

BUSCH GARDENS TAMPA ACCESSIBILITY GUIDE

The Busch Gardens Tampa Accessibility Guide provides an overview of services and facilities available for guests with disabilities at Busch Gardens Tampa. We are committed to providing all guests with a safe and enjoyable environment.

If you have any additional questions after reviewing this Accessibility Guide, please don't hesitate to contact us. You can reach us by emailing BGT-AccessibilityServices@BuschGardens.com or by calling (813)884-4386. Alternatively, you may also visit Guest Relations, conveniently located just inside Busch Gardens Tampa's entrance on the day of your visit.

The Accessibility is organized into five (5) parts, as follows:

- Part 1 - General Park Information
- Part 2 - Disability Services Available
- Part 3 - General Ride Access Information
- Part 4 - Individual Ride Access Information
- Part 5 - Attraction and Presentation Information

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PART 1: GENERAL PARK INFORMATION

PARKING

Accessible parking spaces are available in the parking lot near the park entrance, with many of those spaces accessible to vans.

GUEST RELATIONS

Guest Relations is conveniently located just inside the Park Entrance. Please feel free to visit Guest Relations on the day of your visit if you have any questions regarding the services available. You will also need to visit Guest Relations to enroll in Busch Gardens Tampa's Ride Accessibility Program (RAP).

WHEELCHAIRS AND ELECTRIC CONVENIENCE VEHICLES (ECV'S)

Guests may utilize their own wheelchairs or Electric Convenience Vehicles (ECV's). Guests are welcome to join any ticketing or turnstile line to purchase tickets and enter the park.

Wheelchairs and ECV's are also available for rental, based on availability, inside the park to the right of Guest Relations.

Reservations for Wheelchairs and Electric Convenience Vehicles (ECV's) can be made online at buschgardens.com.

SEGWAYS

Two-wheeled, self-balancing electric vehicles, such as Segways, are not permitted at Busch Gardens Tampa. We are pleased to offer alternative forms of personal transportation, including Electric Convenience Vehicles (ECV's) and standard wheelchairs.

ROLLATOR WALKERS

Guests are permitted to use their own rollator walkers; however, they may not be used as a substitute for a wheelchair or Electric Convenience Vehicle (ECV). Please note that guests are not allowed to be pushed while seated in a rollator walker. Rollator Walkers are not available for rental.

FIRST AID

First Aid facilities are located in Pantopia, Sesame Street Safari of Fun, Security, and near Cheetah Hunt®. These offices are staffed by Registered Nurses or Emergency Medical Technicians. Please be aware that any Ambassador throughout

the park can call for assistance on your behalf.

ACCESSIBLE RESTROOMS

All restrooms in the park are wheelchair accessible and are marked with a wheelchair symbol. Additionally, Busch Gardens Tampa has Family or Companion restrooms available in the following locations:

- Stanleyville (next to Stanley Falls ®)
- Egypt (next to Montu ®)
- Nairobi (next to Kenya Kanteen)
- Pantopia (in Main First Aid)
- Congo (next to Bumper Cars)
- Sesame Street Safari of Fun (behind Snack-n-geti)
- Stanleyville (next to Zambia Smokehouse)

GIFT SHOPS

All gift shops are wheelchair accessible. Please ask an Ambassador if you need any assistance.

Busch Gardens Tampa also offers package-pickup assistance at all gift shops. This service provides guests the opportunity to shop throughout the park and pick up their purchases at Emporium Gift Shop near the Main Entrance.

RESTAURANTS

Most dining venues at Busch Gardens Tampa offer cafeteria-style service.

You may also visit buschgardens.com for more information on Busch Gardens Tampa's Allergy Friendly program prior to your visit.

FOOD POLICY

No outside food, beverages, or coolers are allowed to be brought into Busch Gardens Tampa, with the exception of bottled water or refillable water bottles. Exceptions may be made for guests with special dietary needs, including food allergies and baby food/formula. Guest should contact BGT-AccessibilityServices@BuschGardens.com prior to their visit to request accommodations.

PART 2: DISABILITY SERVICES

SERVICE ANIMALS

Service Animals are welcome at Busch Gardens Tampa. Service Animals are limited to dogs and miniature horses only that have been individually trained to do work or perform tasks for the benefit of an individual with a disability.

