

# SeaWorld Orlando Park Accessibility Guide





# WELCOME TO SEAWORLD ORLANDO!

We're glad you're here! This guide provides an overview of services and facilities available for guests with disabilities who are visiting SeaWorld Orlando. We are committed to providing a safe and enjoyable environment for all guests. This guide is intended to supplement the SeaWorld Orlando park map, which contains additional park information and an entertainment schedule. This guide also lists all the rides, shows, exhibits and guest assistance areas and includes symbols which will help you find these areas on the park map.

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. Extremely large or small individuals, guests who have or have had health concerns with their heart, back or neck, expectant mothers, people who have had recent surgery, people with casts, braces, or restrictive devices, may not be safely accommodated by these systems. For example, height requirements are based on the size needed for restraint devices to function properly and the level of developmental maturity usually associated with a certain height. SeaWorld Orlando's Ride Admission Policy has been developed based on the recommendations of the manufacturer, our past experience and our evaluation of each ride using our knowledge of the ride in both normal and emergency operating conditions. Our prime consideration is the ability of each person to endure the dynamics of a ride without the risk of injury to that person or other riders.

Guests who feel affected by this policy are encouraged to visit the Guest Services Office to obtain a list of the rides they can safely ride. The Ride Admission Policy list will provide information for our ride attendants to help accommodate you.

**NOTICE:** This guide is subject to change. Please feel free to contact a Team Member regarding accessibility prior to boarding a particular attraction. You may also visit Guest Services for current information on accessibility and services.

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## ACCESSIBLE PARKING

Parking for guests with disabilities is available in the parking lot near the main entrance on a first-come, first-served basis for guests with a legal parking permit. This area is designated by blue striped parking lanes. All spaces are van-accessible. All cars parked in "Accessible Parking" without a permit are subject to applicable laws.

## GUEST SERVICES

Guest Services provides a variety of services including ticket information, show schedules and information about services for guests with disabilities. Guest Services is located next to the Information Counter just inside the Park Entrance.

## WHEELCHAIR AND ECV RENTAL

Wheelchairs and electric convenience vehicles (ECV) may be rented near the front of the park from the shop called "STROLLERS" on the right side of Guest Services. Wheelchairs and ECV's are rented on a first-come, first-served basis. Reservations are accepted up to 24 hours in advance by calling 1-888-800-5447. For your convenience, wheelchairs and ECV rentals can be pre-purchased online at our website at

[commerce.4adventure.com/EStore/Scripts/Skins/SWF/Amenities.aspx](https://commerce.4adventure.com/EStore/Scripts/Skins/SWF/Amenities.aspx)

## EDUCATION PROGRAMS

SeaWorld Orlando offers customized, one-hour courses for students with disabilities. These programs offer hands-on experiences while students explore select attractions. Call **(800) 406-2244** for further details and fee information.

## FIRST AID

First Aid facilities are located behind Stingray Lagoon in Key West and in Shamu's Happy Harbor, near the Sea Carousel. Both are staffed by Registered Nurses and/or Emergency Medical Technicians. Team Members throughout the park can call for assistance to come to you upon request.


## BABY CARE CENTER

The Baby Care Center provides a nursing mother's room, restrooms with "Tiny Toilets," baby changing stations, children's play area with toys all in an air conditioned environment. The Baby Care Center also features a microwave oven, bottle warmer and a small retail center offering a variety of juices, cereals, snack items as well as diapers, wipes and other baby care items. The Baby Care Center is located in the Happy Harbor area between the First Aid Station and the Swishy Fishies ride.

## 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 SeaWorld and have their purchases sent to Shamu's Emporium (near the Main Entrance) for pick-up later in the day. **Allow at least two hours from purchase to pick-up.**

## RESTROOMS

All restrooms are accessible to guests using wheelchairs and are marked with the wheelchair  symbol throughout the park.

Companion restrooms  are located at:

- Main entrance next to “Exit Gifts” gift shop
- Village Square across from Polar Parlor Ice Cream Shop
- Friends of the Wild Gift Shop
- Shark Encounter
- Baby Care Center in Happy Harbor
- Seafire Inn
- Voyagers Restaurant

## DINING

While dining at our restaurants, please be aware that most venues offer cafeteria-style service. Table service is available upon request. Please ask any Team Member for assistance. Sea Port Pizza offers a convenient, accessible service window on the left patio. Full service dining convenience is provided at Sharks Underwater Grill.

Guests with tickets for our nightly “Makahiki Luau” requiring wheelchair access have the option to be seated several minutes before the doors open for general seating. Directions to the Luau are available at the Dining Information Counter next to Guest Services. Should you require assistance, please contact a Team Member who will be happy to help.

Special dietary needs can be arranged with our culinary staff.

Assistance Animals are permitted in all SeaWorld restaurants.

### **If you love them, don't feed them...**

Please be aware that wild animals such as gulls and squirrels often visit seating areas at all open-air restaurants and may become aggressive if fed.

