



Disabled Access Guide 2009



Guests requesting Special Access must register at the Guest Assistance Center, located in England

Busch Gardens Williamsburg

PARK ACCESSIBILITY GUIDE

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Welcome to Busch Gardens Williamsburg

We're glad you're here! This guide provides an overview of services and facilities available for guests with disabilities who are visiting Busch Gardens Williamsburg. We are committed to providing a safe and enjoyable environment to all guests. Please refer to the Guest Assistance Center in England if you have any questions.

We have two programs at Busch Gardens Williamsburg which are in place to assist guests with disabilities. Our Ride Admission Program matches the individual abilities of our guests to the requirements of each ride. We also have our Special Access Program which will assist guests in enjoying attractions throughout the park as some queue lines are not accessible to mobility impaired guests or those who are not able to wait in line. Both are described below.

Ride Admission Program (RAP): Is designed to allow guests to participate in the enjoyment of our parks as much as possible. The program was developed based on the requirements of the manufacturer and by analyzing the physical and mental attributes required to safely ride each ride. Each attraction was evaluated for the criteria necessary for an individual to ride safely. It is our policy to allow anyone to ride who meets all these requirements and is not a hazard to himself or others.

Special Access: Is designed to allow our guests to enjoy our attractions without waiting in queue lines due to certain disabilities. Guests will be placed in a virtual queue which equals the estimated wait time at that respective location. Guests have the ability to enjoy other attractions throughout the park during this time.

Guests wishing to use Special Access **MUST** enroll in our Ride Admission Program at the Guest Assistance Center in England.

NOTICE: The information in this guide is subject to change without notice. Please feel free to visit the Guest Assistance Center for current information on accessibility and services. You may also contact a team member regarding accessibility prior to boarding a particular attraction.

The following procedures will be of assistance when utilizing our Ride Admission Program throughout the park:

1. Please enroll in our Ride Admission Program at the Guest Assistance Center, located in England, where you will receive a list of the rides and attractions you can safely enjoy based on your abilities. Once this is complete you will be able to utilize our Special Access program.
2. Proceed to the ride entrance of the respective attraction with your RAP sheet and request a boarding time from the entrance team member. These attractions include Alpegeist, Apollo's Chariot, Corkscrew Hill, Curse of DarKastle, Escape from Pompeii, Griffon, Grover's Alpine Express, Lochness Monster, Log Flume, Roman Rapids and Howl-O-Scream mazes. If the entrance is not staffed, you may proceed to the ride exit to request a boarding time. The time provided on the card will be based on the current estimated wait time.
3. We suggest you take a moment to enjoy our other attractions throughout the park while you wait in the virtual queue system.
4. For our smaller attractions we ask that you proceed to the ride exit/entrance (marked with disabled access sign) and inform the team member that you wish to ride. You will be asked to wait 1-2 ride cycles prior to boarding.
5. Only the number of guests listed on the RAP sheet, (Guest utilizing RAP and maximum of 3 additional), are able to board with the guest needing special access. Other party members should use the ride entrance.
6. The guest with the disability must ride in order for their party to take part in our Ride Admission Program.

RIDES ACCESS INFORMATION

General Information

At Busch Gardens Williamsburg, safety is the only consideration that takes precedence over fun! Thrill rides, by their very nature, create forces and speeds that may not be acceptable or tolerable to some guests, and may cause injury to some riders with known or unknown, pre-existing conditions.

Many theme park rides incorporate safety systems designed by the manufacturer to accommodate people of average physical stature and body proportion. These systems may place restrictions on the ability of an individual to safely experience the ride. In general, you should ride only if you are in good health. Do not ride if you know or suspect you may be pregnant, have high blood pressure, heart, neck or back problems, motion sickness, recent surgery, or any other medical condition that may be affected by the features of the ride. You should not ride if you have any impairment or condition that would prevent the intended use of seating and safety restraints as provided or inability to follow any safety requirement.

In order to ride, guests must be able to maintain the proper riding position throughout the ride and brace themselves upright in their seat, keeping their head upright and their back against the seatback. Guests must be able to use the restraint device properly and be able to hold on tight and keep their hands, arms, legs, and feet down and inside the ride at all times. Guest must be able to demonstrate a willingness and ability to comply with verbal and written rider requirements. The rider requirements and health restrictions are listed at the entrance of each ride.

Guests with casts or braces will be restricted from riding certain rides where the cast or brace may present a hazard to the guest or others. Please consult with our Guest Assistance Center staff for more information or if in doubt about your ability to safely experience a ride.

Busch Gardens Williamsburg team members can offer assistance steadying a guest transferring to or from a wheelchair. They may not lift or assist in lifting anyone using a wheelchair. All guests must be able to board a ride themselves or with help from a member of their party.

The maturity level of any rider must be considered prior to riding.

HEIGHT REQUIREMENTS

Height requirements are posted at each attraction. Your child may be measured at the height check station located at the Guest Assistance Center in England. All guests, including those using wheelchairs, must meet the height requirement.

CASTS AND BRACES

Guests with casts and braces will not be permitted to ride Alpengeist, Apollo's Chariot, and Griffon. Guests with a full arm cast, full leg cast, or braced arm cast may be restricted from riding certain rides and should refer to the Access Guide for information.