Service Animals must always remain on a leash or harness and under the control of its handler. If at any time your service animal's behavior is out of control, you will be asked to remove your service animal from the premises.

Service Animals must be housebroken. Relief areas are marked on the park map.

Service Animals are permitted in all guest areas; however, please note whether a Service Animal is permitted in a behind the scenes animal interaction will be referred to the Zoological Staff.

Service Animals are discouraged from riding rides; however, at Busch Gardens Tampa Service Animals are permitted on:

- Bumper Cars
- Skyride
- Elmo's Safari Go Round
- Carousel
- The Count's Zambezi Rally
- Snuffy's Elephant Romp
- Zoe Patra Hippos of the Nile
- Big Bird's Whirley Birdy
- Train Ride
- Serengeti Express
- Congo River Rapids

Emotional Support Animals are not permitted at Busch Gardens Tampa.

HEARING DISABILITIES

Busch Gardens provides complimentary Qualified American Sign Language (ASL) interpreters upon request. To request an ASL Interpreter, please email BGT-AccessibilityServices@BuschGardens.com or call (813) 884-4FUN. We kindly ask that you request this service at least 14 days prior to your visit. You should receive a response to your e-mail within 7 days. However, if you haven't received a response within 7 days, please don't hesitate to email or call us again.

Additionally, Busch Gardens provides scripts available for select presentations. Please visit Guest Relations to request a copy of available scripts.

VISION DISABILITIES

Guests who are blind or have limited/low vision must have someone (either a companion or Ambassador) explain the ride and read the ride instructions prior to boarding.

FOOD ALLERGEN INFORMATION

Most dining venues at Busch Gardens Tampa offer cafeteria-style service with allergy-friendly options available throughout the park.

Feel free to visit any dining venue to receive an Allergen Card with more details on our Allergy-Friendly program and culinary options that may meet your dietary needs.

While none of our restaurants are allergen-free, our team will take the utmost care to ensure that your meal is free from cross-contact. Upon arriving at your chosen food venue, please proceed directly to a cashier and request to speak with a supervisor to explain your allergen concerns in detail. The supervisor can answer your questions and take your food order, to ensure your meal is prepared without any cross-contact.

RIDE ACCESSIBILITY PROGRAM

At Busch Gardens Tampa, we have implemented programs to assist guests with disabilities. Our Ride Accessibility Program (RAP) aligns the individual abilities of our guests to the requirements of each ride, allowing guests to enjoy the park while keeping in mind the safety requirements of our rides and attractions. The RAP is based on the manufacturer's requirements for each ride and evaluates the physical and mental attributes required for a guest to safely ride an attraction.

It is the policy of Busch Gardens Tampa that all guests can ride rides and enjoy attractions as long as they meet all requirements and such that it does not present a likely hazard to the guests or others.

Guests should visit Guest Relations, located just inside the park's entrance, to enroll in the RAP. Guests will receive a list of the rides and attractions they can ride.

Following enrollment in the RAP, guests will be granted Special Access to our attractions. Special Access is designed to allow our guests to enjoy select rides and attractions without waiting in line if the guest is not able to do so because of his or her disability. It is available only for the listed rides and excludes shows, special events, parades, meet and greet priority access, gift shop check-out, or restaurant lines. Guests

enrolled in the RAP will be placed in a Virtual Queue, allowing them to enjoy the park until their estimated boarding time at the specific attraction.

The following procedures will assist you in utilizing our Ride Accessibility Program throughout the park:

1. Once enrolled in the RAP, review your RAP sheet, and proceed to the entrance of a listed ride to request a boarding time. If the entrance is not staffed, you may proceed to the ride exit to request a boarding time. Boarding times are based on the current estimated wait time.
2. For smaller attractions that are listed on your RAP sheet, proceed to the ride exit/entrance marked with a disabled sign and inform the Ambassador of your desire to ride. You may be asked to wait 1-2 ride cycles if there is an estimated 10+ minute wait.
3. The guest enrolled in the RAP must ride for their party to board through the special access entrance. A maximum of 5 additional guests may accompany the guest needing special access. Additional guests must use the ride entrance.

Note: Guests may only have one active wait time at a time.

