

GULLIVER'S KINGDOM



ACCESSIBILITY GUIDE



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ACCESS AT GULLIVER'S

Gulliver's Theme Park Resorts welcomes visits from guests with access requirements.

We work closely with Nimbus Disability and the National Register of Access Consultants to continuously improve access solutions within resorts.

Many of our team members have received disability awareness training which includes understanding of The Equality Act and disability etiquette to ensure guests have access to the requirements to be able to enjoy a day at Gulliver's Kingdom!

PARK TERRAIN - MATLOCK BATH

Owing to the natural hillside on which Gulliver's Kingdom was built, both manual and electric wheelchair users must be aware that mobility may be difficult or restricted on steeper slopes.

Please ask at the main gate if you are unsure, as we may be able to arrange alternative access to some of the areas. This guide gives guests with additional needs information regarding the accessibility of all rides on the park. If further information is required, please speak to a member of our management team. Accompanying carers are responsible for assessing the suitability of rides for those in their care. Our staff are not trained to determine the suitability of rides for individual capabilities. We will assume that if you allow a person in your care to use a ride (accompanied or otherwise) they are safely capable of doing so.

Please Note, we strongly advise that all guests with special needs are accompanied whenever possible on every ride.



RIDE ACCESS PASS

Guests with particular additional needs who are unable to queue may be eligible for a ride access pass. This would allow them and up to three accompanying helpers access the ride via the exit area for ease of access.

In order to offer the most inclusive experience for all visitors, there are a limited number of Ride Access Passes available for each operational date. A Ride Access Pass must be reserved online, in advance of your visit. In addition to an online reservation, you'll need to bring evidence of eligibility with you.

Evidence of eligibility can be any of the following:

- A document issued by a medical Professional indicating diagnosis or impact of Diagnosed condition.
- A Nimbus issued Access Card containing the "Standing and Queuing" symbol or The "crowd" symbol.

If you do not bring one of the above documents, we cannot provide you with a Ride Access Pass.

Blue Badges, DLA and PIP letters are not accepted as evidence of eligibility for the Ride Access Pass.



FACILITIES & SERVICES



First Aid

All Gulliver's Theme Parks have dedicated first aid centres that are listed on the resort map. Park team are always around and are trained to help prior to a medical professional arriving at the scene.



Toilets

A number of accessible toilets are labelled clearly on the park map. Accessible toilets are in the following locations:

- The Chicken Shack
- Western World
- Safari Kingdom



Lockers

Lockers are available on a first come first served basis. They are located by The Main Square (additional cost).



Baby Change

Clean and dry baby change facilities can be found in each area of the park.



Dogs

Assistance dogs are welcome on site but, for safety reasons, they are not permitted on any of the rides. A member of your party must stay with your dog while you are using any of the rides.



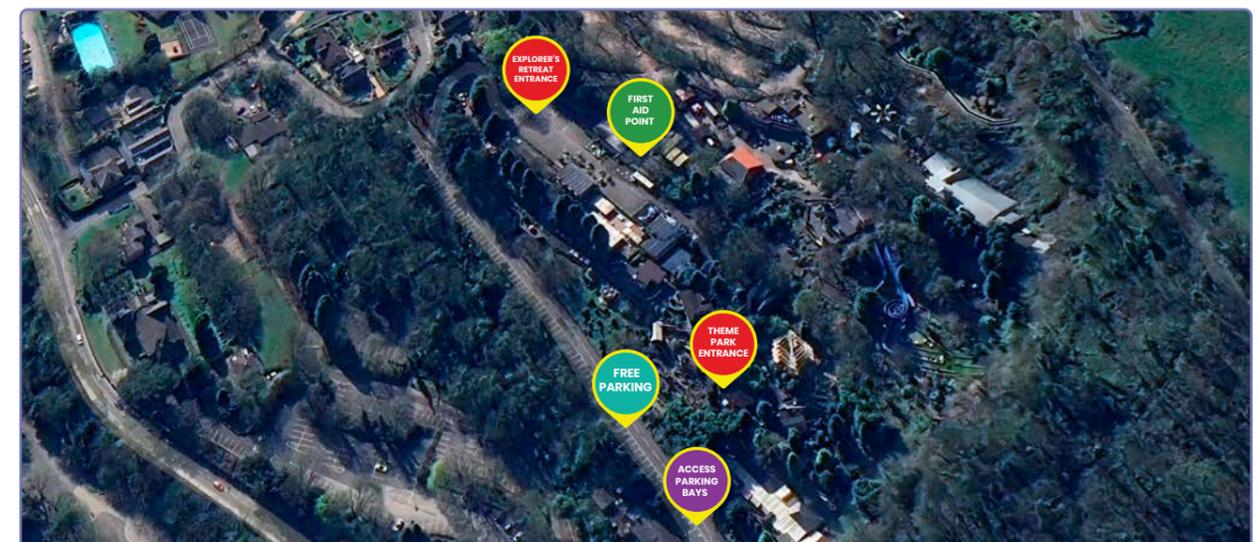
Wheelchairs

Wheelchairs are available to hire with a refundable deposit at guest relations by the main entrance.