## HEARING IMPAIRMENT ACCOMMODATIONS

A pad of paper and pen/pencils are readily accessible at each attraction for Team Members to utilize, if necessary, to communicate with guests as needed. Accessible telephones and phones equipped with amplified handsets can be found at the bank of phones located outside of Shamu's Emporium (near the Main Entrance). Telecommunication Devices for the Deaf (TDD's) are located at:

- Shamu's Emporium
- Shark Encounter
- Guest Services

Courtesy telephones are available for local and toll-free calls and are accessible to guests using wheelchairs throughout the park. Some are equipped with volume control.

## SCRIPTS

Guest Assistance Packets containing attraction dialogue, flashlight, pencil and paper are available for many attractions and shows. To obtain a complete listing, please visit Guest Services.

To ensure availability for all guests, please return the Guest Assistance package to Guest Services before you leave.

## SIGN LANGUAGE INTERPRETATION

If you are reading this in preparation for your visit, American Sign Language interpretation can be provided at live shows with a minimum of one week's notice. Call **(407) 363-2400** 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 and a specified show schedule will be confirmed.

## QUESTIONS OR COMMENTS?

SeaWorld Orlando 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 Guest Services during your visit or call **(407) 363-2400**.

**Would you like to join the  
SeaWorld Orlando Team?  
Call (407) 370-1JOB  
*Careers.WorldsofDiscovery.com***

## ASSISTANCE ANIMALS

Assistance Animals are welcome at SeaWorld Orlando, a proud sponsor of Canine Companions. All Assistance Animals must remain on a leash or in a harness at all times. Where permitted, guests with assistance animals should follow the same attraction entrance procedures as described for guests using wheelchairs.

Due to the nature of the experience, Assistance Animals are NOT permitted on:

- Flying Fiddler
- Journey to Atlantis
- Kraken
- Manta
- Ocean Commotion
- Shamu Express
- Swishy Fishies

Please review all ride information in this guide to determine if you feel the ride is appropriate for your animal. Contact a Team Member at the ride for assistance. The park cannot be responsible for the Assistance Animal should the animal not tolerate the ride experience well.

Except for Shamu Express and Sea Carousel, all attractions are accessible through their Main Entrances. Guests using wheelchairs may enter through the exit pathways at Shamu Express and the entrance for wheelchairs to the left of the main entrance at Sea Carousel. Sea Carousel is designed to accommodate one wheelchair per cycle. Guests traveling in ECV's should transfer to the courtesy wheelchair provided at the exit of Shamu Express prior to going up the ramp.

To experience a ride that doesn't permit Assistance Animals, the animal may be left with a responsible non-rider. The guest attending the animal may board the ride without waiting in line once the first guest assumes responsibility of the animal.

Assistance Animals are not permitted in bird aviaries, ponds, rivers or other water attractions. In addition, Assistance Animals must remain at least 10 feet from the water's edge. All Assistance Animals are required to remain at a reasonable distance (at least 6 feet) from the park's resident animals. Specifically, as a safety precaution, guests with Assistance Animals will be directed to available seating away from the area where a resident animal enters the stadium during specified shows.

All park guests are welcome to book a Behind-the-Scenes tour. Please prevent contact between the Assistance Animal and the park animals. For further information on park tours, please call (800) 406-2244.

Assistance Animals are the responsibility of the owner and cannot be left unattended. Guests are responsible for the clean up of Assistance Animal waste and for controlling the Assistance Animal's behavior. SeaWorld Team Members are not permitted to care for Assistance Animals.


If at any time an Assistance Animal's behavior becomes a threat to the safety and well being of other park guests, Team Members or animals, you will be asked to board the animal at the park's Pet Care Center or leave the premises.

Assistance Animal relief area is located at the Pet Care Center located at the Front Gate.

## OXYGEN TANKS

Due to the dynamics and certain characteristics of the rides, oxygen tanks are not permitted on any ride except the Sky Tower. Oxygen tanks are permitted in theaters, stadiums, exhibits and other enclosed facilities.

## ATTRACTION ACCESS INFORMATION

All exhibits are accessible and seating for guests using wheelchairs is available at each stadium and theater . Seating for one companion is available next to the guest using a wheelchair. Other members of the party may need to find seating nearby. Assistance Animals are welcome! While Nautilus Theater, Sea Lion & Otter Stadium and Dolphin Theater have auxiliary entrances, guests using wheelchairs may enter other theaters via the Main Entrances. Contact a Team Member for assistance, if needed.

Many of our guests enjoy being splashed during a show in the **“Soak Zone.”** With some preparation, you can share in this experience.

The chilly, man-made salt water can range from 55 to 72 degrees Fahrenheit and is very corrosive to jewelry, electronics and other equipment. All cameras, ECV's, other sensitive equipment and accessories need to be protected. Experienced **“Soak Zoners”** often have ponchos handy. If a guest traveling in a wheelchair wishes to get wet, a Team Member can direct the guest to a **“Soak Zone.”** Please be aware that **“Soak Zones”** are popular and do fill up on a first-come, first-served basis.

## ATLANTIS BAYSIDE STADIUM



**DESCRIPTION:** Seasonal shows and special events venue.

**ACCESS:** Seating for guests using wheelchairs is available on the top row of the main promenade. Please see a Team Member on the promenade for assistance.