PART 3: GENERAL RIDE ACCESS INFORMATION

GENERAL RIDE RESTRICTIONS

Rides create forces and speeds that may not be acceptable or tolerable to some riders and may cause injury to riders with known or unknown pre-existing conditions.

Many theme park rides incorporate safety systems designed by manufacturers to accommodate individuals of average physical stature and body proportion. These systems may impose restrictions on certain rider's ability to safely experience the ride.

As a rule, only ride if you are in good health. Do not ride if you know or suspect you may be pregnant, have abnormal blood pressure, heart, neck, or back problems, are prone to motion sickness, have recently undergone surgery, or have any other condition that could be affected by the ride's features.

For all rides, guests must be able to:

- Maintain the proper riding position throughout the ride, by bracing themselves upright, keeping their head upright, and their back against the seatback.
- Properly use the ride device or restraint, keeping their hands, arms, legs, and feet down and inside the ride device at all times.
- Hold on tight to the assist bar or handles at all times.
- Demonstrate willingness and ability to comply with and understand verbal and written rider requirements and safety procedures.

HEIGHT REQUIREMENTS

Height requirements are posted at each ride. A height check station is also available at the front of the park. All guests, including those using wheelchairs, must meet the height requirement to ride.

RIDERS OF LARGER SIZE

To ride, all seatbelts, lap bars, and shoulder harnesses must be properly fastened and positioned closed to the body. Due to rider restraint system requirements, riders of larger size may not be accommodated on:

Cheetah Hunt
Falcon's Fury
Iron Gwazi
Kumba
Montu
SheiKra
Tigris

For your convenience, test seats are located at the following rides:

- Cheetah Hunt
- Cobra's Curse
- Falcon's Fury
- Iron Gwazi
- Kumba
- Montu
- Serengeti Flyer
- Sheikra
- Tigris

We recommend using these test seats before entering the queue line.

CASTS, BRACES, AND WALKING BOOTS

Guests wearing casts, braces, or walking boots may be restricted from riding certain rides and should refer to Part 4, Individual Ride Information, of this Accessibility Guide for more information.

Generally, guests with walking boots and braces can ride if the boot or brace fits comfortably into the ride unit and meets the proper ride requirements.

PROSTHETIC DEVICES AND AMPUTATIONS

Guests with any type of prosthesis may be restricted from riding certain rides. If permitted, riders must ensure that the prosthesis is properly secured before riding and should refer to Part 4, Individual Ride Information, of this Accessibility Guide for more information.

RIDE TRANSFERS

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

RIDE ESCORTS

Ride escorts may be required due to temporary interruptions in operation. 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.

To expedite ride escort process, guests requiring assistance during the ride escort may be escorted last. Only one mobility-impaired guest may ride the attraction.

at one time unless they are in the same party. Please inquire about specific procedures prior to boarding a particular attraction.

BEFORE EXPERIENCING A RIDE:

- Note all safety warnings, both verbal and written, for each ride.
- Wait for all rides to come to a complete stop before attempting to board.
- Use caution when boarding, watching your head and step.
- Obey all instructions given by operators and lifeguards.
- Face forward and remain seated in the proper riding position.
- Hold on tight until the ride comes to a complete stop.
- Keep arms, hands, legs, and feet inside the ride at all times.
- Finish all food and beverages before riding.

OXYGEN TANKS

Due to the dynamics and specific characteristics of the rides, attractions, and pools, oxygen tanks are not permitted on any attraction.

Oxygen Concentrators may be permitted on some rides if they can be secured and meet the loose article requirements for a specific ride.

Oxygen tanks are permitted inside the park and may be brought into merchandise shops, restaurants, and other enclosed facilities.

RIDE DEFINITIONS

Supervising Companion: Someone who meets all physical and mental requirements to ride the ride, is 14 years of age or older and demonstrates maturity equivalent to that of someone aged 14 or older.

Accompanied By: When a guest requires accompaniment, the accompanying individual must meet all ride requirements and assist the guest accordingly. This assistance includes aiding the guest in boarding and exiting, as well as assisting the guest downstairs, catwalks, or ladders if a ride escort is necessary. Depending on the ride, the accompanying individual may also need to help the guest maintain postural control while riding.

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.