Car Park

All car parks at Gulliver's are free. A number of accessible car parking spaces are provided on tarmac by the entrance.



CATERING & RETAIL OUTLETS

Over half of our catering and retail outlets are fully accessible to wheelchair users here at Gulliver's Kingdom. However, our friendly team are always ready to assist with any difficulties you may encounter.

Please, do not hesitate to ask for assistance whenever required.

Guests with allergens and specific dietary requirements should ask for advice from a member of our Food and Beverage Management Team to ensure you are receiving the most accurate and up to date information.

Although the majority of facilities at Gulliver's Kingdom are fully accessible the following outlets should be noted so the appropriate precautions can be taken:

Bourbon Seating Area & Tamu Feast



There is one, small, single step that leads into the outlet.



RIDES & ATTRACTIONS

If you are the carer of a guest who is unable to read, you should read the guide and all ride safety notices on their behalf.

If you are a carer reading this on behalf of a guest, please note that the decision whether the care recipient can ride alone or should be accompanied is solely yours.

Our park team are not trained to judge the physical suitability of an individual.

We will assume that the person in care is physically capable of going on to a ride (accompanied or otherwise) if allowed to do so by their carer.

Our staff are not trained to lift guests in or out of rides.



ACCESSIBILITY KEY

Each ride & attraction is listed to help you, or a carer, make an informed decision on whether the accessibility, restrictions & requirements are suitable before entering a ride or attraction. Each ride & attraction will be clearly broken down to list the requirements and accessibility. This information will also be available via the park map, online or through various signage around the theme park.

Each ride and attraction will be labelled with the following icons:

U L Requirements

All rides & attractions will need the user to have either Upper Body Control, Lower Body Control or, in some cases, Both!

These are labelled clearly with the following icons:



Upper Body



Lower Body Control

Accessibility

This will feature a brief description of any accessibility requirements that will be needed, such as maximum and minimum height.

i Useful Information

A brief description of the entrance, exit or any other notable terrain outliers that could potentially be challenging for an individual with additional needs. Any difficulties that need to be considered before accessing a certain ride or attraction will be described so that you, or your carer, can make an informed decision. There will also be images as a visual aid.



SAFARI KINGDOM

Explore the ancient land of Safari Kingdom but be sure to keep a close eye on what's hiding around every corner...

Treetop Drop



Under 110cm cannot ride. Between 110cm & 120cm accompanied by an adult.



Upper body Control Required.



- Wheelchair to be stored at the entrance.
- There is one step to traverse onto the ride.

Dodgems



Under 90cm cannot ride. Under 140cm accompanied by an adult.



Upper Body Control required.



- Wheelchair to be stored at the entrance.
- There is one step to traverse down onto the platform.

Flying Bikes



Under 90cm cannot ride. Under 120cm accompanied by an adult.



Upper Body Control Required.



- Wheelchair to be stored at the entrance/exit.
- There is a small lip at the entrance gate and then a step into the carriage.
- Pedal power is required.

EXPLORER'S PLAY HOUSE

Climb, swing and jump your way from one side to the other in the amazing Explorer's Play House!

Ladybirds



Under 90cm cannot ride.



Upper Body Control Required.



- Wheelchair to be stored at the entrance.
- There is one step into the carriage.

Jumping Star



Under 90cm cannot ride. Over 150cm cannot ride.



Upper Body Control required.



- Wheelchair to be stored at the entrance.
- There is one step into the carriage.

Fish Ride



Under 90cm cannot ride. Over 150cm cannot ride.



Upper Body Control Required.



- Wheelchair to be stored at the entrance.
- Access from the path to the first floor of the building.
- There is one step into the carriage.



LILLIPUT LAND

Become a Lilliputian for the day at Gulliver's World! There is endless fun to be had here in Lilliput Land!

JCB Zone



No height restrictions.



Upper body Required.



- There are six steps into the digger.
- Access to the seat is very narrow.

Crazy Barrels



Under 120cm accompanied by an adult.



Lower Body Control required.



- Wheelchair to be stored at the exit.
- There are steps needed to traverse up to the ride.

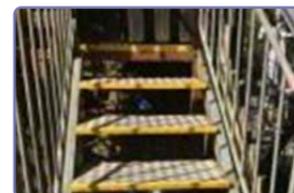
Log Roller Coaster



Under 90cm cannot ride. Under 120cm accompanied by an adult.



