

Guide for guests with disabilities

This guide will assist our Guests with disabilities, to ensure that you have a safe and enjoyable day out at the Pleasure Beach!

This guide contains extra information that is additional to general ride restrictions (including height, size, and loose item restrictions). Notice boards situated on each ride will detail general restrictions that apply.

Unfortunately, not all rides are suitable for all visitors and our staff are trained to specific and strict operating procedures. We strongly suggest that, where possible, you watch our rides in motion before making an informed decision about which attractions you are able to, or wish to ride.

Our staff are instructed not to break any safety rules, they are there for your safety and the safety of others.

Parking

- Blue Badge holders may park in the marked spaces at the Borough Council's St. Nicholas car park, opposite the Pleasure Beach Main Entrance (normal parking charges will apply) from 1 April – 30 October. (Please note that this car park closes at 9.00pm daily except for 11.00pm on Summer Firework nights.) Alternatively, there are numerous pay and display parking spaces along South Beach Parade adjacent to the Pleasure Beach. These charges apply from start of 1 April to 31 October 8.00am – 6.00pm with free parking 6.00pm – 8.00am

Entrance to the Park

- The Main entrance is accessible for wheelchairs and pushchairs.

Entrance Fee

- Those who are able to provide documentary proof of disability will be able to purchase discounted wristbands at a ratio of 1:1. Access cards identifying 2:1 assistance will be entitled to a second discounted wristband. Reduced price wristbands can only be purchased from the Front Sales Kiosk and not available on-line as proof of eligibility will need to be shown prior to purchase.

Examples of acceptable documentation include;

- Disability Living Allowance (DLA)
 - Personal Independence Payment (PIP)
 - Blue Badge (photo ID required)
 - Signed letter from GP (photo ID required)
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- Concession wristband price
 - Off peak £16.50
 - Peak £19.50
 - Evening (Summer) Thurs / Sat £10.00
 - Evening (Summer) Wed £11.50

- Customers wishing to pay-per-ride can purchase a pre-loaded Fun Card allowing continually entrance to the park along with ride credits (Rides vary from 2-5 credits per person). There are no discounted ride credits.
- Customers with proof of disabilities that are not able to participate in the rides or attractions, along with their 1:1 carer, are able to gain entry to the park free of charge with a valid 'Entrance only' Fun Card.

Toilets

- Disabled Toilets are situated at the Main Entrance toilet block, behind the Haunted Hotel adjacent to the Food Court, and next to the Pleasure Beach Inn. These toilets are only accessible using a National R.A.D.A.R key. If you do not have one, one may be obtainable from the Food Court, Pleasure Beach Inn, and from the Merchandise kiosk for a refundable deposit of £5.00.
- General toilet blocks are situated at ground floor level around the park.
- When using any of the facilities please be hygienic for the sake of yourself and others.
- The Pleasure Beach Gardens also accommodates toilet facilities for disabled persons. (located beside Sarah's Tearooms)

Guide Dogs

- Guide Dogs are welcome in the Park, however for safety reasons, dogs will not be able to accompany guests onto the rides. Guide dogs may accompany their owner as far as the loading point. Please ensure that guide dogs are left with another member of the group and not left unattended.

First Aid Centre

- A qualified attendant is on duty at the Pleasure Beach. The well-equipped first aid room is situated by the Yo-Yo ride. (Please see member of staff at the Merchandise kiosk if the First Aider is required)

Ride Access

- The park itself is at ground level, it is laid out in such a way that it is extremely easy for disabled persons to both gain access and travel around enjoying the Pleasure Beach sights and sounds.
- Exit gates may be used for easier access to certain rides. (see individual ride information) In such cases please make yourself known to staff to facilitate your entrance.
- Where appropriate, a guest with disabilities should ensure that they have a suitable helper with them to assist with loading, unloading, observance of safety restrictions/messages and any emergency/evacuation procedures.
- Please note that Helpers/Carers will not be allowed preferential access unless they are accompanying a Guest with a disability onto the ride.

Ride safety

- This disability guide is additional to general ride restrictions. These are detailed on information boards at the entrance of the rides.
- Several 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 of our rides, and where applicable is indicated by icons B and H shown in the following Ride advice section.
- Most rides require Guests to keep their arms and legs inside the ride carriages, and remain seated.
- If a physical size of a guest prohibits them from using the safety device restraints correctly, they will not be able to ride.
- Persons with special needs may need to be accompanied on certain rides, to avoid any risk of injury to themselves or others.

Helpers / Companions

- For safety reasons, Guests with disabilities are required to have at least one adult helper to accompany them onto the rides.
- Helpers accompanying Guests with disabilities onto the rides are required to sit in the same carriage, boat or seat as the disabled Guest they are assisting.
- Helpers must be able to assist disabled Guests with loading and off-loading (including their transfer from wheelchairs). Our staff will give full instructions, but for everyone's safety, we will leave all lifting to the Helpers.
- Helpers must be able to communicate any safety restrictions or messages, and assist with any emergency or evacuation procedures.

Catering

- All catering outlets are situated on ground floor level, with easy access to food counters. Most of our eating outlets incorporate an accessible seated area with tables and chairs.