

# **Accessibility Guide**

**Busch Gardens® Tampa Bay**

## WELCOME TO BUSCH GARDENS® IN TAMPA BAY, FLORIDA.

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®** in Tampa, Florida. We are committed to providing a safe and enjoyable environment to all guests. Please refer to **Guest Relations** at the **Adventure Outpost** if you have any questions.

**At Busch Gardens®, we have two programs in place to assist guests with disabilities. Our Ride Accessibility Program (RAP) matches the individual abilities of our guests to the requirements of each ride. When enrolled in the RAP, disabled guests will be able to participate in our Special Access Program which assists guests in enjoying attractions throughout the park as some queue lines are not accessible to mobility-impaired guests. These programs are described below.**

**Ride Accessibility Program (RAP):** Is designed to allow guests to fully participate and enjoy our parks while keeping in mind the safety requirements of our rides and attractions. The Program was developed based on the requirements of the manufacturer and by evaluating the physical and mental attributes required to safely ride each ride and participate in our other attractions. It is our policy to allow anyone to ride our rides and enjoy our attractions so long as they meet all of these requirements and such that it does not present a potential hazard to the guest or others.

**Special Access:** Is designed to allow our guests to enjoy our attractions without waiting in queue lines due if the guest is not able to do so as a result of his/her disability. 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 and then proceed to the specific attraction at the estimated time.

**Guests wishing to use Special Access must enroll in our Ride Accessibility Program at Guest Relations (located at the Adventure Outpost).**

**NOTICE:** The information in this guide is subject to change without notice. Please feel free to visit Guest Relations 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 Accessibility Program throughout the park:**

- 1. Please enroll in our Ride Accessibility Program at Guest Relations where you will receive a list of the rides and attractions and the**

- requirements for riding and enjoying each. Once you have enrolled in the RAP, 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. If the entrance is not staffed, you may proceed to the ride exit to request a boarding time. The time provided on your RAP sheet 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 may 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 5 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 Accessibility Program.**

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### GENERAL PARK INFORMATION

#### ***Service Animals***

Service animals are welcome at SeaWorld Parks & Entertainment® facilities. Service animals are limited to dogs and miniature horses that have been individually trained to do work or perform task for the benefit of an individual with a disability.

Service animals must remain on a leash or harness and/or under the control of their handler at all times and be house broken. 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 remain a reasonable distance from the Park’s resident animals.

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

- ***SkyRide***
- ***Train***
- ***Congo River Rapids®***
- ***Big Bird's Whirly Birdie***
- ***Elmo's Safari-go-Round***

To experience a ride or attraction that does not permit service animals, the animal may be left with a non-rider. The guest attending the animal may then board the ride without waiting in line after the first guest assumes responsibility of the animal. If a non-rider is not available to watch the animal while a disabled guest is riding the ride, a temporary pen will be provided. Please talk to the ride supervisor in order to utilize the temporary pen for a service animal or contact Guest Relations for additional information.

#### ***“Break” Area for Service Animals***

For your convenience, a Service Animal “Relief Area” is located at our Pet Care Center and at Nairobi Train Station.

#### ***Guest Relations***

Guest Relations is located at the Adventure Outpost in the Moroccan Village.

#### ***Parking***

Parking is provided directly in front of the park. 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 just inside the Main Entrance on the right). Wheelchairs and ECV's are rented on a “first-come, first serve” basis. 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](http://www.buschgardens.com) or by calling 1-888-800-5447. Guests may also use their own wheelchairs or ECV's. Guests using wheelchairs may join any admissions line to enter the park.

#### ***Segway***

SeaWorld Parks & Entertainment® is committed to providing guests a safe and enjoyable experience. Because of different pathway configurations and terrain, as well as large crowds that include small children and strollers, we regret that we cannot permit the use of two-wheeled, self-balancing electric vehicles such as Segways. We are pleased to offer other forms of electric convenience vehicles and standard wheelchairs, and we encourage you to contact Guest Services with any questions you may have.

### **Restrooms**

All restrooms are accessible to guests using wheelchairs and are clearly marked with the disabled symbol throughout the park. Companion restroom facilities are located at:

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

### **First Aid**

Busch Gardens® First Aid stations are located in Pantopia, Sesame Street Safari of Fun, Security, and near Cheetah Hunt®. These offices are 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. For guests with special dietary needs, we offer a variety of allergy friendly options throughout our park. You may stop by the Adventure Outpost, or any of our meal facilities, to receive an Allergen Card with more detail on our Allergy Friendly program and culinary options for those guests with allergies. For questions before you visit, please contact us at [www.buschgardens.com](http://www.buschgardens.com). We also suggest you visit meal facilities during non-peak hours or ahead of meal time so that you can be efficiently assisted and served.

For any of our guests that cannot wait in long lines, are unable to access the cafeteria lines or have special dietary needs, please go straight to the cashier (or restaurant hostess) upon arrival and ask to speak with a supervisor for assistance.

### **Gift Shops**

All gift shops are wheelchair accessible. 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, located just inside the Main Entrance at the Emporium for pick-up later in the day.