PROSTHETIC DEVICES

Guests with any type of prosthesis should ensure it is properly secured before riding any rides. Leg prostheses are not permitted on Alpengeist, Apollo's Chariot, and Griffon. Guests with an amputation below the knee may ride Alpengeist and Griffon but must remove the leg prosthesis prior to riding. Guests with an amputation above the knee will not be permitted to ride Alpengeist and Griffon. Guests with an amputation above the ankle are not permitted to ride Apollo's Chariot. Guests with an arm prosthesis must have one fully functioning arm and hand to ride Apollo's Chariot.

GUESTS OF EXCEPTIONAL SIZE

In order to ride, all seatbelts, lap bars, and shoulder harnesses must be positioned and fastened properly.

Due to rider restraint system requirements, guests of exceptional size may not be accommodated on some of our rides. Larger guests may experience difficulty on Alpengeist, Apollo's Chariot, and Griffon. Test seats are located at the ride entrance and we recommend utilizing these before entering the ride queue. Our team members may assist you by asking you to try out the seat.

RIDE ESCORTS

Ride escorts may be required due to mechanical problems, weather conditions, or power interruption. If a ride escort is required, guests may need to negotiate stairs from the highest point of the ride and down steeply inclined catwalks or steps. Guests requiring assistance during the ride escort may be escorted last in order to expedite the ride escort process. Please inquire about specific procedures prior to boarding a particular attraction.

LOOSE ARTICLE POLICY

Loose articles are NOT permitted IN the ride queue lines OR ON Alpengeist, Apollo's Chariot, Davinci's Cradle, Escape from Pompeii, Griffon, Grover's Alpine Express, Lochness Monster, Roman Rapids, and the Waveswinger. This includes but is not limited to, cellular phones, hats, cameras, pagers, purses, wallets, keys, backpacks, umbrellas, etc. Items must be safely secured in a sealed pocket, a waist pack, left in a locker or with a non-rider. Busch Gardens is not responsible for lost or damaged articles.

CAMERA POLICY

For safety reasons, picture taking is not permitted on any ride except the Sky Ride, Busch Garden's Railway, and Rhine River Cruise. Due to the nature and dynamics of all rides and the potential for injury, unsecured cameras or video cameras of any size are not permitted on the rides. To store such equipment, either return them to your vehicle, leave with a non-rider or use the lockers that are available.

OXYGEN TANKS

Due to the dynamics and certain characteristics of the rides, oxygen tanks are not permitted on any ride except the Carousel (Bench Only), Railroad, Rhine River, and Skyride. Oxygen tanks are permitted in theatres, exhibits, and other enclosed facilities.

BEFORE EXPERIENCING A RIDE PLEASE NOTE ALL SAFETY WARNINGS BOTH VERBAL AND WRITTEN FOR EACH RIDE, SUCH AS:

- Please wait for all rides to come to a complete stop before attempting to board.
- Please exercise caution in boarding each attraction, watching your head and step.
- Once you are seated, please secure your seatbelt, lap bar, or shoulder harness and keep them

fastened until the ride comes to a complete stop.

- Face forward and remain seated in an upright position. Hold on until the ride comes to a complete stop.
- Keep all parts of your body inside the ride at all times.
- Shoes are required on all rides. Loose fitting shoes may be removed before riding Alpengeist, Apollo's Chariot, Griffon, and the Waveswinger.
- You are responsible for your personal property.
- Finish food and drink before boarding.
- No smoking while in line or while riding. Smoking is prohibited, except in designated areas, which are located near most restrooms.

DEFINITIONS

Every ride entrance lists height requirements and special instructions regarding the ride. Busch Gardens Williamsburg uses the following terms:

Supervising Companion: A supervising companion is someone who physically and mentally meets all the requirements to ride the ride themselves, is 14 years of age or older, and exhibits the maturity of someone 14 years of age or older.

Accompanied By: Whenever a guest needs accompaniment, the accompanying person must meet all the ride requirements, as well as assist the guest. This includes helping the guests in the boarding and exiting of the ride, assisting the guest in maintaining postural control while riding, and assisting the guest down stairs, catwalks, or ladders in case of a ride escort.

Hand-held Infant: A hand-held infant is a child who is unable to walk to the ride unit independently or maintain independent seated postural control.

Functioning Extremity: A functioning extremity is a limb over which a person has control. A prosthetic device is considered a functioning extremity.

Ability to hold on or brace: Ability to use one's arms to maintain a grasp on an assist bar and support one's body during normal and emergency procedures on a ride and to use one's legs to brace to maintain a seated position during the forces of the ride.

Ridership Criteria

The evaluation of each ride considered the following thirteen (13) criteria which may be required to ride a particular ride safely.

1. **Ability to maintain the proper riding position throughout the ride.**

The guest must have the body and spinal control to maintain the proper riding position throughout the ride without the aid of other people or devices and be able to maintain the proper riding position even during bumping or other characteristic movements of the ride.

2. **Weight distribution to allow the restraint device to function as designed.**

The weight distribution of the guest's body must not interfere with any of the ride or attraction's safety and restraint devices as they were designed.

