flamingo LAND
Resort Yorkshire

Accessibility Guide for visitors with a disability

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Welcome

Flamingo Land has strived to make as many of our facilities as possible accessible to each of our guests. This access guide for visitors with disabilities has been produced to assist guests with limited mobility to help ensure their enjoyment whilst visiting our park and attractions.

Disabled Parking Spaces

A limited amount of designated parking spaces reserved for disabled badge holders are available at the entrance to the theme park. Please ask the parking attendants for directions if unsure where to park.

Admission Rates

Guests who are able to provide proof of disability will be able to purchase two discounted entry tickets, one for themselves and one for their carer. Department for Work & Pensions and Disability Living Allowance letters will only be accepted as proof of disability if accompanied by photographic proof of identity. Our policy is designed to accommodate all disabilities, several of which are not easily visible and therefore to avoid offence ID is requested for all occasions.

In addition to the discounted entry ticket, we offer a free direct access pass for guests who due to a disability are unable to use our normal queue lines (refer to Ride Access for more information).

All carers must be of sufficient age and fitness to provide the level of care required. For everyone's safety, all lifting of a disabled person will be the responsibility of their carer.

Ride Access

All ride safety restrictions apply to all riders irrespective of disability. Many rides have height restrictions imposed, and a number of rides require individuals to brace themselves etc. Guests with plaster casts are only allowed on rides and attractions that generate low forces. Unfortunately, this does not include roller coasters and white knuckle rides, due to the level of g-force these generate.

Guests with certain disabilities, who are unable to use the normal queue lines, may be eligible for a direct access pass. Documentary proof of disability is mandatory and Department for Work & Pensions or Disability Living Allowance letters will only be accepted if accompanied by photographic proof of identity. Those deemed eligible will be issued with a pass for themselves and one carer. In some circumstances, Flamingo Land's management may issue an additional carer pass if they believe this to be necessary. This will allow them to enter the majority of rides/attractions using the ride exit gates (or as specified below in the ride section).

Disabled persons require a carer to ride with them to help/assist in the event of an evacuation. Please note carers are expected to perform any/all lifting assistance. The carer must be accompanied by a disabled person for them to be allowed entry to a ride/attraction via the exit gate. This pass is available from guest services. The pass issued

to individuals is a wristband type bracelet using the worldwide wheelchair emblem for a disabled person and a hand to identify the carer.

Some rides have had restrictions placed on them due to the extreme forces caused by the ride and the complexity of carrying out an evacuation in an emergency/breakdown. A purpose-built chair for carrying out evacuations down stairs is available for use if required (as used by some ambulance services). For safety reasons, the number of guests with disabilities permitted on certain rides at any one time may be limited. Therefore you may be asked to divide your party into smaller groups. This is to ensure your safety whilst enjoying your day at Flamingo Land.

Disabled access passes are not intended to act as fast-track passes. On arrival at a ride or attraction, disabled pass holders will be attended to as soon as is possible. However, in some circumstances, they may have to wait as long as the normal queue line.

First Aid Centre

The first aid centre is located in the Metropolis area just inside the main gates and is staffed by qualified personnel. Please speak to a member of the first aid staff if you or a member of your party requires privacy for the taking of medication.

Wheelchairs

Wheelchairs are available on loan, free of charge from the first aid centre. A non- monetary deposit is required such as a valid passport, driving licence, disability book etc before a wheelchair can be issued. As wheelchairs are limited, it is recommended to pre-book the use of a wheelchair in advance of your visit by phoning our first aid centre on **01653 668 140**.

Assistance Animals

Assistance animals are welcome at Flamingo Land but they must be on a lead or harnessed at all times. Assistance animals can accompany their owner as far as the loading areas but will not be permitted to ride any of the rides/attractions. Assistance animals must remain with a member of the party whilst the owner is on a ride.

Toilets

Toilets are located around the park and can all be accessed by the disabled. Please refer to a park guide for locations.

Disabled Changing Facilities

Adult disabled changing facilities are available in the first aid centre. This service is accessible using the RADAR lock key system.

Guest Services

Guest Services is located adjacent to the turnstiles in the metropolis area.

Holiday Village

Booking Office

Access: Access is via a ramp situated at the main entrance.
Special Conditions: None

Holiday Homes

A selection of our holiday homes can be accessed via a ramp, in addition to this we also hire a holiday home specially modified holiday home with full wet room for disabled guests.

Lodge

Several of our Lodges have ramp access to aid a guest to enter the Lodge. We also hire a modified lodge with ramp access and a wet room for disabled guests. Please contact our Holiday Hotline on **0800 40 888 40** to make your reservation.

Touring Field Facility Blocks

Access: Disabled access is available at all facility blocks.

Special Conditions: Facility blocks 1, 3, 4 & 5 have disabled toilet facilities. Disabled shower facilities are available in all facility blocks. Block 2 has a combined shower & toilet facility.