## BIRD ATTRACTIONS



The birds in the various exhibits throughout the park do not usually respond to the presence of Assistance Animals. If the birds appear to be agitated, please move away as quickly as possible.

## DOLPHIN COVE



We encourage you to feed and interact with the dolphins at Dolphin Cove. Please be sure to keep your service animal a minimum of six (6) feet from the dolphins.

## DOLPHIN THEATER



**DESCRIPTION:** Venture beyond the horizon where dolphins, birds and spirited performers meet.

**ACCESS:** Guests using wheelchairs may enter the theatre via either the lower left or right pathways or the center ramp for promenade seating. There are many seats marked **“Soak Zone.”** Do not sit in this area unless you and your belongings are prepared to get very wet. Please see a Team Member at any entrance for assistance.

## JEWELS OF THE SEA AQUARIUMS



**DESCRIPTION:** Be surrounded by marine life in this unique aquarium located in the Golden Seahorse gift shop next to Journey to Atlantis.

**ACCESS:** This is a walk-through exhibit with access to all areas.

## NAUTILUS THEATER



**DESCRIPTION:** A non-traditional circus that defies gravity. Don't miss this one of a kind show!

**ACCESS:** Guests using wheelchairs may enter the theater through the left or right entry ramps. Seating is available in the rear of the theater. Please see a Team Member at any entrance for assistance.

## SEA LION & OTTER STADIUM



**DESCRIPTION:** Join SeaWorld's sea lions, Clyde and Seamore, in comedic plunder and misadventure! Searching for treasure on a not-so-deserted island has never been more fun.

**ACCESS:** Guests using wheelchairs may use the ramp to the left of the main entrance or either the lower left or right pathways. Do not sit in the seats marked "**Soak Zone**" unless you and your belongings are prepared to get very wet. Please see a Team Member for assistance. As a safety precaution, guests with Assistance Animals will be directed to available seating away from the location where sea lions perform.

## SEAPORT THEATER



**DESCRIPTION:** Cats, dogs, birds and even a pig meet you in their seaside town in this action-filled comedy.

**ACCESS:** Guests using wheelchairs may enter the theater through the left or right entrances. Seating is available along the front row. Please see a Team Member for assistance.



## SHAMU STADIUM



**DESCRIPTION:** Dive into the exhilaration of the sea in our all-new Shamu show, One Ocean.

The energy and spirit of the ocean envelops you in a multi-sensory celebration of life underneath the sea that entertains as it educates and inspires. Majestic killer whales join you on a journey into a world that drenches your senses in the vivid colors, vitality and global rhythms of the ocean. Dancing fountains set the stage as you connect with thrilling sea creatures and realize we are all part of one world, one ocean. Your soul is ignited as our worlds are united...and you realize that we all have the power to make a difference in this planet we share.

**ACCESS:** Guests traveling in wheelchairs may enter the stadium through the left, right, or center ramps. Seating is available for a guest using a wheelchair and one companion along the promenade and is located in the “**Soak Zone**.” Additional companions may sit in the first row below the promenade in front of their party, if available. Please see a Team Member for assistance or if you prefer to avoid getting wet!

## SHARK ENCOUNTER



**DESCRIPTION:** Take a spine-chilling glimpse into the domain of moray eels, barracudas, sharks and venomous fish!

**ACCESS:** This is a walk-through exhibit with access to all areas.

A moving walkway is the designated exit of Shark Encounter. As you use the walkway, please exercise caution with your Assistance Animal. Guests using wheelchairs must be assisted by someone capable of pushing the wheelchair on and off the walkway. A Team Member will be happy to assist upon request. Please use caution and travel in the center of the walkway. If you choose not to use the moving walkway, please exit the exhibit by returning to the entrance.

## TURTLETREK



**DESCRIPTION:** A Hyper-Real 360 degree 3D movie experience that completely surrounds the audience. Rescued and/or rehabilitating animals such as endangered Florida manatees and sea turtles can be viewed from below and above the surface.

**ACCESS:** This is a walk through exhibit that includes a 3D 360-degree dome theater with access to all areas. Guests that are prone to motion sickness, have fear of the dark or enclosed spaces may not enjoy this experience.

## UNDERWATER VIEWING AT MANTA



**Description:** Inside the world of Manta, floor-to-ceiling windows create mesmerizing face-to-fin encounters with hundreds of rays, as well as thousands of fish and mysterious creatures native to oceans all over the world. Rays and sharks float past guests with fluidity and grace in a view entirely unique to SeaWorld's guests.

**ACCESS:** This is a walk-through exhibit with access to all areas.

# **RIDE ACCESS INFORMATION**

## **GENERAL INFORMATION**

At SeaWorld Orlando, safety is the only consideration that takes precedence over fun! Thrill rides expose riders to forces and speeds and other intense features that may cause distress or injury to persons with pre-existing health conditions. Guests should consider these features in determining the suitability for all riders.

All riders must be in good health. We recommend that guests who are pregnant, have high blood pressure, heart conditions, neck or back problems, have had recent surgery, or are prone to motion sickness or those with any medical conditions that may be affected by the features of the ride must carefully heed all warning signs at each ride entrance.