3. **Control of upper torso – including head and neck.**

The guest must have sufficient muscle control to support their head, neck and upper torso in the proper position during the ride or attraction's designed dynamic motions.

4. **Ability to hold on with one functioning hand.**

A functioning hand is an upper extremity or prosthesis with fingers that have the ability to grasp the restraint device and exhibits good grip control; the ability to brace and is strong enough to maintain the proper riding position throughout the duration of the ride.

5. **Ability to hold on with two functioning hands.**

Ability to hold on with two functioning hands as described above.

6. **Ability to hold on with one functioning arm.**

A functioning arm is an upper extremity or prosthesis that has the ability to arm-grip the restraint device by wrapping the arm around the restraint device and is strong enough to allow the guest to maintain the proper riding position

throughout the duration of the ride.

7. **Ability to hold on with two functioning arms.**

Ability to hold on with two functioning arms as described above.

8. **Ability to brace self with one functioning leg.**

Guest must have one functioning leg, natural or prosthetic, for bracing their body during the course of the ride or attraction.

9. **Ability to brace self with two functioning legs.**

Guest must have two functioning legs, natural or prosthetic, to be used for bracing their body during the course of the ride or attraction and maintaining balance when entering and exiting a ride or attraction.

10. **Minimum of two functioning extremities.**

Guest must have a minimum of two functioning extremities, natural or prosthetic (two arms, two legs, or one arm and one leg), to brace themselves during the ride and assist in entering and exiting the ride or attraction.

11. **Minimum of three functioning extremities.**

Guest must have a minimum of three functioning extremities, natural or prosthetic (two legs and an arm or two arms and a leg) to allow the guest to brace in a tripod manner during the ride.

12. **Ability to enter and exit the ride without endangering self or others.**

Guest must be able to enter and exit the ride without jeopardizing themselves or others and to assist with their own evacuation, if necessary. This may include entering through an exit or having someone aid him or her in boarding. If a guest has to be lifted in and out of a ride unit, they must be accompanied by a supervising companion who is accustomed to doing this.

For the safety of ride or attraction operators and the guest, our operators are instructed not to perform this function, other than in children's ride areas.

13. **Appropriate Observed Conduct.**

Guest must demonstrate appropriate observed conduct by indicating a willingness and ability to understand, participate in, and follow all rider requirements. Appropriate observed conduct may include but not be limited to, maintaining the proper riding position, attention to and compliance with safety instructions, proper use of restraints and safety equipment and a willingness to participate in the attraction.

In addition to the basic physical and mental requirements defined above, each ride was evaluated relative to specific temporary conditions which may prevent a guest from safely riding a particular ride.

The specific conditions evaluated were:

- Cervical collar or neck brace
- Broken collar bone
- Full arm cast
- Braced arm cast
- Lower arm cast
- Full leg cast
- Lower leg cast
- Bilateral abduction leg casts (brace between legs)
- The suitability of safely carrying hand-held infants on each ride was also evaluated.

Ride Information

The following descriptions are designed to give you information on the type of actions caused by various rides along with their unique physical restrictions. If you have been authorized for Special Access, follow the directions listed under each ride.

ALPENGEIST

One of the world's tallest, most twisted inverted roller coasters.

Ride Access:

Mobility-impaired guests that would like to ride this attraction should see the team member at the entrance to receive a time to return to the ride. At the provided time, the guest will proceed to the exit, located to the far left of the entrance, to board the ride. Please see the platform team member for assistance and loading instructions.

This ride travels great distances and includes a steep lift mechanism. Due to the awkwardness of evacuation procedures in the event of a ride stoppage, mobility impaired guests **SHOULD NOT RIDE** this ride.

Height Restrictions:

Guests must be 54" tall to ride.

Medical Recommendation:

For your safety, you should ride only if you are in good health. If you know or suspect you may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery or any other impairment or medical condition that may be affected by the features of this ride or prevent normal seating or use of the safety restraints as provided, **SHALL NOT RIDE**.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Please review all restrictions listed on the sign at the attraction entrance.

Guests with (an) amputated leg(s) above the knee are not permitted to ride. Prosthetic legs are not permitted on the ride. Guests with any type of arm or hand prosthesis should ensure that it is properly secured, and will remain in place in spite of forces experienced during the ride.

Guest must have the ability to hold on with at least ONE functioning hand, grasp with ONE functioning arm, and to brace self with TWO functioning legs amputated at the knee or below OR the ability to hold on with TWO functioning hands and to brace self with ONE functioning leg amputated at the knee or below. Guests with a broken collar bone, neck brace, arm cast, or leg cast SHALL NOT RIDE. Please see a team member at the ride if you have any questions.

Assistance Animals: Not Permitted

APOLLO'S CHARIOT

High-speed hypercoaster achieving great heights and high rates of speed.

Ride Access:

Mobility-impaired guests that would like to ride this attraction should please see the team member at the entrance to receive a time to return to the ride. At the provided time, the guest will proceed to enter through the exit, located to the left of the entrance. Please see the platform team member for assistance and loading instructions.

This ride travels great distances and includes a steep lift mechanism. Due to the awkwardness of evacuation procedures in the event of a ride stoppage, Mobility-Impaired guests SHOULD NOT RIDE this ride.

