



ACCESS GUIDE 2016 SEASON



WELCOME TO LIGHTWATER VALLEY

This guide has been designed to assist all our guests to ensure that you have a safe and fun packed day out.

We want all our guests to make the most of their visit to the park and enjoy as many of our rides and attractions as possible.

We aim to give you a full and realistic picture of our rides and attractions, detailing access issues, ride requirements and details of ride evacuations. Hopefully this, along with general ride advice detailed on signage at the rides, will enable you to assess your own abilities and make an informed decision about which rides and attractions you are able to, or wish to use.

Large groups of disabled guest visiting the Park are advised to contact our Customer Services team, ideally prior to their visit, for further advice on access and facilities.

Some of our rides are physically demanding and vigorous. All visitors are invited to discuss the abilities required to use the rides safely and the possibility of reasonable adjustments. Individual ride access issues are detailed as part of this guide and can be found on the website.

The provision of admission discounts and preferential access wristbands is entirely at the discretion of Lightwater Valley Attractions Limited.

Please note that the manufacturers' height, size, and other safety requirements apply and are there for your safety. These are displayed on the park map and on signage at the rides and attractions, and should be read in conjunction with this guide.

Parking

The disabled car park is situated directly adjacent to the park entrance. Parking is clearly marked and available to blue badge holders only. Please contact Visitor Services if this would cause a problem. There are spaces for minibuses.

Buying tickets/entering the park

Those who are unable to enjoy the full facilities of the park will be able to purchase a discounted ticket to the park for themselves which allows one helper in free. An additional helper will also be entitled to a discounted ticket. If you need assistance with purchasing your tickets, please speak to any member of staff at the admissions area. A hearing loop system is operated at the individual pay kiosks. Tickets have up to a 30% discount if purchased online in advance of your visit at www.lightwatervalley.co.uk

Visitor Services

Located and accessed from the Market Square, Visitor Services should be your first point of call during your visit.

We will be able to offer advice on ride and attraction access and requirements, issue preferential ride access wristbands where queuing would cause unnecessary discomfort or distress, and further advice on facilities for disabled guests. A4 page magnifiers and easy grip pens are available. If you encounter any problems during your visit please inform us.

We treat all our guests as individuals and our staff are trained to take this into account when considering the guidelines in regard to access and safety.

If for safety reasons access to a ride or any other service is denied and you dispute that decision please contact Visitor Services and a senior member of staff will speak to you in an attempt to resolve the situation.

Lightwater Valley strives for continual improvement and we would welcome any comment you would like to make to help us improve our service and facilities.

These can be made on the day of your visit to Visitor Services or by contacting us via email on leisure@lightwatervalley.co.uk

Toilets

Accessible toilets are available throughout the park at:

- The bungalow situated immediately in front of the disabled car park.
- In the Market Square building towards the Soft Play entrance.
- At Whistle Stop train station area.
- Just outside the Angry Birds Space area.
- At the bottom of the Falls of Terror.

Please see the park map for locations or ask any member of staff for directions.

First Aid

If first aid is required, customers should attend Visitor Services which is situated inside the market square building. There is refrigeration available for medicines if required. NOTE that our first aid staff are not trained or qualified to administer or dispense any medicines.

As well as the dedicated first aid staff there are a number of park staff qualified to assist in emergencies.

Restaurants and shops

If you require any assistance when visiting any of our shops or restaurants e.g. to access items or for table service, please do not hesitate to ask for assistance from a member of staff and we will be happy to help.

Ride Access

Guests for whom queuing for extended periods would cause unnecessary discomfort or distress, may visit Visitor Services (located in the Market Square) where they may be able to receive preferential ride access wristbands. These wristbands allow preferential access to the rides via entry points designed for ease of access.

Note: On quiet days (under 1500 visitors) no preferential ride access wristbands will be issued.

Our staff at Visitor Services will require proof that the guest is entitled to preferential access. This can be a letter from a Consultant or GP and /or Blue Badge. (DWP/DLA letters are not suitable). Having a disability does not automatically qualify guests to receive front of queue wristbands.

Those with preferential wristbands MUST be accompanied onto the ride by an adult carer who must be seated in the same car/boat/seat as the disabled person. One carer may accompany up to three disabled people where the ride permits e.g. the Twister. One disabled person may be accompanied by no more than two carers.

