
MERLIN ENTERTAINMENTS

ACCESSIBILITY POLICY: RESORT THEME PARKS AND WARWICK CASTLE

August 2022



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DISABLED GUESTS AND CARERS

THE FOLLOWING PROCESS APPLIES TO ALL UK RESORT THEME PARKS



- The disabled guest will purchase a standard ticket.
- A carer ticket can then be issued free of charge.
- The carer ticket is now available to book in advance on your platform.
- Merlin's accessibility policy includes 1 Free Carer ticket per disabled guest.
- The carer's ticket will be validated at the attraction upon presentation of proof of disability.
- A carer must be over 14 years of age and capable of assisting the guest who has the disability. The carer would be expected to understand the disabled person's condition and assist them in managing it for the duration of their visit.

					
Ride access pass: Available for holders of Blue Disabled Badges and up to 3 additional guests.*	✓	✓	✓	✓	N/A
A designated car park close to the entrance is reserved for Blue Badge holders**	✓	✓	✓	✓	✓ †
Wheelchair Hire (subject to availability) Refundable deposit	✓ £50	✓ £50‡	✓ £20	✓ £50	✓
For guests using wheelchairs, please use the middle gates at the turnstiles	N/A	N/A	✓	✓	N/A
Mobility Scooter hire Refundable deposit Hire charge	✓ £50 £20	✓ £50 £35	✓ £50 £25	✗	✗
Accessible toilets	✓	✓	✓	✓	✓
Changing places facilities Located in	✓ Admissions, Gloomy Wood, X-sector & Fountain Square	✓ Upper Dome	✓ Wild Woods	✓ Heartlake City	✓ Stables Courtyard, Royal Weekend Party (Main House) & Conservatory Tea House

*Guests must register their documents 7 days prior to visit (see park websites for more info) **Subject to availability. †Areas close to the entrance in both the Stables and Stratford Road car parks are set aside for blue badge parking. People with mobility restrictions can be dropped off at the top of the drive, 30 meters from the castle entrance. ‡ £10 Hire charge (free for Blue Badge holders). Prices are correct at the time of sending.