The Splash Zone (Leisure Complex)

Access: Access is via the leisure centre main entrance.

Special Conditions: Disabled toilet facilities and changing rooms are available. A hoist can be supplied on request to aid a disabled guest to enter the swimming pool. Shallow pools are also available. A wet wheelchair is available to assist our guests.

Retail Outlets

All retail outlets are fully accessible to wheelchair users and persons with limited mobility.

Please contact retail staff if you require any further assistance.

Arcades/Game Stalls

The arcades and game stalls are accessible to all persons.

Food Outlets, Restaurants and Bars

All food outlets, restaurants and bars are fully accessible to wheelchair users and persons with limited mobility. Please contact catering staff if you require any further assistance or for allergen information.

Zoo Area and Exhibits

The majority of the zoo is accessible by disabled persons except for places listed below. Please be aware that although most of Flamingo Land is fairly flat, the area around the Tigers and Sea Lion Show is on an incline and may prove difficult to persons with limited mobility and wheelchair users without assistance.

Lion Raised Viewing Area

This area is accessed by ascending a set of stairs and is unsuitable for wheelchair users and persons with limited mobility. The Lions can be viewed outside in their enclosure from the various windows located on the perimeter or from the Lost River Ride.

Giraffe and Hippo Raised Viewing Area

This area is accessed by ascending a set of stairs and is unsuitable for wheelchair users and persons with limited mobility. Viewing of this area can be achieved by using the pathways around the Zoo or the Lost River Ride. Please refer to a park guide for directions.

Sea Lion and Bird Shows

Both shows are viewed from raised seating arenas. Wheelchair users can remain seated in areas directed by the show staff.

Rides and Attractions

Balloon Race

Access: Access is via the exit gate. Riders are required (with or without assistance from a carer) to step up into a gondola.

Special Conditions: Height restriction of 3'6"/1.07m unless accompanied by an adult. Riders must be able to sit upright and hold on tightly. Riders are required (with or without assistance from a carer) to step up and down into the balloon gondolas.

Cliffhanger

Access: Access is via the exit ramp.

Special Conditions: Height restriction of 4'4"/1.32m. Riders must be able to sit upright and hold on tightly, should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage. In the event of an emergency evacuation riders will be required to be harnessed, and step into an evacuation man-lift. This ride is limited to a maximum of one disabled rider at any time.

Childrens Planet

Access: Access is via the main entrance.

Special Conditions: This is an unsupervised large interactive play area comprising of a water play area, sand pit and series of tall wooden towers linked together with rope bridges. It is highly recommended that all disabled guests are accompanied by a carer.

Cyclosoar

Access: Access is via the ride exit gate. Riders are required (with or without assistance from a carer) to step up into a gondola.

Special Conditions: Height restriction of 4'/1.22m or 3'/0.9m when accompanied by an adult. Riders must be able to sit upright and hold on tight.

Daktari Express

Access: Access is via ramped railway stations. Riders are required (with or without assistance from a carer) to step into the railway carriages. Larger seats are located in the centre of the train.

Special Conditions: Riders are required to bend sufficiently on entering the train carriages.

Dino Dig

Access: Access is via the main entrance.

Special Conditions: This is an unsupervised play area. It is highly recommended that all disabled guests are accompanied by a carer.

Dino Roller

Access: Access is via the ride exit gate. Riders are required (with or without assistance from a carer) to ascend a set of steps and then
a step down into the ride cars.

Special Conditions: Height restriction of 3'6"/1.07m unless accompanied by an adult. Riders must be able to sit upright and hold on tight.

Flip Flop

Access: Access is via the exit ramp. Riders are required (with or without assistance from a carer) to negotiate themselves into the seat.

Special Conditions: Height restriction of 4'6"/1.37m minimum and 6'5"/1.95m maximum. Riders must possess total body control and able to hold on tight, should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage.

Flamingo1

Access: Access will be via the exit gate. Riders must (with or without assistance from a carer) be able to step up and down from the ride cars.

Special Conditions: Please ensure that you familiarise yourself with any special conditions that are signed at the entrance to the ride. Riders will be required to be able to hold on tightly and remain sat upright.

Flying Clowns

Access: Access is via the ride entrance. Riders are required (with or without assistance from a carer) to step up into a gondola.

Special Conditions: Height restriction of 3'6"/1.07m unless accompanied by an adult. Riders must be able to sit upright and hold on tightly. Carers can sit in the rear of the gondola and assist.

Frog Hopper

Access: Access is via the entrance gate.

Special Conditions: Height restriction of 3'/0.9m. Riders should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage. Riders must be able to hold on tightly and remain seated upright. Riders are advised that the middle seat is larger than the others.

Gallopers

Access: Access is via the exit gate. Riders are required (with or without assistance from a carer) to negotiate two steps up onto the ride platform and climb up onto a horse.