Height Restrictions:

Guests must be 52" tall to ride.

Medical Recommendation:

For your safety, you should ride only if you are in good health. If you know or suspect you may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, or any other impairment or medical condition that may be affected by the features of this ride or prevent normal seating or use of the safety restraints as provided, SHALL NOT RIDE.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Please review all restrictions listed on the sign at the attraction entrance.

Guests with (an) amputated leg (s) above the ankle are not permitted to ride. Leg Prosthetics are not permitted on the ride. Guests with any type of arm or hand prosthesis should ensure that it is properly secured, and will remain in place in spite of forces experienced during the ride. A Guest must have TWO natural legs (to the Ankle) AND must be able to hold on to the lap bar with ONE functioning hand in order to ride. Guests with a broken collar bone, neck brace, arm cast, or leg cast SHALL NOT RIDE. Please see a Team Member at the ride if you have questions.

Assistance Animals: Not Permitted

BATTERING RAM

Boat swing ride

Ride Access:

Guests using wheelchairs should proceed to the exit gate, to the left of the entrance.

Height Restrictions:

Guests must be 42" tall or accompanied by a Supervising companion. Hand-held infants are not permitted.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a broken collar bone, neck brace, or braced arm cast MUST not ride. All other casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

Die AUTOBAHN

Bumper Cars

Ride Access:

Mobility-impaired guests should proceed to the exit gate located to the far right of the entrance.

Height Restrictions:

Guests must be over 48" tall to ride. Guests between 42" – 48" must be accompanied by a supervising companion.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a neck brace, or a braced arm cast MUST not ride. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Permitted (Provided the guest and the animal fit comfortably inside the ride unit).

CAROUSEL

Ride Access:

Mobility-impaired guests should proceed to the exit gate to the far right of the entrance.

Height Restrictions:

Guests must be 42" tall or accompanied by a supervising companion. Children under 42" must ride in the center row of horses. Hand-Held infants are allowed on the benches only.

Assistance Animals: Permitted on the Bench only (Provided the guest and the animal fit comfortably inside the ride unit).

Der KATAPULT

Classic "Scrambler" ride

Ride Access:

Mobility-impaired guests should proceed to the exit gate, located to the far right of the entrance.

Height Restrictions:

Guests must be 48” tall or accompanied by a supervising companion. Hand-held infants are not permitted.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a broken collar bone, neck brace, full arm cast, or braced arm cast MUST not ride. All other casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

CORKSCREW HILL

4-D Adventure Simulation Experience

Ride Access:

Corkscrew Hill is designed to accommodate all guests through the entrance. Guests using manual wheelchairs should enter through the entrance. Assistive listening devices available.

Height Restriction:

Guests must be 42” tall to ride.

Medical Recommendation:

For your safety, you should ride only if you are in good health. If you know or suspect you may be pregnant, have high blood pressure, recent surgery, have sensitivity to strobe effects, heart conditions, neck or back problems, and those with any impairment or condition that would prevent intended use of seating and safety restraints provided or inability to follow any safety requirement, MUST NOT RIDE.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a broken collar bone, neck brace, full arm cast or a braced arm cast MUST not ride. All other casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

CURSE OF DARKASTLE

4-D Adventure simulation that will freeze you with fear.

Ride Access:

Guests using manual wheelchairs should enter through regular guest entrance. Guests using ECV’s that would like to ride this attraction should please see the team member at the entrance to receive a time to return to the ride. At the provided time, the guest will proceed to the VIP entrance to the far right of the Ride entrance. Please see the loading team member for assistance and loading instructions.

Height Restrictions:

Guests must be 42” tall to ride.

Medical Recommendation:

For your safety, you should ride only if you are in good health. If you know or suspect you may be pregnant, have high blood pressure, heart or lung conditions, recent surgery, neck or back problems, and those with any impairment or condition that would prevent intended use of seating and safety restraints provided or inability to follow any safety requirement MUST NOT RIDE.

Guest’s who are prone to motion sickness and those who would be adversely affected by strobe lights or water SHOULD NOT RIDE.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. In addition, guests must be able to brace themselves with at least one functioning leg and grasp with one functioning arm. Guests with a broken collar bone, or neck brace MUST not ride. All casts must fit comfortably inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

DAVINCI’S CRADLE

Thrilling 360-degree “magic carpet” ride

Ride Access:

Mobility-impaired guests should proceed to the exit ramp to the right of the entrance. Please wait behind the white line at the exit area.

Height Restrictions:

Guests must be 42” tall to ride.

Physical Restriction:

Riders must be able to brace themselves against a strong forward and backward force. Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a broken collar bone, neck brace, full arm cast, braced arm cast, or full leg cast MUST not ride. All other casts must comfortably fit inside the ride unit. Guests with any type of prosthesis should ensure that it is properly secured, and will remain in place in spite of forces experienced during the ride. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

ELEPHANT RUN

Children’s ride

Ride Access:

Mobility-impaired guests should proceed to the exit gate located to the right of the entrance.

