



Disabled Access Guide 2013



Guests requesting Special Access
must register at Guest Services, located in England

Busch Gardens Williamsburg, VA

PARK ACCESSIBILITY GUIDE

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Welcome to Busch Gardens Williamsburg, VA

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 Williamsburg, VA. We are committed to providing a safe and enjoyable environment to all guests. Please refer to Guest Services in England if you have any questions.

At Busch Gardens, we have two programs in place to assist guests with disabilities. Our Ride Accessibility Program matches the individual abilities of our guests to the requirements of each ride. We also have our Special Access Program to assist guests in enjoying attractions throughout the park as some queue lines are not accessible to mobility-impaired guests. Both are described below.

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

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

Guests wishing to use Special Access must enroll in our Ride Accessibility Program at Guest Services in England.

NOTICE: The information in this guide is subject to change without notice. Please feel free to visit the Guest Services 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 Services where you will receive a list of the rides and attractions you can safely enjoy based on your abilities. Once this is complete you will be able to utilize our Special Access program.
2. Proceed to the ride entrance of the respective attraction with your RAP sheet and request a boarding time from the entrance team member. These attractions include Alpenggeist, Apollo's Chariot, Curse of DarkKastle, Escape from Pompeii, Europe in the Air, Griffon, Grover's Alpine Express, Lochness Monster, Log Flume, Mäch Tower, Roman Rapids, Verbolten and Howl-O-Scream mazes. If the entrance is not staffed, you may proceed to the ride exit to request a boarding time. The time provided on 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 will be asked to wait 1-2 ride cycles prior to boarding.

5. Only the number of guests listed on the RAP sheet (guest utilizing RAP and maximum of 3 additional) are able to board with the guest needing special access. Other party members should use the ride entrance.
6. The guest with the disability must ride in order for their party to take part in our Ride Accessibility Program.

RIDES ACCESS INFORMATION

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

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

HEIGHT REQUIREMENTS

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

CASTS, BRACES, AND WALKING BOOTS

Guests with hard casts, braces, and walking boots will not be permitted to ride Alpenggeist, Apollo's Chariot, Griffon and Verbolten. 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.

PROSTHETIC DEVICES AND AMPUTATIONS

Guests with any type of prosthesis should ensure it is properly secured before riding any ride. Leg prostheses are not permitted on Alpenggeist, Apollo's Chariot, Griffon, Mach Tower and Verbolten. Guests with an amputation below the knee may ride Alpenggeist and Griffon 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 Apollo's Chariot but must remove the leg prosthesis prior to riding.

Guests with an amputation at the knee or below may ride Mach Tower 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 Apollo's Chariot. One natural functioning hand with original fingers (not prosthesis) is necessary to hand-grasp the lap bar.

Guests should refer to the Guest Services to determine their specific ability to ride Alpenggeist, Apollo's Chariot, and Griffon.

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 Alpenggeist, Apollo's Chariot, Griffon, Mach Tower and Verbolten. Test seats are located at the ride entrance of each roller coaster 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 Alpenggeist, Apollo's Chariot, Davinci's Cradle, Escape from Pompeii, Griffon, Grover's Alpine Express, Lochness Monster, Mach Tower, Roman Rapids, Verbolten and the Der Wirbelwind. This includes but is not limited to cellular phones, hats, cameras, pagers, purses, wallets, keys, backpacks, umbrellas, etc. Items must be safely secured in a sealed pocket, a waist pack, left in a locker or with a non-rider. Busch Gardens is not responsible for lost or damaged articles.

