQUENTLY ASKED QUESTIONS

What is Alton Towers Resort?

Alton Towers Resort is Britain's number 1 theme park, with rides and attractions, 2 on-site hotels, a Water Park, Spa and Extraordinary Golf Course.

Where is Alton Towers Resort?

Alton Towers Resort is situated in 500 acres of Staffordshire countryside. Clearly signposted from the M1 and M6, the Park is approximately 50 miles north of Birmingham and 50 miles south of Manchester. The nearest train station is located 15 miles away in Stoke on Trent. For directions please visit www.altontowers.com

Why is Alton Towers Resort located where it is?

Alton Towers was originally built it was as a stately home. The theme park was not introduced to the site until the early 1980's.

What times does Alton Towers Resort open & close?

Alton Towers is every day from 24th March to 4th November 2012

The park opens at 9.30 with rides opening at 10am and closing times vary throughout the season. Please check www.altontowers.com for closing times throughout the season

What is new to Alton Towers Resort for 2012?

We are planning a new family and a new thrill product for the 2012 season

What special events and shows are there at Alton Towers Resort?

Daily Live shows throughout the season.

The Pirate of Sharkbait Reef in the Mutiny bay Courtyard and for younger guests, the Wonderful World of Cloud Cuckoo land in the Cloud Cuckoo land Theatre.

Our Scarefest Halloween event runs 13th & 14th, 19th – 31st October and 1st November 2012 with the park open until 9.00pm each day.

Daily Character Meet and greets. Please visit www.altontowers.com for more information.

How long should you allow to visit Alton Towers Resort?

You need to allow at least a whole day in order to enjoy all the attractions at Alton Towers but with the spa, the waterpark and the two hotels two days would be more suitable to make the most of all facilities.

Where do trade clients exchange vouchers for tickets?

There is a Group Sales kiosk in the main coach car park in order to exchange trade vouchers for park tickets at peak times. At all other times the Advance ticket/Pre-booked ticket collection sales booths are open.

What type of rides are there at Alton Towers Resort?

Alton Towers Resort has a great selection of Thrill rides for older children and adults, as well as rides suitable for the whole family categorised as Laughs & Frights and magic & young Fun. Please visit www.altontowers.com for full ride availability and height ratios.

How can I beat the queues in the theme park?

Fastrack tickets allow the bearer priority access to some of our favourite attractions and can be purchased and pre-ordered in advance. There are limited numbers available on the day from admissions or the Sales & information kiosks on park. Also using the single rider queues may reduce your wait if you don't mind riding alone.

Who looks after the safety of the guests at Alton Towers Resort?

Alton Towers has its own Security department and Health and Safety department who are responsible for the safety and welfare of both guests and employees.

Are there any specific health and safety codes relevant to theme parks?

Alton Towers has the following health and safety codes which it must abide by: Fairgrounds and Amusement Parks Guidance on Safe Practice, The Health and Safety at Work etc Act 1974, The Management of Health and Safety at Work Regulations 1992, The Provision and Use of Work Equipment Regulations 1992 and Disability and Discrimination Act 1995.

What parking facilities are there at Alton Towers Resort?

The Resort has over 6,000 car parking spaces. There is an all day parking charge of £6 for those guests choosing to travel by car. Our VIP/Express car park costs £15.00 per car (prices subject to change). Coach & mini bus parking is free of charge.

Are there baby-changing facilities at Alton Towers Resort?

There are 6 baby care facilities located within the toilets around the theme park.

Are there locker facilities at Alton Towers Resort?

Locker facilities are available at Guest Services, which can be found in Towers Street.

Are there cash machines at Alton Towers Resort?

Cash machines are located in Towers Street and the admissions plaza.

What facilities does Alton Towers Resort provide for disabled guests?

On most rides, guests in wheelchairs and their helpers are allowed to approach via the exit, thus avoiding queue lines. Throughout the Park, disabled toilet facilities are available and the Park has its own Medical Centre where special needs can be catered for, i.e. cold storage of medicines and specialised equipment. Wheelchairs are also available to hire from Guest Services. Alton Towers provides a special guide for disabled visitors, a copy of which can be obtained by calling the Customer Services department on 01538 702200 or visiting www.altontowers.com/faqs-accessability/

What is the procedure for looking after lost children at Alton Towers?

Any lost persons will be taken to the Windmill, in Old MacDonalds Farmyard to await collection. You can ask any member of staff for assistance if you or a member of your group becomes separated.

What happens to lost property at Alton Towers Resort?

The Alton Towers Resort goes to great lengths to reunite items of lost property with their rightful owners. Found items are taken to Guest Services. If you think you might have lost an item on-site please contact the Lost Property Department on **01538 703344** with your visit date and an accurate description of your item.

What height restrictions are there on the main rides at Alton Towers Resort?

Riders on Oblivion, Ripsaw, Nemesis, Rita & Air must be 1.4m. For certain rides, a minimum height applies unless accompanied by an adult. All of the rides have height restrictions, either minimum or maximum, which are set by the ride manufacturer and reinforced by Alton Towers' own health and safety legislation. Please visit www.altontowers.com for more details.

What types of food outlets are there at Alton Towers Resort?

There are restaurants, cafes and snack bars in the Theme Park itself for day visitors. You can grab a snack on the go, or sit down to a full blown meal. From burger and rib bars, sandwiches, shakes, sizzling BBQ food, Halal and Asian, and healthy options, there really is something for everyone.

At the Alton Towers Resort there's an abundance of fabulous food outlets where you can refresh and refuel. Serving a huge range of scrumptious food and ice-cold drinks, the Alton Towers Resort has something to whet everyone's appetite! The resort has a massive range of restaurants and food outlets where you can fill your rumbling tummies with a huge selection of delicious food and drink! As well as serving scrummy treats for you and your family to indulge in, the resort also serves healthier food options in outlets that display the 'Healthier Choices' logo. You can even bring your own food and chill out in the picnic area near Mutiny Bay! The resort takes the quality of its food very seriously and ensures that guests have a large amount of variety and choice.

Our menus are reviewed and checked to guarantee that guests receive the highest quality food at competitive, High Street prices. We have a diverse collection of the classic, traditional favourites, as well as a large selection of healthy snacks. We aim to grill or oven-bake our food wherever possible, as well as offering baked potatoes and salads, instead of fries as alternative side orders. We have also introduced many new options including a range of delicious healthy kids meals, which contain fresh ingredients and vital nutrients for growing children. As well as offering a healthy food range, we also realise that a trip to our resort is a fabulous treat for most guests. Therefore, we understand if our guests want to indulge in a treat or two during their visit!

Please visit www.altontowers.com/plan-your-visit/where-to-eat for our full range of food outlets.