Special Conditions: Height restriction of 4'/1.21m unless accompanied by an adult. Riders must be able to sit upright and hold on tightly. We advise that riders with a disability ride the inside horses.

Go Gator

Access: Access is via the ride entrance gate. Riders are required (with or without assistance from a carer) to step down into the ride cars.

Special Conditions: Children only attraction. Children must be able to hold on tightly and remain sat upright.

Helitoys

Access: Access is via the ride entrance. Riders are required with or without assistance from a carer to step into a gondola.

Special Conditions: Height restriction of 3'/0.9m unless accompanied by an adult. Riders must be able to sit upright and hold on tightly. Carers can sit in the rear of the gondola and assist.

Hero

Access: Access is via the ride exit gate. Riders are required (with or without assistance from a carer) to ascend a small ladder onto a moving ride car. Guests must also be able to disembark (with or without assistance from a carer) backwards from a moving ride car.

Special Conditions: Height restriction of 4'2"/1.27m. Riders must be able to stand upright, support their own weight on their legs and hold on tight. Riders must be in good health. Those who have had recent surgery, expectant mothers, those with high blood pressure, heart conditions, neck or back problems, and those with any impairment or condition that would prevent normal use of the safety restraints as provided, should not board this ride. In the event of an emergency evacuation riders will be required (with or without assistance from a carer) to be harnessed and either descend a narrow ladder from a height of approximately 18m or step into an evacuation man-lift.

Regrettably due to the nature of the restraint and the loading procedure, those without full control of their limbs or who are unable to support themselves cannot ride this attraction.

HMS Bouncy

Access: Access is via the main entrance which is located on the 1st floor of Flamingo1 and can be accessed via a ramped walkway or lift.

Special Conditions: This is a children only attraction and has a maximum height restriction of 4' 8"/1.42m for the central ship and 3' 2"/0.96m for the beach section. Disabled users may be accompanied by a carer. Parental supervision is required.

Jungle Carousel

Access: Access is via the entrance gate. Children are required (with or without assistance from a carer) to step up onto the ride platform and onto the ride animals.

Special Conditions: Children only attraction with a height restriction of minimum 3'6"/1.07m. Children must be able to hold on tightly and remain sat upright

Kumali

Access: Access is via the exit gate.

Special Conditions: Height restriction of 4'3"/1.30m. Riders must be able to sit upright and hold on tightly, should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage. In the event of an emergency evacuation riders will be required (with or without assistance from a carer) and with the aid of an evacuation chair (if required) to either descend a narrow staircase from a height of approximately 36m or be required to be harnessed, and step into an evacuation man-lift. Disabled riders will be limited to 2 riders per train and should be seated in the rear two rows.

Little Monsters Exploratorium

Access: Access is via the attraction entrance.

Special Conditions: Visitors are exposed to a semi-dark environment with some strobe lighting.

Lost River Ride

Access: Access is via the exit gate. Riders are required (with or without assistance from a carer) to step over and down into the boats. Larger safety restraints are located at the rear of each boat.

Special Conditions: Height restriction of 3'3"/1.0m when accompanied by an adult, 4'0"/1.21m unaccompanied. Riders must be able to sit upright and hold on tightly, should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage. In the event of an emergency evacuation riders will be required (with or without assistance from a carer) and with the aid of an evacuation chair (if required) to descend a staircase from a height of approximately 25m.

Mini Mine Train

Access: Access is via the ride exit gate.

Special Conditions: Height restriction of 3'5"/1.05m. Riders must be able to sit upright and hold on tightly. In the event of an emergency evacuation riders will be required (with or without assistance from a carer) and with the aid of an evacuation chair (if required) to descend a staircase from a height of approximately 8m.

Mischief Mansion

Access: Access is via the ride entrance. Riders are required (with or without assistance from a carer) to step onto the ride platform and into the ride cars.

Special Conditions: Height restriction of 3'6"/1.07m unless accompanied by an adult. Riders are exposed to a semi-dark environment with some strobe lighting.

Muddy Duck Tractor Ride

Access: Access is via the ride entrance. Riders are required (with or without assistance from a carer) to step up and down from the tractors.

Special Conditions: Height restriction of 3'6"/1.07m unless accompanied by an adult. Riders must be able to hold on tightly and remain sat upright.

Mumbo Jumbo

Access: Access is via the exit gate.

Special Conditions: Height restriction of 4'/1.21m. Riders must be able to sit upright and hold on tightly, should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage. In the event of an emergency evacuation riders will be required (with or without assistance from a carer) and with the aid of an evacuation chair (if required) to either descend a narrow staircase from a height of approximately 30m or be required to be harnessed, and step into an evacuation man-lift. Disabled riders will be limited to one per car and should be seated in the rear right hand seat.

