

# ACCESSIBILITY 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.

## Facilities

### Guest Services

Help planning your visit and assistance should you have any queries throughout the day. Located in The Beginning.

### Ride Access Pass Hub

Ride Access Pass support and enquiries. Located in The Beginning.

### Total Sensory Space

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

### First-Aid Centre

Medical assistance available, including cold-medicine storage. Features a hoist and height-adjustable bed. Located in Heartlake City.

### Accessible Toilets

Accessible and RADAR key toilets are available at every toilet block across the Resort. RADAR keys are available from Guest Services or the Sensory Space.

### Changing Places

Includes an accessible toilet, sink, hoist, and plinth (for use with your own sling). RADAR keys are available from Guest Services or the Sensory Space. Check the LEGOLAND® app for locations.

### Quiet Areas

For a quieter moment in the Park, visit the Enchanted Forest, Miniland, the Hotel Boardwalk, the LEGO® Insiders Clubhouse, or our First Aid Centre.

### Ear Defenders

If things get too loud, ear defenders are available to hire from Guest Services or the Sensory Space (subject to availability).

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## Navigation

### Pathways

Most pathways are suitable for wheelchairs and mobility scooters, though some areas can be steep and may require assistance. To avoid steep paths when entering or leaving the park, you can use the Hill Train or follow the Bricktopia route.

### Shops, Restaurants & Entertainment

All shops, restaurants, and show venues are wheelchair accessible.

### Wheelchair & Mobility Scooter Hire

Wheelchairs can be hired from Guest Services or the Total Sensory Space (refundable deposit required, subject to availability). Mobility scooters can be reserved online for collection at Guest Services on a first-come, first-served basis.

### Assistance Dogs

Registered assistance and emotional support dogs are welcome. They must stay on a lead, be supervised, and may only ride the Hill Train. A relief area is available in the Kingdom of the Pharaohs, behind Thunder Blazer.

## 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.



Required for ride/attraction access ✓

- ⓘ Ride Access Pass access location.
- ⚡ Wheelchair user with Ride Access Pass access location.
- ⚡ Mobile Stair Lift. (Please ask the ride operator or the Accessibility Experience Team for assistance).
- ⚡ If you require the use of a wheelchair lift to the platform there is one available.
- ⚡ Guests can remain in their wheelchair for the duration of the ride. Be aware some attractions may have limited space for wheelchairs and there may be a short wait for access.
- ⚡ Guests must be able to transfer and hold themselves upright without assistance from a guardian or carer for the duration of the ride.
- ⚡ Guests must be able to transfer and sit upright with or without assistance from a guardian or carer for the duration of the ride.
- ⚡ Guests must be able to hold onto handles, lap bars or handrails and brace against ride forces.
- ⚡ Guests must be able to steer the ride and press foot pedals.
- ⚡ This ride has a complex evacuation procedure that is physically demanding.
- ⚡ Not recommended for guests with back or neck complaints, heart conditions, high blood pressure, broken limbs or guests who are pregnant.
- ⚡ This ride involves flashing or strobe lighting.

## Fastrack

Fastrack refers to the designated Fastrack entrance for the attraction. Wheelchair users without a Ride Access Pass must use the main entrance unless otherwise indicated on the restriction board at each attraction.

	Entering the attraction				Ride Requirements					Considerations		
Hill Train	Exit	Exit			✓		✓			✓		
LEGO® Insiders Clubhouse	Main Entrance	Main Entrance			✓							✓
LEGO® Ferrari Build & Race	Main Entrance	Main Entrance			✓							✓
Minifigure Speedway	Fastrack	Fastrack			Exit lift only		✓		✓	✓		✓
Splash Safari	Main Entrance	Main Entrance				✓						
Fairy Tale Brook	Exit	Exit					✓					
DUPLO® Valley Airport	Fastrack	Fastrack					✓					
DUPLO Express	Exit	Exit					✓					
DUPLO Dino Coaster	Fastrack	Exit	✓			✓		✓			✓	
Drench Towers	Main Entrance	Main Entrance					✓					
LEGO City Driving School	Fastrack	Fastrack				✓			✓		✓	
Coastguard HQ	Fastrack	Exit					✓		✓		✓	
L-Drivers	Exit	Exit				✓			✓		✓	
Balloon School	Fastrack	Fastrack					✓					
Fire Academy	Fastrack	Fastrack				✓	✓				✓	
Haunted House Monster Party	Fastrack	Fastrack		✓			✓	✓			✓	✓
LEGO City Deep Sea Adventure	Fastrack	Fastrack	✓				✓					✓
LEGOLAND® Express	Fastrack	Fastrack				✓		✓				
Autumn's Riding Adventure	Fastrack	Lift		✓		✓		✓		✓	✓	
Laser Raiders	Fastrack	Fastrack					✓	✓			✓	✓
Scarab Bouncers	Exit	Exit				✓		✓		✓	✓	
Thunder Blazer	Fastrack	Fastrack				✓		✓				✓
Desert Chase	Exit	Exit					✓					
Aero Nomad	Exit	Exit			✓		✓					
Pirate Falls: Treasure Quest	Fastrack	Fastrack				✓		✓		✓	✓	✓
Jolly Rocker	Fastrack	Fastrack					✓	✓				✓
The Dragon	Fastrack	Lift Exit		✓			✓	✓		✓	✓	✓
Merlin's Challenge	Exit	Exit				✓		✓			✓	✓
Dragon's Apprentice	Fastrack	Fastrack				✓		✓			✓	✓
LEGO NINJAGO The Ride	Fastrack	Lift Exit		✓			✓	✓		✓	✓	✓
Destiny's Bounty	Exit	Exit					✓	✓				✓
Spinning Spider	Fastrack	Fastrack					✓	✓				✓
Hydra's Challenge	RAP	RAP					✓		✓			✓
Fire & Ice Freefall	Exit	Exit				✓		✓				✓
Flight of the Sky Lion	Fastrack	Fastrack				✓		✓			✓	✓
The Magical Forest	Main Entrance	Main Entrance				✓						✓

## Ride Access Pass

The Ride Access Pass provides a queuing adjustment for guests who are unable to stand in standard ride queues due to a disability or medical condition. To use Ride Access Pass, you must pre-book before each visit. We recommend booking as early as possible to avoid disappointment.

## On-the-day User Guide

Download the Merlin Ride Access Pass App, link your Nimbus account, and pre-book your visit before you arrive. Once you're in the park, open the app, select your reservation, and tap 'Check-in'. Top tip: Enable location services, camera access, notifications, and Wi-Fi on your phone to ensure the app works smoothly during your visit.

To get started, select 'Find a Ride', tap 'Ride Now', select how many are riding, and join the virtual queue. Your countdown will begin immediately. When it's time to ride, scan the QR code at the ride entrance and show your digital ID to the ride attendant.

After finishing the ride, tap 'I'm done riding' to choose your next attraction. Don't forget to select 'Check-out' in the app at the end of your visit.

## Guest Notice

All Merlin Ride Access Pass applications must be completed at least three months in advance of your visit. You will need to pre-book your Ride Access Pass before your visit. For more information, visit [LEGOLAND.co.uk/rideaccesspass](http://LEGOLAND.co.uk/rideaccesspass).