Upper Body Control Required.



- Wheelchair to be stored at the exit.
- There are multiple steps up to the platform and then another step into the ride.



LOST WORLD

The lost world will take Gulliver's back in time to a kingdom filled with prehistoric dinosaurs!

Dino Explorer Cars



Under 120cm accompanied by an adult.



Upper Body Control Required.



- Wheelchair to be stored at the exit.
- There are two steps to traverse up on the ride.

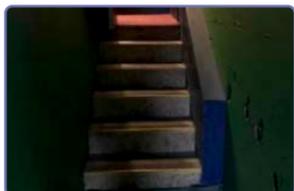
Dino Falls



Under 90cm cannot ride. Under 120cm accompanied by an adult.



Upper Body Control required.



- Wheelchair to be stored at the entrance.
- There are multiple steps up to the ride.



WESTERN WORLD

Western World at Gulliver's is a wild west cowboy town complete with wooden buildings & real life roaming cowboys!

Stagecoach Saloon



No height restrictions.



- Wheelchair access through the entrance.
- There is one step needed to traverse but a ramp is available upon request.
- There may be low lighting levels.

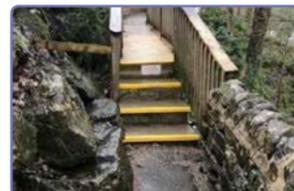
Log Flume



Under 90cm cannot ride.



Upper & Lower Body Control required.



- Wheelchair to be stored at the exit.
- There is a step down into the boat.
- In case of evacuation, you will be required to walk down the access ramp or stay on the ride until its safe.

Silver Mine



Under 120cm accompanied by an adult.



Upper Body Control Required.



- Wheelchair to be stored at the entrance.
- There us one step into the carriage.



SMUGGLER'S WHARF

Home to some of Gulliver's most iconic pirate themed rides & attractions such as Rigger's Revenge!

The Climbing Wall



Under 90cm cannot ride.



Upper & Lower Body Control Required.



- A strenuous vertical climbing wall requiring both upper and lower body strength.

Sky Skallywags



Under 120cm accompanied by an adult.



Upper & Lower Body Control required.



- A strenuous climbing attraction requiring both upper and lower body strength.

Rigger's Revenge



Under 110cm cannot ride. Over 187cm cannot ride.



Upper & Lower Control Required.



- There are a number of steps to the ride entrance.
- Must be able to climb a slope unaided and wear a fully body harness.
- Must be able to hold both of the ropes and brace themselves

Pirate Ship



Under 90cm cannot ride. Under 120cm accompanied by an adult.



Upper body Required.



- Wheelchair to be stored at the exit.
- There is a ramp all the way up to the ship and one step to access the ride.

Buddy's Pirate Adventure



Under 90cm cannot ride. Under 120cm accompanied by an adult.



Upper & Lower Body Control required.



- Wheelchair to be stored at the exit.
- There is one step to access the platform and another to access the boat.

Double Decker Carousel



Under 90cm cannot ride.



Upper & Lower Body Control Required.



- Wheelchair to be stored at the entrance.
- There is a ramp up to the entrance.
- The carriage feature requires lower body control only.

Crows Nest Quest



Under 110cm cannot ride. Under 130cm must be accompanied by an adult.



Upper & Lower Control Required.



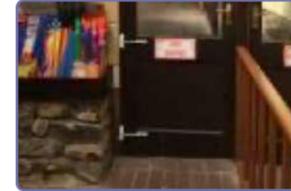
- A strenuous climbing attraction requiring both upper and lower body strength.



BOURBON STREET

Have a swashbuckling time on the rides & attractions or relax in the Bourbon Street Diner!

Chairlift



Under 140cm accompanied by an adult.



Upper & Lower Body Control Required.



- Wheelchair access through the exit and transported on the chair.
- Riders need to alight from the chair at the bottom station.
- Wheelchair can be folded on the chair behind.



TOYLAND

Toyland sit sin the centre of Gulliver's Kingdom and holds a selection of rides & catering units!

Cycle Monorail



Under 90cm cannot ride. Under 140cm accompanied



Upper & Lower Body Control Required.



- No wheelchair access.
- This is a strenuous pedal powered attraction.
- Carer must be fit enough to pedal for two riders.
- There is a flight of stairs up to the elevated station platform.



ENJOY YOUR DAY!

If further information is required please speak to a member of our friendly team either on site at the Theme Park or by using Gully's Hotline (01925 444 888)

We hope that you enjoy your day here at Gulliver's Kingdom Resort!



GULLIVERSFUN.CO.UK



WHERE TO FIND US:

Gulliver's Kingdom, Matlock Bath – DE4 3PG
M1 Junction 28, or take the A38 from the M6 North