Height Restrictions:

Guests must be at least 38” to ride. In addition guests must be under 56” tall to ride, however, an adult may accompany a child.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a broken collar bone, neck brace, or braced arm cast MUST not ride. All other casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

ESCAPE FROM POMPEII

Thrilling plunging water ride with special effects

Ride Access:

Mobility-impaired guests that would like to ride this attraction should please see the team member at the entrance to receive a time to return to the ride. If the entrance is not staffed, please see the team member at the ride exit. At the provided time, please proceed to enter through the ride exit, located to the right of the Pompeii photo shop. See the platform team member for assistance and loading instructions.

This ride travels great distances and includes a steep lift mechanism. Due to the awkwardness of evacuation procedures in the event of a ride stoppage, Mobility-Impaired guests SHOULD NOT RIDE this ride.

Height Restrictions:

Guests must be 42" tall to ride

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a broken collar bone, neck brace, braced arm cast, or full leg cast MUST not ride. All other casts must comfortably fit inside the ride unit. Guest's who would be adversely affected by strobe lights MUST NOT RIDE. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

FLYING MACHINE

Circular rotational thrill ride

Ride Access:

Mobility-impaired guests should proceed to the exit gate, located to the far right of the entrance.

Height Restrictions:

Guests must be 42" tall to ride.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a neck brace or a braced arm cast MUST not ride. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

GRIFFON

The world's tallest, floorless dive coaster

Ride Access:

Mobility-impaired guests that would like to ride this attraction should see the team member at the entrance to receive a time to return to the ride. At the provided time, the guest will proceed to the entrance to board the ride. Please see a platform team member for assistance.

This ride travels great distances and includes a steep lift mechanism. Due to the awkwardness of evacuation procedures in the event of a ride stoppage, Mobility-Impaired guests SHOULD NOT RIDE this ride.

Height Restrictions:

Guests must be 54" tall to ride.

Medical Recommendation:

For your safety, you should ride only if you are in good health. Guests who know or suspect you may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, have sensitivity to strobe effects, are under the influence of alcohol or drugs, or any other impairment or medical condition that may be affected by the features of this ride or prevent normal seating or use of the safety restraints as provided, SHALL NOT RIDE.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Please review all restrictions listed on the sign at the attraction entrance.

Guests with (an) amputated leg(s) above the knee are NOT permitted to ride. Prosthetic legs are NOT permitted on the ride. Guests with any type of arm or hand prosthesis should ensure that it is properly secured, and will remain in place in spite of forces experienced during the ride.

Guest must have the ability to hold on with at least ONE functioning hand, grasp with ONE functioning arm, and to brace self with TWO functioning legs amputated at the knee or below OR the ability to hold on with TWO functioning hands and to brace self with ONE functioning leg amputated at the knee or below. Guests with a broken collar bone, neck brace, arm cast, or leg cast SHALL NOT RIDE.

Assistance Animals: Not Permitted

Die AUTOBAHN JR.

Kiddie Bumper Cars

Ride Access:

Guests using wheelchairs should proceed to the exit gate, located to the right of the entrance.

Height Restrictions:

Guests must be under 48" tall. Hand-held infants are not permitted.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a broken collar bone, neck brace, or braced arm cast MUST not ride. All other casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

Der WIRBELWINDCHEN

Kiddie Swings

Ride Access:

Mobility-impaired guests should proceed to the exit gate located to the left of the entrance.

Height Restrictions:

Guests must be under 48" tall to ride. Hand-held infants are not permitted.

Physical Restriction:

Guests with a full leg cast MUST not ride. All other casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

LAND OF THE DRAGONS

A unique activity and play area designed specifically for small children.

Attractions:

Bug-A-Dug, Chug-A-Tug, Eggery Degger, and Flutter Sputter

Ride Access:

Mobility-impaired guests should wait outside the exit gate for the assistance of a team member.

Height Restrictions:

Eggery Degger and Flutter Sputter: Children under 36" must be accompanied by a supervising companion. Children between 36" and 56" may ride alone. Adults may accompany a child and hand-held infants are not permitted.

Bug-A-Dug, Chug-A-Tug: Children must be under 56" to ride. Adults and hand-held infants may not ride.

Net Climb and Bridges

Mobility-impaired guests may participate in these attractions; however, they involve steep net climbs and steps that are not accessible to wheelchairs.

Assistance Animals: Permitted on the rides only (Provided the guest and the animal fit comfortably inside the ride unit).

LE SCOOT LOG FLUME

A fun-filled water adventure

Ride Access:

This attraction is located at the base of a steep hill with steps down to the loading platform. The Le Scoot Log Flume is not easily managed by Mobility-Impaired guests, and is not accessible to wheelchairs. Guests using wheelchairs that would like to ride this attraction should enter through the exit located to the left of the entrance at the bottom of the hill. Please see the platform team member for assistance and loading instructions.

This ride travels great distances and includes a steep lift mechanism. Due to the awkwardness of evacuation procedures in the event of a ride stoppage, Mobility-Impaired guests SHOULD NOT RIDE this ride.

Height Restrictions:

Guests must be 46" tall to ride or accompanied by a supervising companion. Hand-held infants are not permitted.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a broken collar bone, neck brace, braced arm cast, or full leg cast MUST not ride. All other casts must comfortably fit inside the ride unit. Guest's who would be adversely affected by strobe lights MUST NOT RIDE. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

THE LITTLE BALLOONS

Kiddie balloon ride

Ride Access:

Mobility-impaired guests should proceed to the exit gate, located to the far right of the entrance.