When arriving at the access point to the ride, please ensure a ride operator or attendant knows you are waiting. Please wait for a member of staff to let you in to the ride area.

In certain situations (such as extreme weather conditions, mechanical problems or power interruptions), it may be necessary for guests to be evacuated from the rides, possibly from the highest point. Depending on each individuals abilities this may compromise their safety and the safety of others.

The icon X is used in the table accompanying this guide to indicate what is involved in evacuations and whether particular rides are suitable.

Those with preferential wristbands are asked to access rides in groups of eight or less so that other queuing guests are not disadvantaged.

Ride Safety

This guide contains extra information that may be relevant to disabled guests, and it is in addition to general ride requirements (including height, size, and loose item advice) that are applicable to all guests. These general requirements are detailed on information signs at the entrance to the rides and on the website www.lightwatervalley.co.uk. It is the responsibility of all guests to check these before deciding to ride.

Ride Manufacturers stipulate that some rides are unsuitable for guests with heart, neck or back conditions, or expectant mothers, and we strongly recommend that guests who have had recent surgery or an injury do not ride certain attractions.

On many of our rides, guests will need the ability to brace themselves in an upright position. These restrictions apply to most rides and are detailed on signage at the ride entrances where they are applicable, and the icons B and H in this guide indicate on which rides they apply. All rides require guests to keep their hands, arms and legs inside the ride carriages, and remain seated at all times.

Not all rides are suitable for all guests. Each ride has strict operating requirements that all riders must meet.

Our staff are trained in disability awareness and basic communication skills. Our operators will give full instructions but they are not trained to assist in the lifting or transfer of disabled guests.

Helpers must also be able to communicate any safety advice and messages.

Safety Codes

Ride	Notes & Restrictions
X	These rides involve a complex evacuation procedure and may not be suitable for all guests. Evacuations involve being transferred via a steep incline or ladders from heights up to 24 metres.
H	These rides are not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.
B	Guests must be able to brace themselves with their hands and feet and remain seated upright.

The following notes and advice will enable you to assess your own abilities and make an informed decision about which rides you are able to, or wish to use. Where possible please watch our rides in motion before making a decision on whether to ride.

Ride	Safety Code	Disabled Access Via	Notes & Restrictions
Ultimate	X H B	Ride exit	<ul style="list-style-type: none"> There are 15 steps into the station area. Guests are to occupy the rear most carriages. The evacuation process requires guests to be able to walk unaided via a steep ramp from heights of up to 24 metres. Guests must be able to brace themselves with their arms and legs. Guests must be able to sit upright. Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.
Apollo	H B	Ride exit	<ul style="list-style-type: none"> Access to the ride is via 4 steps onto a level platform. Some guests may find it difficult to access the ride seats due to their height off the ground. Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.

Ride	Safety Code	Disabled Access Via	Notes & Restrictions
Raptor Attack	X H B	Gate to the left of the queue line	<ul style="list-style-type: none"> ● The entrance and exit to the ride is via cylindrical tunnels and 2 flights of stairs (21 steps on the entrance, 30 steps on the exit). ● Flashing beacons are used in the entrance and exit tunnels. ● The entrance and exit tunnels are dimly lit. ● The ride is a rollercoaster in darkness except for intermittent flashes of light. ● The evacuation process requires guests to be able to walk unaided via a steep ramp or ladders from heights of up to 10 metres. ● Guests must be able to brace themselves with their arms and legs. ● Guests must be able to sit upright. ● Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.
Wild River Rapids	X H B	Ride exit	<ul style="list-style-type: none"> ● There are 5 steps up to the ride platform. ● Guests are required to board and exit moving boats as the boats are constantly moving through the station. ● The evacuation process requires guests to be transferred via a steeply ramped walkway up to 10 metres in height or along water troughs. ● Guests must be able to brace themselves with their arms and legs. There are no restraints on this ride. ● Guests must be able to sit upright. ● Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.
Black Pearl	H B	Ride exit	<ul style="list-style-type: none"> ● There are 8 steps up to the ride platform. ● There is restrictive entry space into the ride. ● Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.

