

# SENSORY GUIDE



## Guest Notice

Guests must review ride requirements before joining the queue. If you have a physical impairment, assess the ride for risks.

In emergencies, specialist equipment may be needed, causing delays. For assistance, speak with the Ride Attendant or Accessibility Team. Unless otherwise stated, guests must be able to transfer into and out of ride vehicles independently or with a carer's help. Select rides require seat belts and restraints.

For more information, ask a team member or use the contact information below. Assistance with lifts or stair lifts is available. Certain rides may be physically demanding, and admission may be refused if there's a health risk.

## Frequently Asked Questions

### Is there free WiFi I can use?

Yes! Connect to 'LEGOLAND® Windsor' from the WiFi list. Open your browser and follow the on-screen steps to register or log in.

### My Ride Access Pass has stopped working, what can I do?

If your Ride Access Pass stops working, try logging out and back in of your account. If that doesn't fix it, visit the Ride Access Pass Hub or the Sensory Space for further help.

### What if I have another question?

Visit the LEGOLAND Help Centre at [support.LEGOLAND.co.uk](https://support.LEGOLAND.co.uk) or contact the Accessibility Experience Team by messaging 07786 204025.

## Sensory Information

### Sensory Space

A calm, quiet area for guests with additional needs, with support for Ride Access Passes. Located in Heartlake City.

### Dark & Loud Areas

Some attractions, queues and surrounding areas can be dark or loud. Please check sensory features before joining.

- The Dragon
- LEGO® NINJAGO® The Ride
- Laser Raiders
- Haunted House Monster Party
- Flight of the Sky Lion
- LEGO® City Deep Sea Adventure
- LEGO® Insiders Clubhouse

### Merge Points

Some accessible queues meet the main queue near the platform. Staff may not be present, so please merge in turn before entering the final stages of the queue.

- LEGO NINJAGO The Ride
- Pirate Falls: Treasure Quest
- Coastguard HQ
- Fairy Tale Brook
- Hydra's Challenge
- Laser Raiders
- Dragon's Apprentice
- LEGO City Deep Sea Adventure

Please be aware, rides and attractions across the Resort include varying sensory elements, and their effects on individuals may differ. These elements include sudden changes in speed and direction, loud themed music on rides and in surrounding areas, crowded spaces, artificial scents, smoke and mist effects, flashing lights, low lighting, and moving/talking LEGO figures. You must review individual ride restrictions and features before boarding.

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## Quiet Time

We offer a dedicated Quiet Hour for two of our facilities and attractions at the Resort, designed to create a more relaxed and sensory-friendly environment.

### LEGO® Store

Quiet Hour is available from 12:00 until 13:00, providing a calmer shopping experience with reduced visual and audio stimuli. Located in The Beginning.

### LEGOLAND® Adventure Golf:

Available on the first Saturday of every month, from 16:00 until 17:00, where noise and sensory effects are minimised to ensure a more sensory-friendly experience.

During Quiet Hour, visual and audio effects are lowered to create a calmer atmosphere. For more sensory-friendly options, visit the LEGOLAND Help Centre. We also recommend exploring these locations for a quiet experience:

- Sensory Space
- The Enchanted Forest
- Miniland
- The Hotel Boardwalk
- LEGO Insiders Clubhouse

## Queue-free Attractions

Enjoy a variety of queue-free attractions, live shows, and character meet-and-greets across the Theme Park including Miniland, The Brick, LEGO® Insiders Clubhouse, and The Magical Forest. Show times, locations, and accessibility details can be found on the LEGOLAND® App. We recommend checking the App ahead of time for the latest schedules, queue times and accessibility updates.

Present on this ride/attraction



- Flashing and/or strobe lighting
- Dark scenes or areas
- Loud noises
- Mist spray
- You may get wet
- Scents are used
- Lifts off ground and drops
- Includes high speeds
- Sharp turns
- Moving and talking LEGO® figures
- 3D effects
- Single Rider Available\*

### Single Riders

\*Guests with a Red Ride Access Pass are required to ride with a carer. Single rider is not available for those with a Red Ride Access Pass.

