



# Matlock Bath Accessibility Guide



## Access at Gulliver's

Here at Gulliver's we work closely with a member of the National Register of Access Consultants to continuously improve the accessibility of our parks, attractions and facilities for all of our visitors.

## Staff training

Many of our team members have received disability awareness training which includes understanding of the Equality Act and disability etiquette.

## Accessible Parking

All Gulliver's car parking is free. A number of accessible car parking spaces are provided on tarmac near to the park entrance.

## Accessible Toilets

A number of accessible toilets are located around the park and are indicated on our park maps.

## Wheelchairs

Wheelchairs are available for hire from Guest Relations for a £20 returnable deposit fee. These are limited in number and are available on a first come, first served basis.

## Guide for guests with special needs

This handheld guide is available for guests with special needs. This guide will help you to determine which rides and attractions are suitable for you and your family.



## Park Terrain

Owing to the natural hillside on which Gulliver's Kingdom is built, both manual and electric wheelchair users must be aware that mobility may be difficult or restricted on steeper slopes. Please ask at the Main Gate if you are unsure, as we may be able to arrange alternative access to some of the areas.

This handheld guide gives guests with special needs information regarding the accessibility of all rides on the park. If further information is required, please speak to a member of our management team.

*Accompanying carers are responsible for assessing the suitability of rides for those in their care. Our staff are not trained to determine the suitability of rides for individual capabilities. We will assume that if you allow a person in your care to use a ride (accompanied or otherwise) they are safely capable of doing so.*

*Please Note: We strongly advise that all guests with special needs are accompanied whenever possible on every ride.*

### Guests diagnosed with conditions that present queuing difficulties

Owing to the sheer number of rides and attractions at Gulliver's Theme Parks we have very low queuing times. We surveyed 18,000 guests who told us our ride queues averaged less than 9 minutes and, at off peak times, less than 4 minutes. We have carefully planned the layout of our parks so that play attractions and seating areas are located next to rides. In the first instance therefore, a person who has difficulty queuing is invited to enjoy these areas whilst another member of your party queues on their behalf. Once at the front of the queue, they can be joined via the ride exit route.

Guests with particular special needs who are unable to queue may be eligible for a ride pass. This would allow them and up to three accompanying helpers to access the ride via the ride exit route.

Ride passes can be requested from a member of park management or at the Main Gate. Proof of entitlement is required in the form of a diagnosis letter from a GP or medial professional, which details reasons that the guest is unable to queue.

Approximately 1 in 40 of our young visitors are on the autistic spectrum and it is at the request of their parents that proof of eligibility for the ride access pass is required. This ensures that those who experience emotional distress when queuing receive the maximum benefit from the pass. We fully understand that we cannot determine the needs of any individual based upon a visual assessment, nor assume their needs based on any given diagnosis.

Note that owing to the family nature of our theme parks and our naturally shorter queuing times, Gulliver's is a particularly popular choice for guests with special needs.

On busy days therefore, please respect other ride pass holders, expect to wait at least 1 ride cycle and only use the pass where necessary (even on busy days ride queues are surprisingly short).

On quieter days you'll find that the need for such a pass is not even necessary, making your family day out even easier!

In our quest to promote equality, Gulliver's does not sell fast-pass or queue-jumper tickets of any sort, thus improving the guest journey for those with genuine access requirements.

**Key:**



***Upper Body Control Required***



***Lower Body Control Required***



# Bourbon Street



## Chairlift:

Wheelchair to the exit and transported on a chair (Riders need to alight from the chair at the top station before being able to return to the bottom station). Wheelchair can be folded and placed on a chair behind.



---

# Smuggler's Wharf

## Pirate Ship:

Wheelchair to the exit and store (Ramp goes all the way to the operator however it is quite narrow and there is a step into the boat)



## Percy Pigs Pirate Adventure:

Wheelchair to the exit and store (However, there is a step to access boat and platform.)



### Maurader's Mountain:



A strenuous vertical climbing wall requiring both upper and lower body strength.



### Crow's Nest Quest & Sky Scallywags:



A strenuous climbing attraction requiring both upper and lower body strength.

