A WILD WELCOME!
We want you to have a truly wild adventure today! We have designed this guide to give you a brief overview of our attractions and their restrictions, enabling you to assess your own abilities and make informed decisions about your visit with us.

Certain rides and attractions in our Resort can be physically demanding and vigorous. Your health and safety is our number one priority, therefore we reserve the right to refuse admission to certain rides should we feel there is a danger to a particular individual for any reason. We have been advised by the Health and Safety Executive that refusal on the grounds of health and safety does not constitute discrimination.

PATHWAYS
The pathways are suitable for wheelchairs; however, they can be steep in sections and guests may require additional assistance.

HIRING A WHEELCHAIR
A limited number of wheelchairs and mobility scooters are available for hire from the Adventure Point Gift Shop on a first come, first served basis. Please note charges may apply.

ASSISTANCE DOGS
All registered assistance dogs are welcome at Chessington World of Adventures Resort; however, we kindly ask that dogs are kept away from animal areas to ensure no distress is caused to our animals. Full information can be found on our website or you can ask a member of the Guest Help and information team.

Please note: Assistance dogs are not allowed on rides. Assistance dogs must be supervised and kept on a lead at all time. They cannot be left unattended whilst the guest goes on the ride.

RESORT FACILITIES

GUEST HELP & INFORMATION
Located in Adventure Point, the team are happy to help plan your visit and will also be able to assist should you have any queries through the day.

FIRST AID CENTRE
Located in The Forbidden Kingdom close to Croc Drop. First Aid can provide medical assistance. They also will be able to assist with cold medicine storage and have a hoist and height adjustable bed.

TOILETS AND CHANGING PLACES
Toilets with disabled access are located across the Theme Park;
- Adventure Point
- Forbidden Kingdom
- Lodge Gate

A changing places toilet is located in Pirates’ Cove including a hoist, change area, shower facility and accessible toilet.

All facilities will require a Radar Key for entry - if you require a Radar Key, please speak to a member of the Guest Help & Information team.

RESTAURANTS & SHOPS
If you require any assistance when visiting and shop or restaurant, speak to any member of staff – they’ll be happy to help.

ANNUAL PASSES
Adventurers with a disability who are annual passholders can obtain a transferable carers annual pass, on presentation of the required documents. Visit our ‘The Hub’ in Mexicana or speak to one of our Admissions hosts for more information.
This guide contains extra information that may be relevant to guests with additional needs or disabilities, and it is in addition to general ride restrictions (including height, size and loose item restrictions) that are applicable to all guests. These are detailed on information boards at the entrance to the ride queues, and it is the responsibility of all guests to check.

**SYMBOL KEY**
- Ride Access Pass Entrance
- Wheelchair User Entrance
- Stairlift to ride platform
- Steps to ride platform
- Minimum height restriction to ride alone
- Minimum height restriction to ride when accompanied by an adult aged 16+
- Maximum height restriction
- 51” maximum chest restriction
- Wheelchair users must transfer unaided
- Wheelchair users must transfer with assistance from a carer

When you see this symbol, you must be able to hold themselves upright without assistance from a carer for the duration of the ride.

Guests must be able to sit upright with assistance of guardian or carer for the duration of the ride.

Guests must be able to hold onto handles, lap bars or handrails and brace against ride forces.

This ride has a complex evacuation procedure that is physically demanding.

Not recommended for guests with back or neck complaints, heart conditions, high blood pressure, broken limbs or guests who are pregnant.

Involves flashing or strobe lighting.

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**RIDE CATEGORIES**

We’ve made it really simple to locate the attractions which are suitable for each Adventurer. Speak to a member of our Guest Help & Information team to find out which category is most suitable for you and then look out for these categories, sign posted at the designated disabled entrance at each ride.

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**STROBE MAX**

are detailed on information boards at the entrance 

restrictions (including height, size and loose item 

restrictions) that are applicable to all guests. These are detailed on information boards at the entrance to the ride queues, and it is the responsibility of all guests to check.