Ride	Safety Code	Disabled Access Via	Notes & Restrictions
Twister	X H B	Ride exit	<ul style="list-style-type: none"> ● There are 5 steps up to the ride platform. ● The evacuation process requires guests to be transferred via a steep ram or ladders from heights of up to 10 metres. ● Guests must be able to brace themselves with their arms and legs. ● Guests must be able to sit upright. ● Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.
Lightwater Wheel	None	Ride exit	<ul style="list-style-type: none"> ● There are 3 steps up to the ride platform. ● There is a step into the ride car. ● There is restricted width on the ride car entrance gate (approximately 44cm). ● There are no restraints on this ride – guests should be able to remain seated at all times.
Eagle's Creek Farm	None	Ride exit	<ul style="list-style-type: none"> ● There are 2 steps up into the tractor carriages. ● There are no restraints on this ride – guests should be able to remain seated at all times.
Eagle's Claw	H B	Ride exit	<ul style="list-style-type: none"> ● Access to the ride is via a ramp. ● Some guests may find access onto the ride seats difficult due to their height from the platform. ● Guests must be able to brace themselves with their arms and legs. ● Guests must be able to sit upright. ● Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.
Train	None	Any train station	<ul style="list-style-type: none"> ● There is easy access to the train from all stations. ● Up to 2 wheel chair users can access the train in the designated carriage – please see staff for assistance. ● Wheel chair users intending to disembark at the Mainline station should remain on the train through the terminus due to restricted access at the rear of the Mainline shop.

Ride	Safety Code	Disabled Access Via	Notes & Restrictions
Ladybird	H B	Ride exit	<ul style="list-style-type: none"> ● The evacuation process requires guests to be transferred via a ladder from a height of up to 3 metres. ● Guests may be asked to occupy the central carriage as this will be the lowest point if an evacuation is required. ● Guests must be able to brace themselves with their arms and legs. ● Guests must be able to sit upright. ● Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.
Little Dipper	X H B	Ride exit	<ul style="list-style-type: none"> ● Guests must be able to brace themselves with their arms and legs. ● Guests must be able to sit upright.
Flying Cutlass	H B	Ride exit	<ul style="list-style-type: none"> ● There are 7 steps up to the ride. ● Some guests may find the height of the boat from the platform difficult. ● Guests must be able to brace themselves with their arms and legs. ● Guests must be able to sit upright. ● Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.
Skull Rock	None	Ride exit	<ul style="list-style-type: none"> ● There is a ramp leading to the ride platform – the ride platform is a series of undulating ramps. ● Some guests may find access to the carriages difficult due to their height from the platform.
Powderkegs	H B	Ride exit	<ul style="list-style-type: none"> ● There is 1 step onto the ride platform. ● Some guests may find access to the carriages difficult due to their height from the platform and restricted access. ● Guests must be able to brace themselves with their arms and legs. ● Guests must be able to sit upright. ● Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.

Ride	Safety Code	Disabled Access Via	Notes & Restrictions
Buffalo Express	None	Ride exit	<ul style="list-style-type: none"> ● The ride is easily accessible.
Black Widow's Web	H B	Ride exit	<ul style="list-style-type: none"> ● There are 6 steps to the ride platform. ● Due to the forces exerted on this ride, it is not suitable for guests with heart, neck or back conditions/injuries, expectant mothers and others who have undergone recent surgery. ● Guests need to be able to brace themselves with arms and legs and to sit upright at all times.
Flying Camels	None	Ride exit	<ul style="list-style-type: none"> ● Some guests may find access to the carriages difficult due to their height from the platform. ● Two riders may access each carriage but due to weight restrictions it is recommended that two adults do not ride together.
Falls of Terror	H B	Stair way on the left of the queue lines	<ul style="list-style-type: none"> ● There are 62 steps up to the ride platform. ● Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury. ● Guests need to be able to support themselves by holding on to the side straps with their hands and sit upright at all times.
Trauma Tower	H	Ride exit	<ul style="list-style-type: none"> ● Some guests may find access onto the ride seats difficult due to their height from the platform. ● Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.
Skyrider	H	Ride exit	<ul style="list-style-type: none"> ● There are 4 steps up to the ride platform. ● Some guests may find access to the seat difficult due to its height from the platform and its instability. ● Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.