Guests unable to properly use seating and safety restraints or understand and follow safety procedures must not ride.

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 erect and their back against the seatback. Guests must generally be able to use the restraint device properly and be able to hold on tight and keep hands, arms, legs and feet down and inside the ride at all times. Guests must also be able to demonstrate a willingness and ability to comply with verbal and written rider requirements. The rider requirements and health restrictions are listed on a sign at the entrance to 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.

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

## **HEIGHT REQUIREMENTS**

Height requirements are posted at each attraction. All guests, including those using wheelchairs, must meet the height requirement.

## **CAMERA POLICY**

For safety reasons, picture taking is not permitted on any ride except the Sky Tower. Because of the nature or dynamics of all rides and the potential for injury, unsecured cameras, video cameras of any size, or cameras with large lenses are not permitted on the rides. To store such equipment, either return them to your vehicle or hotel or use the lockers that are available for a nominal fee. Lockers are located at the Front Entrance, behind Shamu's Emporium in the Village Plaza, next to Journey to Atlantis, Kraken, Manta and near the exit of Shamu Express.

Please understand that SeaWorld Team Members may not hold cameras for guests.

If you have no provision for leaving your camera, other members of your party may wait with the camera on the ride platform while the remainder of your party rides.

When those members of your party finish the ride, simply exchange the camera and the waiting guest(s) may now ride.

**BEFORE EXPERIENCING A RIDE, PLEASE NOTE ALL SAFETY WARNINGS FOR EACH RIDE SUCH AS:**

- Face forward and remain seated in an upright position. Hold on until the ride comes to a complete stop.
- Loose articles (glasses, cameras, wallets, keys, etc.) must be secured, left with a non-rider, or placed in a locker.
- Pagers, cellular phones and items that cannot be properly secured are not permitted on Kraken, Journey to Atlantis, Wild Arctic or Shamu Express.
- Secure your seatbelt, lap bar or shoulder harness and keep fastened until the ride comes to a complete stop.
- No picture taking while riding any ride (except Sky Tower).
- Keep all parts of your body inside the ride unit at all times.
- Shirts are required on all rides. Shoes may be removed before riding Kraken.
- You are responsible for your personal property.
- Finish food and drink before boarding.
- No smoking while in line or while riding.



## SAFETY SYMBOLS



Ability to transfer from wheelchair



Accommodates wheelchair



Assistive listening system available



Not recommended for guests with back trouble



Not recommended for guests with heart trouble or high blood pressure



Not recommended for guests with neck trouble



Not recommended for expectant mothers



Not recommended for guests who have had recent surgery



Arm or leg casts not permitted



Maximum speed of ride



Must be accompanied by a supervising companion at least 14 years old and of proper height to ride



Must be at least this height to ride/participate



Cannot be any taller than this to ride/participate



Maximum height of ride



Companion restroom



No hand-held infants



Nursing mothers

## BEFORE YOU RIDE

The main entrance and queue at Journey to Atlantis, Flying Fiddler, Ocean Commotion, Paddle Boats, Sky Tower, Wild Arctic, Swishy Fishies, Jazzy Jellies, Kraken and Manta, as well as the exit at Shamu Express, are designed to accommodate guests using wheelchairs.

Because of the nature of the load/unload station at Shamu Express, the exit pathway was designed to serve as the Accessible Entrances for guests using wheelchairs and those guests with mobility impairment or who are physically not able to stand for long periods of time. In addition, guests traveling in ECV's should transfer to the courtesy wheelchair provided at the exits of Shamu Express, Journey to Atlantis and Kraken prior to going up the ramps. The exits are not intended to bypass others waiting in line. There may be a waiting period before boarding and wait times will vary. Guests using these exits may be accompanied by a maximum of three additional guests. Additional guests should wait in the standard queue. If front or back row seating is preferred on Kraken, at least one member of the group must wait in the standard front or back row queue. Front or back row preference is not available on Shamu Express.

On all rides except the Sky Tower and Sea Carousel, guests may need assistance from another member of their party in order to board safely. Those using wheelchairs will need to transfer from their wheelchair onto the ride. SeaWorld Team Members are neither trained nor permitted to assist beyond helping to steady or support the guest. Therefore, we recommend that guests plan to visit the park with someone who can physically assist them, when necessary. Guests traveling in wheelchairs may board the Sky Tower on the lower level through the exit doors or use the elevator to the upper level exit doors.

## Definitions

Every ride entrance lists height requirements and special instructions regarding the ride. SeaWorld Orlando uses the following terms:

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

**Accompanied By:** Whenever a guest needs accompaniment, the accompanying person must meet all the ride requirements, as well as assist the guest. This includes helping the guest 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 arm(s) or hand(s) 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 forces of the ride.

**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 posture even during bumping or other characteristic movements of the ride.

