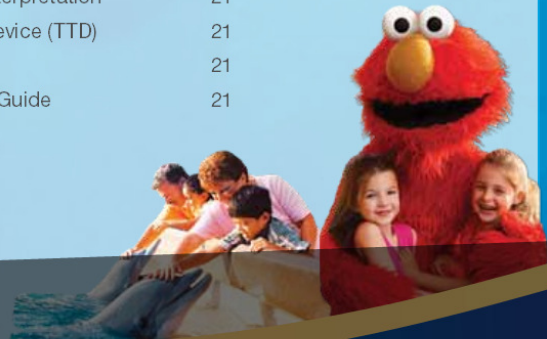




# Guest Safety & Accessibility Guide

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# WELCOME TO SEAWORLD® SAN ANTONIO

We're glad you're here! This guide provides an overview of services and facilities available for guests with disabilities who are visiting SeaWorld San Antonio. We're committed to providing a safe and enjoyable environment for all of our guests. This guide is intended to supplement the SeaWorld San Antonio park map, which contains a variety of park information, an entertainment schedule, as well as preferred accessible paths of travel. Park maps are available upon arrival to the park.

Rides or attractions may be added or removed from SeaWorld San Antonio. If you encounter an area not covered by this guide, please feel free to ask a team member for information.

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; or people with casts, braces, prosthetic or restrictive devices may not be safely accommodated by these systems. Height requirements and the level of developmental maturity usually associated with a certain height are based on the size needed for safety restraints to function properly.

If you have any questions or feel that you need assistance, please call Guest Correspondence at 210-523-3115 or visit Guest Services located at the Main Entrance. Our goal is to accommodate every guest so that they can safely enjoy any of SeaWorld's rides.

At SeaWorld San Antonio, we strive to provide equal access to attractions for every guest. Accessibility entrances (where necessary) are intended to provide equal access for guests unable to traverse the main entrances. These entrances are not intended for bypassing wait times.

**Notice:** The information in this guide is subject to change without notice. Please contact a SeaWorld team member regarding accessibility prior to entering a particular attraction. You also may wish to visit Guest Services for current information on accessibility and services.



# RIDE ACCESSIBILITY PROGRAM

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

To utilize the program, please visit Guest Services inside the Main Entrance. Our Guest Services team member will ask a series of questions designed to accurately advise our guests which rides they may ride. Based on each individual's abilities, the guest will be given a listing of rides and attractions they will be able to ride. Only the number of guests designated for each ride are able to board with the guest needing special access. Other party members should use the ride entrance. The guest with the disability must ride in order for their party to take part in the Ride Accessibility Program.

- ☐ **Steel Eel/Shamu Express:** RAP Guest + 1
- ☐ **Great White/Journey to Atlantis:** RAP Guest + 3
- ☐ **Rio Loco:** RAP Guest + 5

## CRITERIA

The evaluation of each ride includes consideration of the following thirteen criteria which may be required to ride a particular ride safely.

Refer to the individual ride's information to determine criteria required for that ride.

1. **Ability to maintain the proper riding position throughout the ride.** Guests must have the body and spinal control to maintain proper riding position throughout the ride without aid of other people or devices.
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 course of the ride.
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 ability to arm-grip the restraint device and is strong enough to allow the guest to maintain the proper riding position throughout the duration of the ride.

