



# Gulliver's Valley 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

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

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

Please also see our comprehensive information for all attractions listed below.

This information sheet 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 staff in our Guest Relations office.

*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 guest relations. 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.

### Accessible Changing Area

We have an enlarged changing area available on the Main Street for guests who require its use. This space offers a height adjustable bed along with an accessible toilet and wash basin. The facilities can be found to the left of the main entrance when entering the building.

**Key:**

**U** *Upper Body Control Required*

**L** *Lower Body Control Required*



# Lost World

U

## Gyrosaur:

An intense spinning pendulum ride. Sorry, currently no direct wheelchair access. Guests must traverse steps to the ride platform in order to ride



## T-Rex Tower:

U L

Sorry, currently no wheel chair access. A number of steps must be traversed to reach the top of the tower.



## Lost World River Tour:

U L

Wheelchair to exit and store. There is step free access to the ride station however guests must step into the boat.



## Paragliders:

U

Wheelchair to entrance and store. Access to the ride chairs is flat.



# Smugglers Wharf

## Crocodile Creek Boats:



Wheelchair to exit and store. It can be difficult to transfer into the boats, life jackets must be worn and all riders must be able to swim. The boats are powered by hand.



## Blackbeards Barrels:

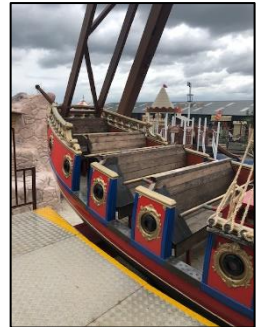


Wheelchair to the entrance and store. A ramp is in place to access ride, there is then a single step into the barrel.

## Pirate Ship:



Wheelchair to entrance and store:  
Ramp goes all way to the ride however there is a step into the ride itself.





# Gully Town



## Gully Town Carousel:



Wheelchair to exit and store. There is 1 step onto the ride. Riders shall need to be lifted or step onto a horse.

## Melody Mayhem:



Wheelchair to the entrance and store Will need to traverse 1 step onto the ride and climb or be lifted onto an instrument.

Drum seating requires only



## Tree Top Drop:



Wheelchair to entrance and store.



# Lilliput Lane

## Monster Mansion Haunted House:

This is a walk through attraction with level flooring throughout however some areas have tight access.



# Dragon's Lair



## Dragon's Peak:



This is a series of strenuous vertical climbing walls requiring both upper and lower body strength.

## Dragon's Lair Cave:



A tight walk-through caving attraction containing stairs and uneven flooring throughout.







### Dragon's Lair Inflatable:



A large inflatable attraction that requires fully body control to navigate.

## Toyland



### Lilliput Carousel:



Wheelchair to entrance gate and store (Will need to traverse 1 step up through the entrance gate then a further 2-3 steps to access horses.)

Carriage seating requires only



### Ferris Wheel:



Wheelchair to exit gate and store (Will need to traverse 2-3 steps into the gondola to ride.).



### JCB Zone:



Access to the area is flat and there is one accessible digger available. The digger is accessed via a ramp and there is a separate set of controls for use by those in wheelchairs.



### Frantic Fire Trucks:

U L

Wheelchair to exit and store. Will need to traverse 2 steps into a standing 'cage' area – Riders must stand throughout



### Jumbo Letters:

U

Wheelchair to entrance and store. Will need to traverse 1-2 steps up into the elephant.

### Rockin' Tug:

U

A ramp goes all way to the ride but wheelchairs are not allowed on the ride itself and must be folded and stored at the ride exit. 1-2 steps must be traversed to enter the ride gondola



### The Wiggler:

U

Wheelchair access via the exit gate and store. There are a number of steps up to the ride station and into the carriage.



# Gully's Gears

## Grand Prix Racer:



Wheelchair access via the exit gate and store. There are a number of steps up to the ride station and into the carriage.



## Dodgems:



Wheelchair to the entrance gate and store. Approximately 1-2 steps will need to be traversed to enter the ride area and dodgem car.

## Veteran Cars:



Wheelchair to exit gate and store. There is a single step up into the ride cars.





# Western World



## Tombstone Mine:



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

## Rocky Ridge Railway:



Wheelchair to the exit and store. A ramp is available to the ride station however there is a single step into the carriage.



## Prairie Ponies:



Wheelchair to entrance and store. (Will need to traverse 1 - 2 steps onto the pony)





**Sioux City Express:**



Wheelchair to the entrance gate and store. There are 1-2 steps into the carriage.

**Apache Falls:**



Wheelchair to exit and store. There is a step down into the boat.





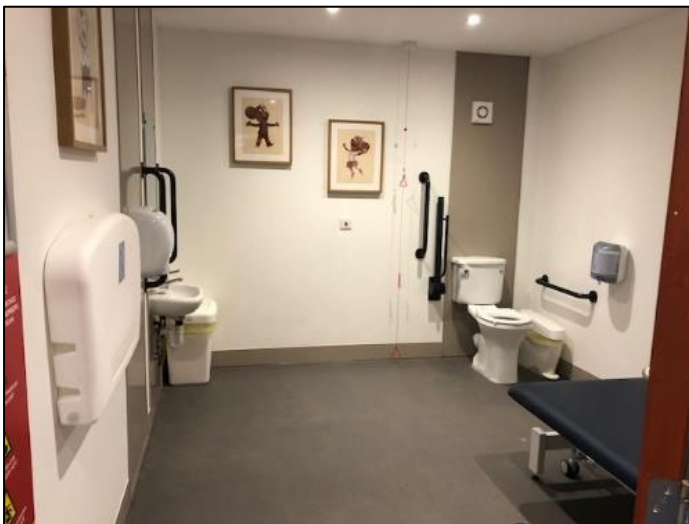
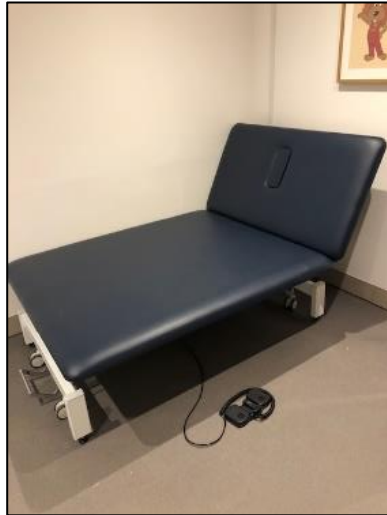
# Accessible Toilets

*Accessible toilets are in the following areas:*



- Lilliput Lane
- Western World
- Lost World

The Accessible Changing Area facility in Lilliput Lane features an adjustable height bed.



# Retail Outlets

*(That are wheelchair accessible)*



**Gully's Gifts**

# Catering Outlets

*(That are wheelchair accessible)*



**Curiosity Café**



**Texan Treats**



**Pizza Restaurant**



**Lilliput Theatre**  
*From Inside*



**Lilliput Theatre**  
*From Outside*



**Mrs P's Sweet Treats**

## ***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 call into our Guest Relations office 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!