Navigator

Access: Access is via the exit ramp.

Special Conditions: Height restriction of 4'/1.21m. Riders must be able to sit upright and hold on tightly, should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage.

Pterodactyl

Access: Access is via the exit gate.

Special Conditions: Height restriction of 4'/1.21m. Riders must be able to sit upright and hold on tightly, should be in good health and free from motion sickness. Riders are required (with or without assistance from a carer) to seat themselves within the swings. This ride is limited to a maximum of one disabled rider at any time.

People Moover

Access: Access is via the 1st floor of Flamingo1 and can be accessed by a ramped walkway or lift and via a ramp at Muddy Duck Farm entrance. Riders are required (with or without the assistance of a carer) to bend sufficiently on entering the train carriages.

Special Conditions: Height restriction of 3'6"/1.07m unless accompanied by an adult.

Rotataur

Access: Access is via the entrance ramp. Riders are required (with or without assistance from a carer) to step into the gondola.

Special Conditions: Height restriction of 3'6"/1.07m unless accompanied by an adult. Riders must be able to hold on tightly and remain seated upright, should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage.

Splash Battle

Access: Access is via the exit gate. Riders are required (with or without assistance from a carer) to step into the boat.

Special Conditions: Height restriction of 3'/0.9m. Riders must be able to sit upright and hold on tightly, should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage. Riders must be able to hold on tightly to operate the water cannons.

Splish Splosh

Access: Access is via the entrance points.

Special Conditions: This is an unsupervised wet play area. It is highly recommended that all disabled guests are accompanied by a carer.

Swoosh Air

Access: Access is via the ride exit. Riders are required (with or without assistance from a carer) to step up into the planes.

Special Conditions: Height restriction of 3'/0.9m. Carers are permitted to sit in the rear of a plane to offer assistance. Riders must be able to sit upright and hold on tightly, should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage.

Tea Cups

Access: Access is via the ride entrance. Riders are required (with or without assistance from a carer) to step onto the ride platform, and into the cups.

Special Conditions: Children only attraction. Children must be able to hold on tightly and remain sat upright.

Twistosaurus

Access: Access is via the ride exit gate. Riders are required (with or without assistance from a carer) to step into the ride cars.

Special Conditions: Height restriction of 4'/1.22m or 3'5"/1.05m when accompanied by an adult. Riders must be able to sit upright and hold on tightly, should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage. In the event of an emergency evacuation riders will be required (with or without assistance from a carer) to be harnessed and step into an evacuation man-lift.

Velocity

Access: Access is via the exit ramp.

Special Conditions: Height restriction of 4'6"/1.37m minimum and a maximum height of 6'6"/1.98m. Riders must be able to sit upright and hold on tightly, should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage. Regrettably any guest who due to physical impairments cannot be fully secured will not be able to ride. In the event of an emergency evacuation riders will be required (with or without assistance from a carer) and with the aid of an evacuation chair (if required) to either descend a narrow staircase from a height of approximately 30m or be required to be harnessed, and step into an evacuation man-lift. Disabled riders will be limited to one per train and shall be seated in the rear seats.

Voodoo

Access: Access is via the entrance gate. Riders are required (with or without assistance from a carer) to step into the gondola.

Special Conditions: Height restriction of 3'6"/1.07m. Persons between 3'6"/1.07m and 4'/1.21m must be accompanied by an adult. Riders should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage. Riders must be able to hold on tightly and remain seated upright. Children and disabled guests are requested to sit in the middle of the seating rows towards the centre of the boat.

Vortex

Access: Access is via the entrance gate. Riders are required (with or without assistance from a carer) to step up into the boat.

Special Conditions: Height restriction of 3'6"/1.07m unless accompanied by an adult. Riders should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage.
Riders must be able to hold on tightly and remain seated upright.

Wacky Races

Access: Access is via the entrance gate. Riders must (with or without assistance from a carer) be able to step up and down from the ride cars.

Special Conditions: Height restriction of 3'6"/1.07m unless accompanied by an adult. Riders must be able to hold on tightly and remain sat upright.

Zooom!

Access: Access is via the exit gate. Riders must (with or without assistance from a carer) be able to negotiate a small step up into the ride gondola.

Special Conditions: Height restriction of 3'6"/1.05m unless accompanied by an adult. Riders must be able to sit upright and hold on tightly, should be in good health and should be free from motion sickness, heart, back, neck or other problems detailed on ride restriction signage. In the event of an emergency evacuation riders will be required (with or without assistance from a carer) to descend an incline from a height of approximately 30ft or be required to be harnessed, and step into an evacuation man-lift.

Zoo Monorail

Access: Access is via a staircase. The staircase has the benefit of rest platforms.

Special Conditions: Height restriction of 3'6"/1.07m unless accompanied by an adult. Riders are required to bend sufficiently on entering the train carriages.

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