



DISABILITY AND ACCESS PASS

Our Ride Access Pass is designed to make reasonable adjustment to assist our guests who have a physical or mental disability that restricts them to use our Rides or Attractions and they require a Carer to assist them on above.

Please note that having a registered disability does not mean you automatically receive the Ride Access Pass.

If a disabled person requires the assistance of a Carer, then that the Carer will need to purchase either a ride wristband or credits and then the disabled person will be issued with a Ride Access Pass (see details below) that will let them to have a red access stamp free of charge. Carer must be present with disabled customer on all rides. There will be restrictions to single seated rides, as well as height restrictions will apply on all of them.

In order for disabled person to be issued with a Ride Access Card , we will accept the following documentation, as proof of eligibility:

- Disability Living Allowance (DLA) letter dated within the last 12 months, showing that you receive the **higher rate mobility component**. (This information is found at the bottom of the first page)
- A current and valid blue badge.
- Letter from GP/Doctor dated within the last 2 years, stating why you require a ride access pass.
- We will also need to take a photo of the disabled person , at the time of registering the card (the same process , as with our Annual Pass registration) .

All of the above must be used alongside a valid form of photographic ID for the named recipient.

Please note that we do not accept other forms of documentation that do not explain the nature of the disability.

Ride Access Pass can be only issued from the Ticket Box Office half way through the Pier (please check opening times before your visit).

Please note that your Ride Access Pass reference is valid the remainder of that season and entirety of the following season. After this two season period you will be required to re-register your documentation.

Tickets and Prices

There are no discounted rates for guests with disabilities. However, we recognise and depending on a person's ability, some of our Customers , may not be able to have access to all rides and attractions. Therefore, as an alternative to our Unlimited Ride Wristbands, Annual Pass you can use credits for individual rides and attractions.

Ride Queues

We do not offer a Fastrack access to the Rides or Attractions.

Assistance Animals

We only allow assistance dogs on to the park on a lead or in a harness. They are not permitted on any of the rides and must remain with you. In order to apply for the Ride Access Pass you will need to submit your documentation via our online form [here](#) at least 5 working days prior to your visit.

Please note: Should you have a **temporary condition** which you believe may affect your theme park experience, we are still able to advise on making an adjustment for your visit.