CAMERA POLICY

For safety reasons, picture-taking is not permitted on any ride except the Skyride, Busch Gardens Railroad, and Rhine River Cruise. Due to the nature and dynamics of all rides and the potential for injury, unsecured cameras or video cameras of any size are not permitted on the rides. To store such equipment, either return them to your vehicle 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 pin or similar device. Similarly, if the camera alone can be directly and securely attached to the harness with a screw type pin 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 Carousel (Bench Only), Busch Gardens Railroad, Rhine River Cruise, 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 Alpegeist, Apollo's Chariot, Griffon, Mach Tower, Verbolten and Der Wirbelwind.
- 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 Williamsburg uses the following terms:

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

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

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

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

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

Ridership Criteria

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

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

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

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

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

The guest must have sufficient muscle control to support their head, neck and upper torso in the proper position during the ride or 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 was evaluated relative to specific temporary conditions which may prevent a guest from safely riding a particular ride. Some of the specific conditions evaluated were:

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

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.

ALPENGEIST

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

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

loading instructions.

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

Height Restrictions: Guests must be 54" tall to ride.

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

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

Guest must have the ability to hold on with at least one functioning hand, grasp with one functioning arm, and to brace self with two functioning legs amputated at the knee or below or the ability to hold on with two functioning hands and to brace self with one functioning leg amputated at the knee or below.

Guests with 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 the 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 or walking boot shall not ride. Please see a team member at the ride if you have any questions.

Assistance Animals: Not Permitted

APOLLO'S CHARIOT

High-speed hyper-coaster achieving great heights and high rates of speed.

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

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

Height Restrictions: Guests must be 52" tall to ride.

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

Physical Restriction:

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

A guest must have two natural legs (to the ankle) and must be able to hold on to the lap bar with one functioning hand in order to ride. Guests should refer to the 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 an arm prosthesis must have one fully functioning hand and two natural functioning legs to ride. One natural functioning hand with original fingers (not prosthesis) is necessary to hand-grasp the lap bar.

Guests with a broken collar bone, neck brace, or any type of hard cast or walking boot shall not ride. Please see a team member at the ride if you have questions.

Assistance Animals: Not Permitted

THE BATTERING RAM

Boat swing ride.

Ride Access: Guests using wheelchairs should proceed to the exit gate to the left of the entrance.

Height Restrictions: Guests must be 42" tall or accompanied by a supervising companion. Hand-held infants are not permitted.

Physical Restriction: Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests 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.

Assistance Animals: Not Permitted

BUSCH GARDENS RAILROAD

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

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

Caribou Train Station (New France)

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

Festa Train Station (Festa Italia)

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

Tweedside Train Station (Scotland)

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

CURSE OF DARKCASTLE

4-D Adventure simulation.

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

Height Restrictions: Guests must be 42" tall to ride.

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

Guests who are prone to motion sickness and those who would be adversely affected by strobe lights or water should not ride.

Physical Restriction: Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. In addition, guests must be able to brace themselves with at least one functioning leg and hold on with one functioning hand. Guests who are unable to brace with one functioning leg, will be permitted to ride, if the guest is able to maintain the proper riding position and hold on with one functioning hand. Guests with a broken collar bone, or neck brace must not ride. All casts must fit comfortably inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

DAVINCI'S CRADLE

Thrilling 360-degree "magic carpet" ride.

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

Height Restrictions: Guests must be 42" tall to ride.

Physical Restriction: Riders must be able to brace themselves with at least one functioning leg and hold on with one functioning hand against a strong forward and backward force. Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times.

Guests with a broken collar bone, neck brace, full arm cast, braced arm cast, or full leg cast must not ride. All other casts must comfortably fit inside the ride unit. Guests with any type of prosthesis should ensure that it is properly secured and will remain in place in spite of forces experienced during the ride. Please review all restrictions listed on the sign at the attraction entrance.

Assistance Animals: Not Permitted

Der AUTOBAHN

Bumper Cars.

Ride Access: Mobility-Impaired guests should proceed to the exit gate located to the far right of the entrance.

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

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

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

Der AUTOBAHN JR.

Kiddie Bumper Cars.

Ride Access: Guests using wheelchairs should proceed to the exit gate located to the right of the entrance.

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

Physical Restriction: Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests must have the ability 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.

Assistance Animals: Not Permitted

Der WIRBELWIND

Swings.

Ride Access: Mobility-impaired guests should proceed to the exit gate to the left of the entrance.

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

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

Assistance Animals: Not Permitted