## **RIDE ACCESS INFORMATION**

At Busch Gardens®, 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. Guests 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 Services staff for more information or if in doubt about your ability to safely experience a ride.

Busch Gardens® 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 Adventure Outpost at the front of the

park. All guests, including those using wheelchairs, must meet the height requirement.

### **CASTS, BRACES, AND WALKING BOOTS**

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 Ride Information section of this guide for more information. Guests with walking boots and knee braces will be able to ride as long as the boot or brace fits comfortably in to the ride unit.

### **PROSTHETIC DEVICES AND AMPUTATIONS**

Guests with any type of prosthesis should ensure it is properly secured before riding any ride and should refer to Guest Relations to determine their specific ability to ride any ride. Leg prostheses are not permitted on Kumba®, SheiKra® and Montu®. Guests with an amputation below the knee may ride Kumba®, SheiKra® and Montu® but must remove the leg prosthesis prior to riding. Guests with a single amputation 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, and enough leg remnant to be secured by the separate three-point harness.

Guests with an amputation below the ankle may ride Kumba®, SheiKra® and Montu® but must remove the leg prosthesis prior to riding

Guests with an amputation at the knee or below may ride Kumba®, SheiKra® and Montu® but must remove their leg prosthesis prior to riding.

Guests with an arm prosthesis must have one fully functioning hand and two natural functioning legs to ride most rides. One natural functioning hand with original fingers (not prosthesis) is necessary to hand-grasp the lap bar.

Guests should refer to Guest Relations to determine their specific ability to ride attractions.

### **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 Kumba®, Montu®, SheiKra®, Falcon's Fury®, and Cheetah Hunt®. Test seats are located at the ride entrance of these rides 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. Only one mobility-impaired guest may ride the attraction at one time, unless they are in the same family. 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 most of our rides. These items include but are 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 Train and SkyRide. 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 or use the lockers that are available for a nominal fee.

The following conditions must be met for the hands free cameras/camera harnesses to be permitted:

- Must be secured by a 3 point or more harness, over the riders shoulders and around the torso, that is snapped or buckled closed and cannot be detached by bumping.
- The camera must be inside a case that snaps closed tightly and the case is securely attached to the harness with a screw type pen or similar device. Similarly, conditions are met if the camera alone can be directly and securely attached to the harness with a screw type pen or similar device.
- **A Park Operations Manager must approve of the device before it is used.**

## OXYGEN TANKS

Due to the dynamics and certain characteristics of the rides, oxygen tanks are not permitted on any ride except the Train 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 Montu<sup>®</sup>, Falcon's Fury<sup>®</sup>, and SheiKra<sup>®</sup>.
- You are responsible for your personal property.
- Finish food and beverages before boarding.
- No smoking while in line or while riding. Smoking is prohibited, except in designated areas, which are listed on the park map.

## DEFINITIONS

Every ride entrance lists height requirements and special instructions regarding the ride. Busch Gardens<sup>®</sup> 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.

***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 ability for a disabled guest to ride certain rides or attractions is evaluated based on certain criteria which may include manufacturer's requirements and other safety considerations. Some of those may include the following:

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 attractions' 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 is evaluated relative to specific temporary conditions which may prevent a guest from safely riding a particular 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
- Bilateral abduction leg casts (brace between legs)
- The suitability of safely carrying hand-held infants on each ride

### **INDIVIDUAL 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 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 Restriction:*

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 BIRDIE**

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:*

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 Restriction:*

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

## **BUSH FLYERS**

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 under 56" to ride Bush Flyers. 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. All casts must comfortably fit inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

***Service animals:***

Not 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 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 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 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 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 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 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 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. 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:*

Not Permitted

**DESERT RUNNERS**

Kiddie motorcycle 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 56" maximum to ride Desert Runners. 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 with a cervical collar, neck brace, full leg cast or brace between legs must not ride. Guests must have the ability to hold on with functioning hand and straddle the ride unit while maintaining the proper riding position. Riders must be tall enough to reach footrests. Please review all restrictions listed on the sign at the attraction entrance.

*Service animals:*

Not Permitted

## **ELMO'S CAROUSEL**

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 56".

*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 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

**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

**JUNGLE FLYERS**

Individual air transportation 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 ride exit to

board the ride. Please see a team member for assistance and loading instructions.

*Height Restrictions:*

Riders must be at least 6 years old and 48" tall with a maximum weight of 220 lbs.

*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, a 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 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, cervical collar or neck brace must not ride.

*Service animals:*

Not Permitted

## **KIDDIE TRAIN**

Kiddie train

*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 56" maximum to ride the Kiddie Train. 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 with a full leg cast or brace between legs must not ride. 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®**

*Boat 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 exit). 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 the Phoenix®.

*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. Guests must have sufficient lower extremities and appropriate weight distribution to ensure the rider restraint system adequately restrains them. 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:*

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 queue entrance to board the ride. Please see a team member for assistance and loading instructions.