### Accessibility Information

To view further accessibility information for our rides and attractions at the Resort, scan the QR code below or visit Guest Services, the Sensory Room or any of our accommodation receptions for assistance throughout your visit.



													Restraint	Thrill	Duration			
The Hill Train													✓	None	Family Fun	2 Minutes		
LEGO® Insiders Clubhouse	✓	✓	✓										✓	None	For LEGO Fans	N/A		
LEGO Ferrari Build & Race	✓	✓	✓										✓	Lap Bar	Little Builders	N/A		
Minifigure Speedway	✓		✓							✓	✓	✓	✓	None	For LEGO Fans	1.5 Minutes		
Splash Safari					✓	✓							✓	None	Tiny Feet	N/A		
Fairy Tale Brook	✓	✓				✓							✓	None	Family Fun	7 Minutes		
DUPLO® Airport								✓					✓	Lap Bar	Tiny Feet	1.5 Minutes		
DUPLO Express													✓	None	Tiny Feet	1.5 Minutes		
DUPLO Dino Coaster				✓									✓	Lap Bar	Little Builders	1.2 Minutes		
Drench Towers						✓	✓						✓	None	Big Builders	N/A		
LEGO City Driving School				✓									✓	Seat Belt	Big Builders	6 Minutes		
Coastguard HQ				✓	✓	✓							✓	None	Family Fun	N/A		
L-Drivers													✓	Seat Belt	Little Builders	3 Minutes		
Balloon School				✓					✓				✓	Lap Bar	Family Fun	1.5 Minutes		
Fire Academy				✓	✓	✓							✓	None	Family Fun	3 Minutes		
Haunted House Monster Party	✓	✓	✓										✓	✓	✓	None	Family Fun	5 Minutes
LEGO City Deep Sea Adventure		✓	✓										✓	Lap Bar	Family Fun	5 Minutes		
LEGOLAND® Express				✓	✓	✓							✓	None	Family Fun	10 Minutes		
Autumn's Riding Adventure				✓					✓	✓			✓	Back Restraint	Big Builders	3 Minutes		
Laser Raiders	✓	✓	✓										✓	Lap Bar	Family Fun	3.5 Minutes		
Scarab Bouncers		✓							✓				✓	Lap Bar	Little Builders	1.5 Minutes		
Thunder Blazer													✓	Lap Bar	Little Builders	1.5 Minutes		
Desert Chase													✓	None	Little Builders	1.5 Minutes		
Aero Nomad									✓					None	Little Builders	5 Minutes		
Pirate Falls: Treasure Quest	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓	Handrails	Big Builders	7.5 Minutes		
Jolly Rocker				✓					✓	✓			✓	Lap Bar	Big Builders	1.5 Minutes		
The Dragon	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	Lap Bar	Big Builders	3 Minutes		
Merlin's Challenge	✓	✓	✓										✓	Lap Bar	Little Builders	1.5 Minutes		
Dragon's Apprentice	✓								✓	✓	✓	✓	✓	Lap Bar	Little Builders	2 Minutes		
LEGO® NINJAGO® The Ride	✓	✓	✓						✓	✓	✓	✓	✓	Lap Bar	Big Builders	4 Minutes		
Destiny's Bounty									✓	✓	✓		✓	Lap Bar	Big Builders	1.5 Minutes		
Spinning Spider										✓	✓	✓	✓	Handrails	Big Builders	1.5 Minutes		
Hydra's Challenge				✓	✓	✓				✓	✓	✓	✓	Handrails	Family Fun	1.5 Minutes		
Fire & Ice Freefall				✓					✓	✓			✓	Lap Bar	Family Fun	1.5 Minutes		
Flight of the Sky Lion	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Seat Belt	Family Fun	11 Minutes		
The Magical Forest	✓	✓	✓	✓	✓	✓	✓	✓					✓	None	Family Fun	N/A		