Height Restrictions:

Guests must be under 56" tall. Hand-held infants are not permitted.

Physical Restriction:

All casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Permitted (Provided the guest and the animal fit comfortably inside the ride unit).

LIL' CLYDES

Delightful ride for children.

Ride Access:

Mobility-impaired guests should proceed to the exit gate located to the left of the entrance.

Height Restriction:

Guests must be under 56" tall to ride. Hand-Held infants are not permitted.

Physical Restriction:

Guests with a full leg cast or brace between legs MUST not ride. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

THE LITTLE GLIDERS

Kiddie hang glider ride

Ride Access:

Mobility-impaired guests should proceed to the exit gate, located to the far left of the entrance.

Height Restrictions:

Guests must be under 56" tall; however, adults may accompany a child in the sit down gliders. Hand-held infants are not permitted.

Physical Restriction:

Guests with a braced arm cast MUST not ride. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

THE LOCHNESS MONSTER

Double-looping steel roller coaster.

Ride Access:

Mobility-impaired guests that would like to ride this attraction should please see the team member at the entrance to receive a time to return to the ride. At the provided time the guest will proceed to the exit of the ride to enter. Please see the platform team member for assistance and loading instructions.

This ride travels great distances and includes a steep lift mechanism. Due to the awkwardness of evacuation procedures in the event of a ride stoppage, Mobility-Impaired guests SHOULD NOT RIDE this ride.

Height Restriction:

Guests must be 48" tall to ride.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a broken collar bone, neck brace, full arm cast, braced arm cast, or a full leg cast MUST not ride. All other casts must comfortably fit inside the ride unit. Guest's who would be adversely affected by strobe lights MUST NOT RIDE. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

BUSCH GARDENS RAILROAD

All trains are equipped with chair lifts to assist guests using wheelchairs. Please see a team member at the station for further instructions.

Assistance Animals: Permitted (Provided the guest and the animal fit comfortably inside the ride unit).

Caribou Train Station (New France)

Ride Access:

Guests may enter through the gate at the Caribou entrance or wait outside of the exit gate located to the far left of the station.

Festa Train Station (Festa Italia)

Ride Access:

Guests using wheelchairs should use the entrance queue and enter the platform loading area using the gates next to the turnstiles.

Tweedside Train Station (Scotland)

Ride Access:

Guests using wheelchairs may enter through the gates to the right of Tweedside Gifts.

Der ROTO BARON

Kiddie airplane ride

Ride Access:

Mobility-impaired guests should proceed to the exit gate, located to the left of the entrance.

Height Restrictions:

Guests must be under 56" tall to ride. Hand-held infants are not permitted.

Physical Restriction:

All casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Permitted (Provided the guest and the animal fit comfortably inside the ride unit).

RHINE RIVER CRUISE

Riverboat ride.

Ride Access:

Located at the base of a steep set of steps coming from Scotland and an equally steep hill and steps from Rhinefeld. The Rhine River Cruise is not easily managed by guests with restricted mobility, and is not accessible to wheelchairs.

Assistance Animals: Permitted (Provided the guest and the animal fit comfortably inside the ride unit).

ROMAN RAPIDS

White-water raft ride

Ride Access:

Mobility-impaired guests that would like to ride this attraction, should see the team member at the entrance to receive a time to return to the ride. If there is not a team member at the entrance, please remain at the Disabled Access Gate near the entrance. A team member will report to your location to provide you with a time to return to the attraction. At the provided time, mobility-impaired guests will proceed to enter through the access gate, located to the right of the entrance. Ambulatory guests should proceed to the ride exit, located to the left of the entrance. Please see the platform team member for assistance and loading instructions.

This ride travels great distances and includes a steep lift mechanism. Due to the awkwardness of evacuation procedures in the event of a ride stoppage, mobility-impaired guests SHOULD NOT RIDE this ride.

Height Restrictions:

Guests must be 42" tall to ride.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a neck brace or a braced arm cast MUST not ride. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

SESAME STREET FOREST OF FUN

A fun Sesame Street themed activity and play area.

Attractions:

Bert and Ernie's Loch Adventure

A children's water flume ride

Ride Access:

Mobility-impaired guests should proceed to the ride entrance.

Height Restrictions:

Guests must be under 56" tall however adults may accompany a child. Children under 36" must be accompanied by a supervising companion. Hand-held infants are not permitted.

Physical Restriction:

All casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Permitted (Provided the guest and the animal fit comfortably inside the ride unit).

Grover's Alpine Express

A fun Children's roller coaster.

Ride Access:

Mobility-impaired guests that would like to ride this attraction should see the team member at the entrance to receive a time to return to ride. If there is not a team member at the entrance one member of your party should see the team at the ride exit to receive a time to return to ride. At the provided time, mobility-impaired guests will proceed to enter through the ride exit. Please see the platform team member for assistance and loading instructions.