RIDERSHIP CRITERIA

As described in Part 2 of this Accessibility Guide, Busch Gardens Tampa Ride Accessibility Program (RAP) aligns the individual abilities of our guests to the requirements of each ride, allowing guests to enjoy the park while keeping in mind the safety requirements of our rides and attractions. The RAP is based on the manufacturer's requirements for each ride and evaluates the physical and mental attributes required for a guest to safely ride an attraction. Some of those may include the following:

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.

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.

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 attractions designed dynamic motions.

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.

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

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.

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

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.

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.

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.

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.

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.

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.

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 is evaluated relative to temporary conditions which may prevent a guest from safely riding a specific ride. Some of the specific conditions evaluated include:

- Cervical collar or neck brace
- Broken collar bone
- Full arm cast
- Braced arm cast
- Lower arm cast

- Full leg cast
- Lower leg cast

PART 4: INDIVIDUAL RIDE ACCESS INFORMATION

listed in alphabetical order.

The following descriptions are designed to provide information on the type of actions caused by various rides along with their unique restrictions. If you enrolled in the Ride Accessibility Program, follow the directions listed under each ride below.

AIR GROVER

Kiddie roller coaster

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the queue entrance to board the ride. Please see a team member for assistance and loading instructions.

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.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: Guests must be able to grip with one functioning hand and brace with one functioning leg. 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.

Service Animals: Not permitted.

BIG BIRD'S WHIRLY RIDE

Kiddie Carousel

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the queue entrance to board the ride. Please see a team member for assistance and loading instructions.

Height Requirement: Guests between 36" and 56" may ride alone. Guests under 36" must be accompanied by a supervising companion (at least 14 years old). Adults may accompany a child. Handheld infants may not ride.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: Each rider or accompanying supervising companion 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 or supervising companions must be able to hold on with one functioning hand and brace with one functioning leg. All casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Service Animals: Permitted.

CHEETAH HUNT®

High speed launch coaster

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the queue entrance to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be 48" to ride Cheetah Hunt®.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure,

heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: Guests must have the ability to sit upright and maintain proper riding position throughout the ride. Guests must have appropriate weight distribution to allow the restraint device to function properly. Guests must have control of upper torso including head and neck. Guests must have the ability to hold on with two functioning hands and to brace self with one functioning leg or the ability to hold on with two functioning hands as long as the guest has a normal center of gravity, and the lower extremities are sufficiently strong enough to maintain a proper riding posture under the dynamic conditions of the ride (amputation must be at the knee or below). Guests with full leg plaster casts, cervical collars, neck braces, braces arm casts, and broken collar bones shall not ride. Please review all restrictions listed on the sign at the attraction entrance.

Service Animals: Not permitted.

COBRA'S CURSE™

Spinning family coaster

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the ride exit to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be 48" tall to ride Cobra's Curse™ alone. Riders 42" tall may ride with a responsible person 14 years of age or older.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: 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 16 feet down and inside the ride at all times. Guests

must have appropriate weight distribution to allow the restraint mechanism to function correctly. Guests must have three functioning extremities with the ability to hold on with at least one functioning hand and to brace with one functioning leg. Guests with a broken collar bone, cervical collar, neck brace, or any type of hard cast shall not ride. Please review all restrictions listed on the sign at the attraction entrance.

Service Animals: Not permitted.

CONGO RIVER RAPIDS ®

White water raft ride

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the queue entrance to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be 42" to ride Congo River Rapids®

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: 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 must have appropriate weight distribution to allow the restraint device to function properly. Guests must be able to hold on with one functioning hand and brace with one functioning leg. 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 to maintain a proper riding posture under the dynamic conditions of the ride. Amputation must be at knee or below. Guests with a broken collar bone, neck brace, cervical collar or a braced arm cast must not ride. Please review all restrictions listed on the sign at the attraction entrance.

Service Animals: Permitted.

THE COUNT'S ZAMBEZI RALLY

Kiddie Cars

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the queue entrance to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Children under 36" must be accompanied by a supervising companion. Children between 36" and 56" may ride alone. Adults may accompany a child. Hand-held infants may not ride.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: 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 must be able to hold on with one functioning hand and brace with one functioning leg. 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.

Service Animals: Permitted.

ELMO'S SAFARI GO-ROUND

Kiddie Carousel

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the queue entrance to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be under 56" to ride Elmo's Carousel unless accompanying a child under 36".