*Height Restrictions:*

Riders must be under 42" to ride Rosita's Djembe Flyaway. 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:*

Guests must have the ability to grasp with one functioning arm and straddle the ride unit while maintaining the proper riding position. Guests with a full leg cast, cervical collar or neck brace 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:*

Not Permitted

**SANDSERPENT**

Wild mouse 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 42" tall to ride SandSerpent.

*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 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

**SCORPION®**

Looping steel coaster with 360° vertical loop.

*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 42" tall to ride Scorpion®.

*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 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. 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 the knee or below.

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

## **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 Restriction:*

None

*Service animals:*

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 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

**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 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.

*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 over 14 years old and 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 Restriction:***

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

***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:***

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 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 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

## **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 Restrictions:*

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 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 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:*

Not Permitted

**WILD SURGE**

Shot and 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, 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 at least 42" tall to ride alone or 38" tall and accompanied by a supervising companion to ride. Hand-held 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 with a broken collar bone, cervical collar, full leg cast, braced arm cast, or neck brace must not ride.

*Service animals:*

Not 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 under 56" to ride Zoe-Patra and the Hippos of the Nile. 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. 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:***

Not Permitted

**THEATERS****MOROCCAN PALACE THEATER - Iceploration®*****Description:***

Busch Gardens® Tampa Bay's biggest ice show ever, Iceploration®, will inspire audiences to "explore the world" on a journey to the four corners of the earth.

***Access:***

Please use the designated entry on the left (east) side of the theater. Seating for guests using wheelchairs is available at the top of the first seating section. Please see a Team Member for assistance.

### **PANTOPIA® THEATER – Opening Night Critters**

#### *Description:*

Featuring rescued domestic and exotic animals, including dogs, cats, birds, a horse and a kangaroo, among others, this theatrical tale follows a couple of stage hands as they haphazardly find themselves in the spotlight as the human stars in an all-animal production.

#### *Access:*

Seating for guests using wheelchairs is available at the front of the theater. Please see a Team Member for assistance.

### **DRAGON FIRE GRILL® THEATER – Seasonal Acts**

#### *Description:*

Reimagine the traditional culinary experience with market-style dining, featuring Italian, American, Southwestern and Asian cuisine. The menu includes: shrimp lo mein, rotisserie chicken, flatbread pizzas, paninis and more. And don't forget to stop by the brand-new grab-and-go station featuring Starbucks® coffee. Plus, guests 21+ can enjoy Dragon Fire™ Grill's expanded beer beverage lineup with a selection of refreshing craft brews and cocktails.

#### *Access:*

Please use the main entry. Seating for guests using wheelchairs is available on the left side of the theater as you enter. Please see a Team Member for assistance.

### **STANLEYVILLE THEATER – Motor City Groove**

#### *Description:*

The “Detroit Sound” musically defined and inspired a generation. Enjoy the sights and sounds of this very special time as our talented singers, dancers and musicians perform the music of the soul era.

#### *Access:*

Please use the designated entry on the right (west) side of the theater. Seating for guests using wheelchairs is available at the top of the theater. Please see a Team Member for assistance.

### **SUNNY DAY THEATER – Elmo Rocks**

#### *Description:*

Go on a rock-fueled adventure with Elmo and his friends. It's filled with music, dancing, adventure and—best of all—fun!

#### *Access:*

Seating for guests using wheelchairs is available on the left side of the theater. Please see a Team Member for assistance.

## HEARING IMPAIRED GUESTS

### Telephones

A Text Telephone Device (TTD) is located at **Main First Aid**. Please see a team member for assistance. Public telephones accessible to guests using wheelchairs are provided outside Main First Aid in Pantopia and on the west side of the Zagora Café. Some public telephones are equipped with a volume control.

### Assistive Listening Devices

Assistive listening devices are available at all theatres. Please see team members at theatre 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 two weeks notice. Call **(813) 987-5885** for reservations. Every effort will be made to provide interpreting services with less than one week's notice, depending on the availability of the interpreter. Guests requesting this free service will be contacted prior to their visit.

### Show Scripts

Written Show Scripts are available for all shows. Scripts can be obtained at **Guest Relations**.

## VISUALLY IMPAIRED GUESTS

### Visual Impairment Assistance

We are happy to provide assistance for our visually impaired guests with a minimum of two weeks' notice. Every effort will be made to provide assistance with less than two weeks' notice, depending on availability, but as much notice as possible is appreciated. Call **(813) 884-4FUN(4386)** or email [BGA.GuestInformation@seaworld.com](mailto:BGA.GuestInformation@seaworld.com) for reservations. Guests requesting assistance will be contacted prior to their visit. When possible and based on Team Member availability, a guide may be provided for some period of time during your visit.

## CONTACT INFORMATION

### Questions or Comments?

**Busch Gardens**<sup>®</sup> strives to ensure all guests, including those with disabilities, have a safe and enjoyable experience. If you have suggestions, comments, or concerns, please stop by the Adventure Outpost during your visit or call **(813) 884-4FUN(4386)**.