This ride travels remote distances and includes a steep lift mechanism. Due to the awkwardness of evacuation procedures in the event of a ride stoppage, mobility-impaired guests SHOULD NOT RIDE this ride.

Height Restrictions:

Guests must be at least 38" tall to ride. Guests between 38" tall and 41" tall must be accompanied by a supervising companion. Guests 41" in height or taller may ride alone.

Physical Restriction:

In addition to the requirements listed under General Information, guests must be able to grip with one functioning hand, brace with one functioning leg, and have a minimum of three (3) functioning extremities. Two functioning hands are sufficient instead of three functioning extremities if the guest has a normal center of gravity and the lower extremities are sufficiently strong enough to maintain a proper riding position under the dynamic conditions of the ride.

Amputation must be at knee or below. Guests with any type of prosthetic device must ensure that it is properly secured and will remain in place in spite of forces experienced during the ride.

Guests with a neck brace, broken collar bone, braced arm cast, full arm cast or full leg cast, will not be permitted to ride. All other casts must fit inside the ride vehicle. Please review all restrictions listed on the sign at the attraction entrance prior to riding.

Assistance Animals: Not Permitted

Oscars Whirly Worms

A ride that rocks back and forth while gently rotating.

Ride Access:

Mobility-impaired guests should proceed to the ride entrance.

Height Restrictions:

Guests must be at least 42” tall or accompanied by a supervising companion. Hand-held infants are not permitted.

Physical Restriction:

In addition to the requirements listed under General Information, guests must be able to grip with one functioning hand and brace with one functioning leg. Two functioning hands are sufficient instead of one functioning hand and one functioning leg if the guest has a normal center of gravity and the lower extremities are sufficiently strong enough to maintain the proper riding posture under the dynamic conditions of the ride. Amputations must be at the knee or below. Please review all restrictions listed on the sign at the attraction entrance. Guests with a double leg amputation above the knee must not ride unless a well-secured prosthetic device is in place.

Guests with a neck brace, broken collar bone, full arm cast, or braced arm cast will not be permitted to ride. All other casts must comfortably fit inside the ride vehicle.

Assistance Animals: Permitted (Provided the guest and the animal fit comfortably inside the ride unit).

Prince Elmo’s Spire

A Mini-Drop Tower that moves upward and downward in a gentle bouncing motion.

Ride Access:

Mobility-impaired guests should proceed to the ride entrance.

Height Restrictions:

Guests must be at least 42” tall or accompanied by a supervising companion. Hand-held infants are not allowed.

Physical Restriction:

In addition to the requirements listed under the General Information, guests must have two functioning extremities to participate at this attraction. Guests with a full leg cast, braced arm cast, or neck brace will not be permitted to ride. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

SKYRIDE

Ride Access:

Guests using wheelchairs should proceed to the exit area located to the left of the entrance for the assistance of a team member. Wheelchairs that fold can be accommodated on specially designed cabins.

Assistance Animals: Permitted (Provided the guest and the animal fit comfortably inside the ride unit).

Height Restrictions:

Guests must be 56” tall or accompanied by a supervising companion.

TRADEWIND

High-speed circular ride

Ride Access:

Mobility-impaired guests should proceed to the exit gate located to the left of the entrance for the assistance of a team member.

Height Restrictions:

Guests must be 52” tall. Guests between 48” – 52” must be accompanied by a supervising companion.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a broken collar bone, neck brace, full arm cast, or braced arm cast **MUST** not ride. All other casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

TURKISH DELIGHT

Teacup ride

Ride Access:

Mobility-impaired guests should proceed to the exit gate, located to the far left of the entrance.

Height Restrictions:

Guests must be 48" tall or accompanied by a supervising companion. Hand-held infants are not permitted.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with a broken collar bone, neck brace, or

braced arm cast **MUST** not ride. All other casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

Der WIRBELWIND

Swings

Ride Access:

Mobility-impaired guests should proceed to the exit gate, to the left of the entrance.

Height Restrictions:

Guests must be 48" tall to ride. Guests between 40" – 48" must be accompanied by a supervising companion and may only ride in the double swings.

Physical Restriction:

Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests with any type of prosthesis should ensure that it is properly secured, and will remain in place in spite of forces experienced during the ride. Guests with a neck brace, braced arm cast, or full leg cast **MUST** not ride. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

General Park Information

Guest Relations

Guest Relations is located past the ticket booths, moving past the turnstiles on the right hand-side.

Parking

Parking is provided directly in front of the main entrance for guests with a legal parking permit. Most spaces for guests with disabilities are accessible to vans.

Wheelchair Rental

Wheelchairs and Electric Convenience Vehicles (ECV's) may be rented at Stroller Rental in England. This shop is located near the front gate of the park. It is just past the turnstiles on the right hand side of the main pathway. Wheelchairs and ECV's are rented on a "first-come, first served" basis to guests with disabilities. Reservations for wheelchairs are available and must be made at least 3 days in advance of the planned visit. Reservations can be made on-line at www.buschgardens.com or by calling 1-800-343-SWIM. Guests may also use their own wheelchairs or ECV's. Guests using wheelchairs may join any admissions line to enter the park.

Segway®

Busch Gardens prohibits the use of two-wheeled vehicles (e.g. Segway®) within our park. Alternatives for guests who arrive to our park with one of these devices are manual or electric convenience wheelchairs.