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, fear of heights or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: Guests must be able to remain sitting up straight, keeping their head upright. Guests must be able to hold on with one functioning hand and be able to straddle the ride unit and maintain the proper riding position.

Service Animals: Permitted.

FALCON'S FURY

Drop Tower

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the queue entrance to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be between 54" and 77" to ride Falcon's Fury®.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restriction: Guests must have the ability to sit upright and maintain proper riding position throughout the ride. Guests must have appropriate weight distribution to allow the restraint device to function properly. Guests must have control of upper torso including head and neck. Guests must have the ability to hold on with one functioning arm. Leg amputations must be below the knee. Guests with full leg plaster casts, cervical collars, neck braces, and broken collar bones shall not ride. Please review all restrictions listed on the sign at the attraction entrance.

Service animals: Not Permitted.

GRAND CARAVAN CAROUSEL

Classic carousel ride

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, Page 17 of 27 the guest will proceed to the queue entrance to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders under 42" must be accompanied by a responsible person 14 years of age or older and are allowed only on the middle rows. Infants must be accompanied by a responsible person 14 years of age or older and must ride on a bench seat.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: Guests must be able to remain sitting up straight, keeping their head upright. Guests must be able to hold on with one functioning hand and be able to straddle the ride unit and maintain the proper riding position.

Service animals: Permitted.

GWAZI® GLIDERS

Kiddie hang gliders

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the ride exit to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be under 56" to ride Gwazi® Gliders. Handheld infants are not permitted.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark

enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the 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. Guests must be able to hold on with one functioning hand and brace with one functioning leg. Please review all restrictions listed on the sign at the attraction entrance.

Service animals: Not Permitted.

IRON GWAZI®

Hybrid coaster with 91° drop

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, Page 18 of 27 the guest will proceed to the queue entrance to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be 48" to ride Iron Gwazi®.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restriction: Guests must have the ability to sit upright and maintain proper riding position throughout the ride. Guests must have appropriate weight distribution to allow the restraint device to function properly. Guests must have control of upper torso including head and neck. Guests must have two functioning legs with feet. Guests must have three functioning limbs/extremities. Guests with any type of cast that encompasses a joint may not ride. All prosthetics must be removed prior to riding. Guests with arm cast are permitted. Please review all restrictions listed on the sign at the attraction entrance.

Service animals: Not Permitted.

KUMBA®

Looping steel roller coaster

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the ride exit to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be 54' tall to ride Kumba®.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restriction: Guests must have the ability to sit upright and maintain proper riding position throughout the ride. Guests must have appropriate weight distribution to allow the restraint device to function properly. Guests must have control of upper torso including head and neck. Guest must have the ability to hold on with at least one functioning hand and to brace self with two legs or the ability to hold on with two functioning hands if the guest's lower extremities are sufficiently strong to maintain a proper riding posture under the dynamic conditions of the ride. Amputation must be at the knee or below. Guests with an amputated leg above the knee may ride, with the use of a separate three-point harness, provided the guest has at least one functioning hand, one functioning leg (to the knee or below), and enough leg remnant to be secured by the separate three-point harness. Guests should refer to Guest Services to determine their specific ability to ride. Leg prostheses 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. Guests with a broken collar bone, neck brace, or any type of hard cast shall not ride. Please review all restrictions listed on the sign at the attraction entrance.

Service animals: Not Permitted.

MONTU®

Inverted roller coaster

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the ride exit to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be 54" tall to ride Montu®.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restriction: Guests must have the ability to sit upright and maintain proper riding position throughout the ride. Guests must have appropriate weight distribution to allow the restraint device to function properly. Guests must have control of upper torso including head and neck. Guest must have the ability to hold on with at least one functioning hand and to brace self with two legs or the ability to hold on with two functioning hands if the guest's lower extremities are sufficiently strong to maintain a proper riding posture under the dynamic conditions of the ride. Amputation must be at the knee or below. Guests with an amputated leg above the knee may ride, with the use of a separate three-point harness, provided the guest has at least one functioning hand, one functioning leg (to the knee or below), and enough leg remnant to be secured by the separate three-point harness. Guests should refer to Guest Services to determine their specific ability to ride. Leg prostheses 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. Guests with a broken collar bone, neck brace, or any type of hard cast shall not ride. Please review all restrictions listed on the sign at the attraction entrance.