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

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

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

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

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

A functioning hand is an upper extremity or prosthesis with fingers that have the ability to grasp the restraint device and exhibits good grip control, the ability to brace and 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.**

Guests 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.**

Guests must have a minimum of two functioning extremities, natural or prosthetic, (two legs, two arms, 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.**

Guests 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/exit ride without endangering self or others.**

Guests 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 the exit or having someone aid him or her in boarding. If a guest has to be lifted in and out of a ride unit, this must be accomplished by a companion who is accustomed to doing this. For the safety of our 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.**

Guests 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 willingness to participate in the attraction.

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

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

## JOURNEY TO ATLANTIS



Journey to Atlantis is a unique roller coaster-type water ride that travels through a dark, tall building with sharp turns, high speeds, and sudden drops and stops. In addition to these dynamic motions, Journey to Atlantis also involves a free floating boat vehicle that has motion subject to water flow and movement. Riders will get very wet and possibly soaked. Special effects include strobe lights and fog.

**RIDE ACCESS:** Guests using wheelchairs should enter the standard queue and must be transferred into the ride vehicle. Please see the Team Member at the load platform with questions.

**HEIGHT REQUIREMENT:** Guests must be at least 42 inches tall to ride. Guests between 42 inches tall and 48 inches tall must be accompanied by a supervising companion (at least 14 years old). Guests 48 inches in height or taller may ride unaccompanied.

**MEDICAL RECOMMENDATIONS:** In addition to the requirements listed under General Information, guests with a cervical collar, neck brace, broken collarbone, braced arm cast, full arm cast or full leg cast will not be permitted to ride. All other casts must fit inside the boat. Those guests who have a fear of heights and/or dark, enclosed spaces or are sensitive to strobe effects should not ride.

**PHYSICAL REQUIREMENTS:** In addition to the requirements listed under General Information, guests must be able to grip with one functioning hand, brace with one functioning leg and have a minimum of three (3) functioning limbs. Guests with any type of prosthetic device must ensure that it is properly secured, protected from the possibility of getting wet and will remain in place in spite of forces experienced during the ride. If the prosthesis is water sensitive, appropriate precautions should be taken. Please see a Team Member at the ride if you have questions.

**ASSISTANCE ANIMALS:** Not permitted.

## KRAKEN



Kraken is a floorless roller coaster with a 151-foot tall lift, steep drops, sharp turns, speeds up to 65 miles per hour and seven inversions. The seats are open-sided and ride on a pedestal high above the track. Riders' feet dangle with no coaster car surrounding them.

**RIDE ACCESS:** Guests using wheelchairs who would like to ride Kraken should inform the Team Member at the entrance. He/she will be directed to enter through the exit located to the far left of the entrance and then up the exit ramp to the station. Three (3) additional riders may accompany the guest using the wheelchair. Additional guests should wait in the standard queue and join the rest of their party on the loading platform.

Guests using wheelchairs must transfer from their wheelchair to the ride vehicle. Guests entering through the exit will be directed to seats in rows 2 through 7. If front and back row seating is preferred, at least one member of the group must wait in the standard front or back row queue.

**HEIGHT REQUIREMENT:** Guests must be 54 inches tall to ride.

**MEDICAL RECOMMENDATIONS:** In addition to the requirements listed under General Information, guests with a cervical collar, neck brace, broken collarbone or any arm or leg cast will not be permitted to ride. Those guests who have a fear of heights or are sensitive to strobe effects should not ride.

**PHYSICAL REQUIREMENTS:** In addition to the requirements listed above under General Information, guests must fit in the seat, properly use the ride restraint and be able to grip the harness with one functioning hand. 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. Prosthetic legs are not permitted. Guests with an amputated leg(s) above the knee are not permitted to ride. A guest with a double leg amputation BELOW the knee may ride provided the guest has two functioning hands. A guest with a single leg amputation at the knee or below may ride provided the guest has one functioning hand and one functioning arm, but should see a Kraken attendant prior to riding. A guest with a single arm amputation may ride provided the guest has one functioning hand and two functioning legs. Please see a Team Member at the ride if you have any questions.

Guests with chest dimensions 52" or greater may not be able to fit the seat restraint system. Please see a Team Member at the ride entrance for assistance.

**ASSISTANCE ANIMALS:** Not permitted.

## MANTA



Manta is a flying roller coaster with a 140-foot tall lift. Gliding, swooping and diving up to nearly 60 miles per hour through four (4) inversions. The seats are suspended under the track and rider's feet are supported by a harness during the ride. Before departing the loading area, the seat then transitions into a horizontal flying position for the duration of the ride.

**RIDE ACCESS:** Guests using manual and electrical wheelchairs who would like to ride Manta will enter through the main ride entrance.

**HEIGHT REQUIREMENT:** Guests must be 54 inches tall to ride.

**MEDICAL RECOMMENDATIONS:** In addition to the requirements listed under General Information, guests with a cervical collar, neck brace, broken collarbone or any arm or leg cast will not be permitted to ride. Those guests who have a fear of heights or are sensitive to strobe effects should not ride.