Restrooms

All restrooms are accessible to guests using wheelchairs and are clearly marked with the wheelchair symbol throughout the park. Companion restroom facilities are located at the Main Entrance/Exit, France, Health Services, and at Sesame Street Forest of Fun.

First Aid

Busch Garden's First Aid station is located between Jack Hannah's Wild Reserve and France. This office is staffed by Registered Nurses and Emergency Medical Technicians. Team members throughout the park will be happy to call for assistance upon request.

Restaurants

While dining at our restaurants, please be aware that most venues offer cafeteria-style service. Table service is available upon request. For guests with special dietary needs, Grogan's Grill offers soy, gluten,

dairy, and nut or peanut free menu options along with a variety of healthy alternatives. Please ask a team member if you need any assistance.

Gift Shops

All gift shops are wheelchair accessible (with the exception of Package Pick-up). Please ask any team member for assistance. 'Package Pick-up', available at all gift shops, provides guests the opportunity to shop throughout Busch Gardens and have their purchases sent to Package Pickup (near the Main Entrance) for pick-up later in the day.

Assistance Animals

Assistance animals are welcome at Busch Gardens. All assistance animals must remain on a leash or in a harness at all times. Where permitted, guests with assistance animals should follow the same attraction entrance procedures as described for guests using wheelchairs.

The following suggestions will maximize your visit with your assistance animal:

Although assistance animals are discouraged from riding any ride, your assistance animal will be permitted on:

- Bert and Ernie's Loch Adventure
- Bumper Cars
- Carousel Bench
- Land of the Dragons Rides
- Little Balloons
- Oscars Whirly Worms
- Railroad
- Red Baron
- Rhine River
- Skyride

Please review additional ride information in this guide to determine if you feel the ride experience is appropriate for your animal.

We suggest that while experiencing a ride, the animal should be left with a responsible non-rider. The guest attending the animal may then board the ride without waiting in line once the first guest assumes responsibility of the animal.

Busch Gardens team members are not permitted to care for assistance animals.

Assistance animals are the responsibility of the owner and cannot be left unattended. Guests are responsible for the clean up of service animal waste and for controlling your service animal's behavior.

If at any time your service animal's behavior becomes a threat to the safety and well being of other park guests or animals, you will be asked to board the animal at our kennel or leave the premises.

"Break" Areas for Service Animals

For your convenience, a Service Animal "Relief Area" is located to the left hand side of the Pompeii Gift Shop.

Hearing Impaired Guests

Telephones

Text Telephone Devices (TTD) are located at Guest Relations (near the park entrance). Please see a team member for assistance. Public telephones accessible to guests using wheelchairs are provided throughout the park. Some public telephones are equipped with a volume control.

Assistive Listening Devices

Assistive listening devices are available at all theaters, as well as The Curse of DarKastle and Corkscrew Hill. Please see team members at theater or ride locations for assistance.

Sign language Interpretation

If you are reading this in preparation for your visit, American Sign Language interpretation can be provided at live shows with a minimum of one week's notice. Call (757) 253-3201 for reservations. Every effort will be made to provide interpreting services with less than one weeks notice depending on the availability of the interpreter. Guests requesting this free service will be contacted prior to their visit.

Visually Impaired Guests must have someone (a companion or park team member) read the ride restrictions to them prior to boarding.



Attraction And Show Access Information

All theatre entrances are accessible by ramp. Guests with disabilities will load during the times designated for all guests. Please see a team member if you have any questions or need assistance.

Globe Theatre (England)

Entrance for guests using wheelchairs is directly to the right side of the theatre.

Abbeystone Theare (Ireland)

Entrance for guests using wheelchairs is directly to the left side of the theatre.

Wild Reserve (Jack Hanna's Wild Reserve)

Fully accessible for guests using wheelchairs. Please see a team member at the entrance of the lorikeet interaction area for assistance.

Wolf Haven, Wolf Valley (Jack Hanna's Wild Reserve)

Fully accessible for guests using wheelchairs.

Shenanigans Theatre (Jack Hanna's Wild Reserve)

Guests using wheelchairs may use either entrance at the theatre.

Royal Palace Theatre (France)

Guests using wheelchairs may use either entrance at the theatre. The disabled seating section is reserved for guests using wheelchairs. Seating for one companion is available next to the guest using a wheelchair.

Canadian Palladium Theatre (New France)

Open Theatre.

Das Festhaus (Oktoberfest)

Restaurant seating.

Teatro di San Marco (Italy)

Restaurant seating.



WORLD_US OF DISCO_UVE_URY



Busch Gardens is a Worlds of Discovery park. Other Worlds of Discovery parks include Water Country USA in Williamsburg; Busch Gardens in Tampa, FL; the SeaWorld parks in San Diego, San Antonio, and Orlando, FL; Sesame Place near Philadelphia; Discovery Cove in Orlando; Adventure Island in Tampa; and Aquatica, SeaWorld's water park, in Orlando.

Would you like to join the Busch Gardens Williamsburg team?

Call (757) 253-3020 for more information

Visit Busch Gardens on the Internet!

www.buschgardens.com

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