Service animals: Not Permitted.

PHOENIX RISING

Kiddie roller coaster

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the queue entrance to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Guests must be at least 42” and a maximum of 77” tall to ride. Children under 8 years of age or 48” of height are only allowed to take a ride if accompanied by a supervising adult person. The adult person must be seated in a seat next to the child.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: Guests must have the ability to sit upright and maintain proper riding position throughout the ride. Guests must have appropriate weight distribution to allow the restraint device to function properly. Guests must have control of upper torso including head and neck. Guests with one amputated leg or two amputated legs (amputation below the knee) must have the ability to hold on with two functioning hands, a rider with one amputated leg or two amputated legs (above the knee with or without prosthesis) shall not be allowed on the ride. Prosthetics are not permitted. Guests with full leg plaster casts, cervical collars, neck braces, braces arm casts, and broken collar bones shall not ride. Full body restraints may be used for Guest who do not meet the restrictions. Please review all restrictions listed on the sign at the attraction entrance.

Service Animals: Not permitted.

ROSITA'S DJEMBE FLYAWAY

Kiddie swings

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the ride exit to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be 54" tall to ride Montu®.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restriction: Guests must have the ability to sit upright and maintain proper riding position throughout the ride. Guests must have appropriate weight distribution to allow the restraint device to function properly. Guests must have control of upper torso including head and neck. Guest must have the ability to hold on with at least one functioning hand and to brace self with two legs or the ability to hold on with two functioning hands if the guest's lower extremities are sufficiently strong to maintain a proper riding posture under the dynamic conditions of the ride. Amputation must be at the knee or below. Guests with an amputated leg above the knee may ride, with the use of a separate three-point harness, provided the guest has at least one functioning hand, one functioning leg (to the knee or below), and enough leg remnant to be secured by the separate three-point harness. Guests should refer to Guest Services to determine their specific ability to ride. Leg prostheses 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. Guests with a broken collar bone, neck brace, or any type of hard cast shall not ride. Please review all restrictions listed on the sign at the attraction entrance.

Service animals: Not Permitted.

SERENGETI EXPRESS

Train

Ride Access: The Serengeti Express has three stations: Nairobi, Congo, and Stanleyville. Each of these stations accommodate wheelchair and ECV entry and all trains have chair lifts and a designated seating section for guests with disabilities.

Height Restrictions: None.

Ride Restrictions: None.

Physical Restrictions: None.

Service Animals: Permitted.

SERENGETI FLYER

Screamin' Swing ride

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the queue entrance, to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be at least 48" tall to ride Serengeti Flyer.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the 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. Guest with any leg amputations above the knee are not permitted to ride. Guest must have two functioning legs and one fully functioning arm processing the ability to grip with at least three fingers. Guest with any type of arm prosthesis should ensure that it is properly secured and will remain in place during the ride. Leg prostheses are not permitted. Please review all restrictions listed on the sign at the attraction

Service Animals: Not permitted.

SHEIKRA®

Floorless dive coaster

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the disabled entrance to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be 54" tall to ride SheiKra®.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: Guests must have the ability to sit upright and maintain proper riding position throughout the ride. Guests must have appropriate weight distribution to allow the restraint device to function properly. Guests must have control of upper torso including head and neck. Guest must have the ability to hold on with at least one functioning hand and to brace self with two legs or the ability to hold on with two functioning hands if the guest's lower extremities are sufficiently strong to maintain a proper riding posture under the dynamic conditions of the ride. Amputation must be at the knee or below. Guests with an amputated leg above the knee may ride, with the use of a separate three-point harness, provided the guest has at least one functioning hand, one functioning leg (to the knee or below), and enough leg remnant to be secured by the separate three-point harness. Guests should refer to Guest Services to determine their specific ability to ride. Leg prostheses 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. Guests with a broken collar bone, neck brace, or any type of hard cast shall not ride. Please review all restrictions listed on the sign at the attraction entrance.

Service Animals: Not permitted.

SKYRIDE

Aerial cable car

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the queue entrance (at the Cheetah Hunt® station) or exit (at the Stanleyville station) to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be 56" or accompanied by a supervising companion.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure,

heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: 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.

Service Animals: Permitted.