**PHYSICAL REQUIREMENTS:** In addition to the requirements listed above under General Information, guests must fit in the seat, properly use the ride restraint and be able to grip harness with one functioning hand. 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 double leg amputation at the knee may ride provided the guest has two functioning hands. A guest with a single leg amputation at the knee may ride provided the guest has one functioning hand and one functioning arm. A guest with a single arm amputation may ride provided the guest has one functioning hand and two functioning legs. Guests with an amputated leg(s) below the knee are not permitted to ride. Guests with chest dimensions 52" or greater may not be able to fit the seat restraint system. Please see a Team Member at the ride entrance for assistance.

**ASSISTANCE ANIMALS:** Not permitted.



## PADDLE BOATS



The Paddle Boats attraction consists of individual, free floating, flamingo-shaped boats. The attraction is available for an additional charge for a thirty (30) minute period. The boats are paddled with foot pedals similar to a bicycle and guided individually with a tiller. One rider must be able to reach the pedals and pedal the boat sufficiently. The boats are subject to several degrees of motion dependent upon water movement and wind. All riders must wear a properly fitted and secured life vest.

**RIDE ACCESS:** Guests using wheelchairs will be required to transfer from their wheelchair to a free floating paddle boat. Guests will be required to travel down a ramp from the life vest area to the dock and then walk a short distance to the boat.

**HEIGHT REQUIREMENT:** Guests must be 56 inches tall or accompanied by a supervising companion, sixteen (16) years of age or older. Hand-held infants are not permitted.

**MEDICAL RECOMMENDATIONS:** In addition to the requirements listed under General Information, guests with a cervical collar, neck brace or broken collarbone will not be permitted to ride. All casts must fit inside the boat.

**PHYSICAL REQUIREMENTS:** In addition to the requirements listed under General Information, at least one guest in the boat must be able to grip with one functioning hand and brace with one functional leg. All guests must be able to effectively use the personal flotation devices provided at the ride. At least one guest must be able to pedal the boat sufficiently.

**ASSISTANCE ANIMALS:** Permitted (provided the guest and animal fit comfortably and safely inside the boat).

## SHAMU'S HAPPY HARBOR

Shamu's Happy Harbor is a children's interactive play area made up of several different activities. Each area and/or element may have its own requirements and accessibility options. Hand-held infants are not permitted on any of the elements. Assistance Animals are welcome in Shamu's Happy Harbor, but are restricted from entering most individual elements.

## FLYING FIDDLER

The Mini-Drop Tower moves upward and downward in a gentle bounce motion. The tower has two ride vehicles positioned on opposite sides of the tower. A maximum of three (3) adults per side is permitted. Each vehicle holds six (6) guests seated side-by-side with an individual shoulder harness for each guest. Each guest must fit comfortably in their shoulder harness and be seated properly with their legs extended toward the ground.

**ATTRACTION ACCESS:** Guests using wheelchairs should enter the standard queue and must be transferred into the ride vehicle. Please see the Team Member at the load platform with any questions.

**HEIGHT REQUIREMENT:** Guests must be at least 42 inches tall or accompanied by a supervising companion at least 14 years old to ride. No hand-held infants.

**MEDICAL RECOMMENDATIONS:** In addition to the requirements listed under General Information, guests with a cervical collar, neck brace, broken collarbone, full leg cast or braced arm cast must not ride. All other casts must fit inside the ride vehicle.

**PHYSICAL REQUIREMENTS:** In addition to the requirements listed under General Information, guests must have two functioning extremities to participate at this attraction.

**ASSISTANCE ANIMALS:** Not permitted.

## Fun Ship

An interactive play area designed as a ship.

**ATTRACTION ACCESS:** This attraction requires guests using wheelchairs to transfer out of the wheelchair and climb several stairs.

**HEIGHT REQUIREMENT:** No hand-held infants.

**MEDICAL RECOMMENDATIONS:** None.

**PHYSICAL REQUIREMENTS:** Guests who are unable to stand upright independently must be accompanied by a companion.

**ASSISTANCE ANIMALS:** Permitted.

## JAZZY JELLIES



Jazzy Jellies is a tower with eight ride vehicles that spin in a clockwise direction and rise to a height of approximately 30 feet. A maximum of four (4) riders per ride vehicle is allowed (maximum of two (2) adults per ride vehicle). The ride capacity is 32 riders with a maximum of 16 adults. All guests must fit comfortably in the ride vehicle and be seated properly with their legs extended toward the floor. The maximum speed of the tower is 7 rpm (revolutions per minute). Guests are also able to spin their ride vehicle manually.

**RIDE ACCESS:** Guests using wheelchairs should enter the standard queue and must be transferred into the ride vehicle. Please see the Team Member at the load platform with questions.

**HEIGHT REQUIREMENT:** Guests must be at least 42 inches tall or accompanied by a supervising companion at least 14 years old to ride. No hand-held infants.

**MEDICAL RECOMMENDATIONS:** In addition to the requirements listed above under General Information, guests with a cervical collar, neck brace, broken collarbone or full arm cast will not be permitted to ride. All other casts must fit inside the ride vehicle.

**PHYSICAL REQUIREMENTS:** In addition to the requirements listed above under General Information, guests must be able to grip with one functioning hand and brace with one functioning leg. Two functioning hands are sufficient instead of one functioning hand and one functioning leg if the guest has a normal center of gravity and the lower extremities are sufficiently strong enough to maintain the proper riding posture under the dynamic conditions of the ride. Amputation must be at the knee or below. Please see a Team Member if you have questions.