Ride	Safety Code	Disabled Access Via	Notes & Restrictions
Carousel	B	Ride exit	<ul style="list-style-type: none"> ● There are 3 steps up to the ride platform. ● Some guests may find access to the horses difficult due to their height from the platform. ● Guests should be able to hold on with their arms and legs and remain seated at all times on the horses. ● For guests who cannot access the horse there are chariots which provide easy access and do not require the ability to hold on.
Angry Birds	None	None	<ul style="list-style-type: none"> ● Consists of a large outdoor play area suitable for all (under 5s must be supervised) and an indoor play area suitable for children under 10 years old. ● The play equipment consists of climbing frames, tubes, slides, fireman's pole, etc. There are also touch screens, sona games and gamenetics games. Some of the equipment has limited access. ● The area is mainly covered with soft safety flooring.
Skatekarts	None	Ride entrance	<ul style="list-style-type: none"> ● There is good access to this ride. ● The ride is controlled by the rider and requires balance to remain on the karts. ● To ride the kart the rider needs to be able to sit upright and hold on with both hands to control the kart.
T-cups	B	Ride entrance	<ul style="list-style-type: none"> ● There is good access to the ride with 1 small step to the ride platform. ● Some guests may find access onto the ride seats difficult due to restricted access ● There are no restraints on this ride and riders must be able to hold on with their arms and remain seated at all times.
Dragon Boats	None	Ride entrance	<ul style="list-style-type: none"> ● There is 1 small step down into the boats. ● There are no restraints on this ride and riders must be able to hold on with their arms and remain seated at all times.
Pirate Swinger	None	Ride exit	<ul style="list-style-type: none"> ● There is 1 small step up to the ride platform. ● Some guests may find access to the seat difficult due to its height from the platform and its instability. ● No adults are permitted on this ride.

Ride	Safety Code	Disabled Access Via	Notes & Restrictions
Wave Rider	None	Ride exit	<ul style="list-style-type: none"> ● There are 4 steps up to the ride. ● Some guests may find access to the ride difficult because of the restricted space.
Swans	None	Ride exit	<ul style="list-style-type: none"> ● There is good access to the loading jetty. ● Some guests may find access to the boats difficult due to the instability of the boat in the water. ● The boats are operated via pedals in the front of the boat.
Mini Ferris Wheel	None	Ride exit	<ul style="list-style-type: none"> ● There are 3 steps up into the ride carriage. ● Some guests may find access into the cars difficult because of restricted space and instability. ● No adults are permitted on this ride.
Ladybug	None	Ride entrance	<ul style="list-style-type: none"> ● There is good access to the ride and cars with 1 step up into the cars. ● Guests must remain seated at all times.
Noah's Ark	None	Ride entrance	<ul style="list-style-type: none"> ● There is good access to the ride and cars with 1 step up into the cars. ● Guests must remain seated at all times.
Clownaround	B	Ride entrance	<ul style="list-style-type: none"> ● There is good access to the ride, with a small step up onto the ride platform. ● There are no restraints on this ride and riders must be able to hold on with their arms and remain seated at all times.
Space Pirates	None	Ride entrance	<ul style="list-style-type: none"> ● There is good access to the ride, with 1 step up to the ride platform. ● Some guests may find it difficult to access the cars due to their height from the platform.
Human Cannonball	None	Ride entrance	<ul style="list-style-type: none"> ● There is good access to the ride, with 1 step up to the ride platform. ● Some guests may find it difficult to access the cars due to their height from the platform.

Ride	Safety Code	Disabled Access Via	Notes & Restrictions
Soft Play Area	None	Soft Play main entrance	<ul style="list-style-type: none"> ● Access to the soft play area and café is good. ● Consists of an indoor play area and café. The soft play area is divided into three zones. A small area for those under 1, a zone for children up to 3 years of age and a third zone for those aged 3 to 7. ● The main play area for the children aged between 3 and 7 is on a raised platform which can be accessed by the built in soft play steps.
Bird of Prey Centre	None	Bird of prey entrance	<ul style="list-style-type: none"> ● Access to the bird of prey centre is good. ● Show times are displayed at the main entrance.



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Lightwater Valley, North Stainley, Ripon, North Yorkshire HG4 3HT. Tel: 01765 635321