SNUFFY'S ELEPHANT ROMP

Kiddie airplane ride

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the queue entrance, to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be between 36" and 56" to ride alone. Guests under 36" must be accompanied by a supervising companion (at least 14 years old). Guests over 56" may ride when accompanying a child. Handheld infants are not permitted.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: Each rider or accompanying supervising companion 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 or supervising companions must be able to hold on with one functioning hand and brace with one functioning leg. All casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Service Animals: Permitted.

STANLEY FALLS ® FLUME

Log flume

Height Restrictions: Guests under 46” and over 2 years old must ride with a supervising companion. Guests 46” tall may ride unaccompanied.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: 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 must have appropriate weight distribution to allow the restraint device to function properly. Guests must be able to hold on with one functioning hand and brace with one functioning leg. Guests with a broken collar bone, neck brace, cervical collar, full leg cast, or a braced arm cast must not ride. Please review all restrictions listed on the sign at the attraction entrance.

Service Animals: Not Permitted.

TIGRIS

Triple launch coaster

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the queue entrance to board the ride. Please see a team member for assistance and loading instructions.

Height Requirement: Riders must be 54” to ride Tigris®

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Requirements: Guests must have the ability to sit upright and maintain proper riding position throughout the ride. Guests must have appropriate weight distribution to allow the restraint device to function properly. Guests must have control of upper torso including head and neck. Guests must have two functioning legs/feet and two functioning arms/hands and be capable of grasping handhold points. Amputation must be at the knee or below. Guests with any amputated leg or arm may ride, with the use of a full body harness, provided the guest has at least one functioning hand, one functioning leg (to the knee or below), and enough leg remnant to be secured by the separate three-point harness. Casts must fit comfortably inside the ride unit and not interfere with the lap bar and/or shin bar. Guests should refer to Guest Services to determine their specific ability to ride. Leg prostheses 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. Please review all restrictions listed on the sign at the attraction entrance.

Service Animals: Not Permitted.

UBANGA-BANGA BUMPER CARS

Bumper cars

Ride Access: Mobility-impaired guests that would like to ride this attraction should see the team member at the main entrance. This ride utilizes a virtual queue system on busier days and you may be given a return time to ride. At the provided time, the guest should proceed to the queue entrance, to board the ride. Please see a team member for assistance and loading instructions.

Height Requirement: Riders must be at least 42” tall to ride Ubanga-Banga Bumper Cars. Guests between 42” and 52” in height must be accompanied by a Supervising Companion.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: 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 must be able to hold on with one functioning hand and brace with functioning leg. Two functioning hands are sufficient provided the guest's lower extremities are

sufficiently strong to maintain a proper riding posture under the dynamic conditions of the ride. Guests with a neck brace, or a braced arm cast must not ride. Amputation must be at knee or below. Please review all restrictions listed on the sign at the attraction entrance.

Service Animals: Permitted.

ZOE-PATRA AND THE HIPPOS OF THE NILE

Kiddie flume

Ride Access: For those guests who are not able to wait in line, a Virtual Queue system is utilized, and guests will be given a return time to ride (see team member at the ride entrance). At the provided time, the guest will proceed to the queue entrance to board the ride. Please see a team member for assistance and loading instructions.

Height Restrictions: Riders must be between 36" and 56" to ride Zoe-Patra and the Hippos of the Nile. Handheld infants are not permitted.

Medical Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, fear of heights or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions: 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 cervical collar, neck brace or broken collarbone, full leg casts or braced arm cast will not be permitted to ride. All other casts must fit inside the ride vehicle. Guests must be able to grip with one functioning hand, brace with one functioning leg and have a minimum of three (3) functioning limbs. 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 posture 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.

Service Animals: Not permitted.

PART 5: ATTRACTION AND PRESENTATION ACCESS INFORMATION

(Attractions and Presentation are listed in alphabetical order)

All exhibits are accessible and seating for guests using wheelchairs is available at each theater. Companion seating is available for the guest using a wheelchair. Moroccan Palace Theater has auxiliary entrances. Guests using wheelchairs may enter other theaters via the Main Entrances.

MORROCAN PALACE THEATER

Access: This theater is fully accessible through the auxiliary wheelchair entrance.

PANTOPIA THEATER

Access: This theater is fully accessible through the main entrance.

STANLEYVILLE THEATER

Access: This theater is fully accessible through the main entrance.