**ASSISTANCE ANIMALS:** Permitted (space permitting).

## NET CLIMB



There are three levels of nets, platforms, tubes and slides for guests to climb and interact.

**ATTRACTION ACCESS:** There are multiple entrance/exit locations. Each location requires guests using wheelchairs to transfer out of the wheelchair and climb several stairs.

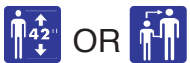
Height Requirement: Hand-held infants are not allowed in this area.

**MEDICAL RECOMMENDATIONS:** In addition to the requirements listed under General Information, guests with a cervical collar, neck brace, broken collarbone, braced arm cast, full arm cast, full leg cast or brace between legs will not be permitted to participate. All other casts must fit in the attraction.

**PHYSICAL REQUIREMENTS:** Guests must be able to climb stairs and nets. The ability to climb nets will require guests to walk on uneven surfaces that are subject to swaying and other random movements. Guests who are unable to sit or stand upright independently must be accompanied by a companion.

**ASSISTANCE ANIMALS:** Not permitted.

## Ocean Commotion



Ocean Commotion is a ship-themed ride that rocks back and forth and gently rotates. The ride vehicle has six (6) rows of seats with a maximum of four (4) riders per row permitted. The ride capacity is 24 riders with a maximum of six (6) adults. All guests must fit comfortably in the ride vehicle and be seated properly with their legs extended toward the floor.

**RIDE ACCESS:** Guests using wheelchairs should enter the standard queue and must be transferred into the ride vehicle. Please see the Team Member at the load platform with any questions.

**HEIGHT REQUIREMENT:** Guests must be at least 42 inches tall or accompanied by a supervising companion at least 14 years old to ride. No hand-held infants.

**MEDICAL RECOMMENDATIONS:** In addition to the requirements listed under General Information, guests with a cervical collar, neck brace, broken collarbone, full arm cast or braced arm cast will not be permitted to ride. All other casts must fit inside the ride vehicle.

**PHYSICAL REQUIREMENTS:** In addition to the requirements listed under General Information, guests must be able to grip with one functioning hand and brace with one functioning leg. Two functioning hands are sufficient instead of one functioning hand and one functioning leg if the guest has a normal center of gravity and the lower extremities are sufficiently strong enough to maintain the proper riding posture under the dynamic conditions of the ride. Amputations must be at the knee or below. Please see a Team Member if you have questions.

**ASSISTANCE ANIMALS:** Permitted (space permitting).

## SEA CAROUSEL

The Sea Carousel is a marine animal-themed ride that rotates in a counter-clockwise direction while the animals gently move up and down. The Sea Carousel has 58 marine-themed animals and two bench seats. One bench seat will accommodate a wheelchair. A maximum of one (1) rider per animal is permitted. All guests must fit comfortably in or on their animal and be seated properly with their legs extended toward the floor. Sidesaddle and double riding are not permitted. All riders must wear a seatbelt.

**RIDE ACCESS:** Guests using standard wheelchairs may remain in their wheelchair and utilize the entrance for wheelchairs to the left of the main entrance. The Sea Carousel may accommodate one wheelchair per cycle. Please see the Team Member at the load platform with any questions.

**HEIGHT REQUIREMENT:** Guests must be at least 42 inches tall or accompanied by a supervising companion at least 14 years old to ride. Hand-held infants may ride on the bench seat if accompanied by a supervising companion at least 14 years old.

**MEDICAL RECOMMENDATIONS:** Please refer to the information under General Information.

**PHYSICAL REQUIREMENTS:** In addition to the requirements listed above under General Information, guests who wish to ride a sea animal must be able to grip with one functioning hand, have the ability to straddle the sea animal and maintain a proper riding posture.

**ASSISTANCE ANIMALS:** Permitted on bench seats (space permitting).

## SHAMU EXPRESS



Shamu Express is a roller coaster consisting of fourteen 2-passenger cars with a maximum capacity of 28. The dynamics of the ride include sharp turns, high speeds, and sudden drops and stops.

**RIDE ACCESS:** Guests using wheelchairs should enter the exit and must be transferred into the ride vehicle. Please see the Team Member at the load platform with any questions. In addition, guests traveling in ECV's should transfer to the courtesy wheelchair provided at the exit of Shamu Express prior to going up the ramp.

**HEIGHT REQUIREMENT:** Guests must be at least 38 inches tall to ride. Guests between 38 inches tall and 41 inches tall must be accompanied by a supervising companion at least 14 years old to ride. Guests 41 inches in height or taller may ride unaccompanied.

**MEDICAL RECOMMENDATIONS:** In addition to the requirements listed under General Information, guests with a cervical collar, neck brace, broken collarbone, 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.

**PHYSICAL REQUIREMENTS:** In addition to the requirements listed under General Information, guests must be able to grip with one functioning hand, brace with one functioning leg and have a minimum of three (3) functioning 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.