---

## Lilliput Woods

### Double Decker Carousel:



Wheelchair to entrance gate and store (Ramp goes up to entrance to access ride). Carriage seating requires only U



### Log Roller Coaster:



Wheelchair to the exit and store (Will need to traverse a set of six steps to access the loading platform and a step into the ride carriage)

---

# Toyland

## Cycle Monorail:



Sorry, currently no wheelchair access. (A strenuous pedal powered attraction where the carer must be fit enough to pedal for two riders)  
There is a flight of 15 steps to be able to access the elevated station



## JCB Zone:



Will need to traverse 6 steps to enter the digger. Access onto the digger seat itself is quite narrow.



# Lilliput Land



## Crazy Barrels:



Wheelchair to the exit and store.  
(Will need to traverse 3 – 4 steps to access ride)

**Gully's Adventure's in 4D:**  Single step up on entry. Wheelchair to rear of ride and store. Will need to walk short distance to seat.

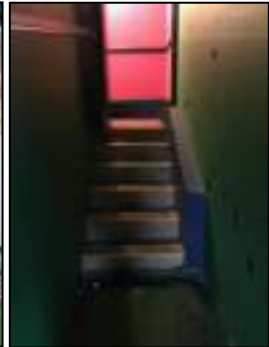


## The Lost World



**Dino Explorer Cars:** 

Wheelchair to the exit and store. You will need to traverse 2 steps to board the carriage.



**Dino Falls Ride:** 

Sorry currently no wheelchair access (Will need to traverse 4-5 steps to access ride)

## Explorer's Play House



**Ladybirds / Jumping Star:** 

Wheelchair to the entrance and store. Traverse one step up and a step into the carriage.



### **Fish Ride:**



Access from the pathway to the first floor of the building. Wheelchair to entrance and store. Traverse one step up and a step into the carriage.



## **Safari Kingdom**



### **Flying Raft:**



Sorry, currently no wheelchair access (Will need to traverse 3–4 steps to access ride)

### **Laser Dodgems:**



Wheelchair to entrance and store. Small step on entry.



### **Chairlift:**



Wheelchair to exit and transported on a chair (Riders need to alight from the chair before being able to return from the opposite station)

### Tree Top Drop:

Wheelchair to the entrance and store (Will need to traverse one step)



## Western World



### Stagecoach Saloon

Wheelchair access through the entrance, low lighting levels. Will need to traverse one step. A ramp can be made available.

### Log Flume:

Sorry currently no wheelchair access. Access is tight with some steps to navigate.



### Silvermine:

Wheelchair access via the front ramp and store. There is a step up into the carriage.



# Accessible Toilets



Accessible toilets are in the following areas:

- Western World
- The Happy Haddock
- Safari Kingdom

# Retail Outlets *(That are wheelchair accessible)*

- Main Shop – *Bourbon Street*
- Top Shop – *Lilliput Land*



# Catering Outlets *(That are wheelchair accessible)*



**The Happy Haddock**



**Bourbon Diner  
Servery**



**Bourbon Seating Area**  
*1 step at entry*



**Tamu Feast**  
*1 step into outlet*



**Explorer's Play House**



**Canyon Grill**

## *Additional Information:*

Please read this guide and check the safety information notices on every ride. If for any reason you cannot read, a suitably trained person should read the notices and this guide to you. Please Note: The decision to go on a ride is yours; our staff are not trained to assess a person's suitability (Beyond that of height). They can give advice based on any information you give, and the specific containment system of the ride.

### **Height Limit's:**

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

### **Company policies:**

Our staff are not trained to lift guests into or out of rides.

Assistance dogs are welcome on site but for safety reasons, are not permitted on the rides. A member of your party must remain with your dog.

We want you to fully enjoy your day. If there is anything else that we may be able to do for you on the day of your visit please speak to a member of our Management team, or call to our Main Gate and ask.



**We hope you enjoy your visit!**



Don't forget to visit our website and follow Gully Mouse on Facebook and Twitter to be kept up to date on our special events and offers!