**ASSISTANCE ANIMALS:** Not permitted.



## SWISHY FISHIES



Swishy Fishies is a ride consisting of six ride vehicles which run clockwise on a circular platform. A maximum of four (4) riders per ride vehicle is allowed (maximum of two (2) adults per ride vehicle). The ride capacity is 24 riders with a maximum of 12 adults. All guests must fit comfortably in the ride vehicle and be seated properly with their legs extended toward the floor. The maximum speed is 5.5 rpm (revolutions per minute). Guests are able to spin their ride vehicle manually.

**RIDE ACCESS:** Guests using wheelchairs should enter the standard queue and must be transferred into the ride vehicle. Please see the Team Member at the load platform with questions.

**HEIGHT REQUIREMENT:** Guests must be at least 36 inches tall or accompanied by a supervising companion at least 14 years old to ride. No hand-held infants.

**MEDICAL RECOMMENDATIONS:** In addition to the requirements listed above under General Information, guests with a cervical collar, neck brace, broken collarbone, braced arm cast or full arm cast will not be permitted to ride. All other casts must fit inside the ride vehicle.

**PHYSICAL REQUIREMENTS:** In addition to the requirements listed above under General Information, guests must be able to grip with one functioning hand and brace with one functioning leg. Two functioning hands are sufficient instead of one functioning hand and one functioning leg if the guest has a normal center of gravity and the lower extremities are sufficiently strong enough to maintain the proper riding posture under the dynamic conditions of the ride. Amputation must be at knee or below.

**ASSISTANCE ANIMALS:** Not permitted.

**RIDE ACCESS:** Guests using wheelchairs and their parties should use the main entrance and proceed to the ticket booth. Each ride cycle can accommodate two wheelchairs, one per level, to be loaded into the ride vehicle. Any additional guests traveling in wheelchairs can either transfer from their wheelchair to a seat in the ride vehicle or wait for the next cycle. Guests traveling in ECV's or oversized wheelchairs will be asked to transfer into a standard wheelchair at the attraction. Assistance Animals are permitted. Please see a Team Member if you have any questions.

## WATER WORKS

This activity is an interactive water play area with water sprays, dumping bells and water guns.

**ATTRACTION ACCESS:** Due to the nature of this attraction, wheelchairs are not permitted.

**HEIGHT REQUIREMENT:** None.

**MEDICAL RECOMMENDATIONS:** None.

**PHYSICAL REQUIREMENTS:** None.

**ASSISTANCE ANIMALS:** Not permitted.

## SKY TOWER



The Sky Tower is a slow-moving, rotating, elevator capsule that provides guests with a scenic overview of SeaWorld Orlando and the surrounding area. Guests entering the 58-seat cabin must remain seated at all times. The ride is six minutes long.

**HEIGHT REQUIREMENT:** Guests must be 48 inches tall or accompanied by a supervising companion at least 14 years old to ride.

**MEDICAL RECOMMENDATIONS:** Guests who have a fear of heights or enclosed spaces should not ride.

**PHYSICAL REQUIREMENTS:** Guests who are unable to sit upright independently must be accompanied by a companion.

**ASSISTANCE ANIMALS:** Permitted (provided the animal fits comfortably and safely inside the capsule).

## WILD ARCTIC



Wild Arctic is a motion based simulator attraction that replicates a turbulent aerial helicopter flight to the Arctic and is four-and-a-half (4:30) minutes long. The simulator seats 59 guests, each with their own seatbelt. The experience will be bumpy and shaky. Special effects include flashing lights. A non-motion alternative is available that allows guests to see and hear all elements of the simulator without the motion.

Upon disembarking the ride vehicle or non-motion theater, guests will walk through a replica of an Arctic Base Station environment and have the opportunity to view the animals of this region including polar bears, harbor seals, walruses, and beluga whales. Education Team Members may communicate instructions regarding your travel through the attraction.

**RIDE ACCESS:** Guests using wheelchairs should enter the regular queue and will be required to transfer to a seat in the ride vehicle. Guests who are unable to transfer and those not meeting the height requirement may bypass the ride portion of the attraction to the non-motion theater. Here guests may view the presentation without the ride dynamics and then proceed to the Wild Arctic animal area. Please see a Team Member for assistance.

**HEIGHT REQUIREMENT:** Guests must be 42 inches tall to experience the ride portion of this attraction. Guests may bypass the ride portion of the attraction and go to the non-motion theater to view the presentation and then proceed to the Wild Arctic animal area.

**MEDICAL RECOMMENDATIONS:** In addition to the requirements listed under General Information, guests with a cervical collar, neck brace or broken collarbone will not be permitted to ride. All casts must fit in the ride. Those guests who have a fear of enclosed spaces or are sensitive to strobe effects should not ride.

**PHYSICAL REQUIREMENTS:** In addition to requirements listed under General Information, guests must have a minimum of two functioning limbs.

**ASSISTANCE ANIMALS:** Although it is not recommended, Assistance Animals are permitted on the ride, provided the animal fits inside the ride area. Guests may ask a Team Member to see the ride monitoring equipment in order to determine their own ability and their Assistance Animal's ability to ride safely.