

# SeaWorld Orlando Accessibility Guide

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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 to all guests. Please refer to Guest Services if you have any questions.

**At SeaWorld® Orlando we have programs in place to assist guests with disabilities. Our Ride Accessibility Program (RAP) matches the individual abilities of our guests to the requirements of each ride. When enrolled in the RAP, disabled guests will be able to participate in our Special Access Program which assists guests in enjoying attractions throughout the park as some queue lines are not accessible to mobility-impaired guests. These programs are described below.**

**NOTICE:** The information in this guide is subject to change without notice. You may also contact an ambassador regarding accessibility prior to boarding a particular attraction.

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## General Park Information

### Service Animals

Service Animals are welcomed at SeaWorld Parks & Entertainment facilities. Service animals are limited to dogs and miniature horses that have been individually trained to do work or perform tasks for the benefit of an individual with a disability.

Service animals must remain on a leash or harness and under the control of its handler at all times and be house broken. If at any time your service animal's behavior is out of control, you will be asked to remove your service animal from the premises. Service animals must remain a reasonable distance from the Park's resident animals.

Although assistance animals are discouraged from riding any ride, your assistance animal will be permitted on:

- SkyTower
- Paddle Boats
- Sunny Day Carousel
- Slimey's Slider
- Abby's Flower Tower
- Elmo's Choo Choo Train

#### **"Break" Area for Service Animals**

Locations inside the park are located on the park map.

### Guest Services

Guest Services is located just inside the Park Entrance.

### Parking

Parking is provided directly in the parking lot near the main entrance. Most spaces for guests with disabilities are accessible to vans.

### Wheelchair Rental

Wheelchairs and electric convenience vehicles (ECV's) 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. To ensure the likelihood of obtaining an ECV, reservations should be made at least 3 days in advance of the planned visit. Reservations can be made on-line at <http://seaworld.com/orlando/upgrades/> or by calling 407-545-5550. Guests may also use their own wheelchairs or ECV's. Guests using wheelchairs may join any admissions line to enter the park.

### Segway/Walkers as Wheelchairs

SeaWorld Parks & Entertainment® is committed to providing guests a safe and enjoyable experience. Because of different pathway configurations and terrain, as well as large crowds that includes small children and strollers; we regret that we cannot permit the use of two-wheeled, self-balancing electric vehicles such as Segways. Additionally, walkers are not permitted to be used as a substitute for a wheelchair or electric convenience vehicle (ECV). We are pleased to offer other forms of personal transportation, including electric convenience vehicles (ECVs), and standard wheelchairs and we encourage you to contact Guest Services with any questions you may have.

## Restrooms

All restrooms are accessible to guests using wheelchairs and are marked with the wheelchair symbol throughout the park. Companion/Family Assist restrooms are located at:

- Main Entrance next to “Exit Gifts” gift shop
- SeaSide Restrooms Next to the SeaWorld Gift Shop
- Journey to Atlantis® Plaza area
- Shark Encounter®
- Baby Care Center in Sesame Street Land at SeaWorld Orlando®
- Seafire Grill Restaurant
- Voyagers Smokehouse Restaurant
- Lakeside Grill Restaurant

For those with sensory needs, manual flush toilets are available at these locations as well.

## First Aid

SeaWorld® Orlando’s First Aid facilities are located behind Stingray Lagoon® in Key West and in Sesame Street Land at SeaWorld Orlando®, near Elmo’s Choo Choo Train. Both are staffed by Registered Nurses and/or Emergency Medical Technicians. Ambassadors throughout the park can call for assistance upon request.

## Restaurants

While dining at our restaurants, please be aware that most venues offer cafeteria-style service. For guests with special dietary needs, we offer a variety of allergy friendly options throughout our park. You may stop by Guest Services, or any of our meal facilities, to receive an Allergen Card with more detail on our Allergy Friendly program and culinary options for those guests with allergies. For questions before you visit, please contact us at <https://seaworld.com/orlando/help/allergen-information/>. We also suggest you visit meal facilities during non-peak hours or ahead of mealtime so that you can be efficiently assisted and served.

Guests looking for a quieter dining environment are encouraged to visit meal facilities during non-peak hours or ahead of mealtime.

## Gift Shops

All gift shops are wheelchair accessible. Please ask any Ambassador for assistance. “Package Pick-up,” available at all gift shops, provides guests the opportunity to shop throughout SeaWorld and have their purchases sent to The SeaWorld Store (near the Main Entrance) for pick-up later in the day.

## Ride Access Information

At SeaWorld® Orlando, 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 or a ride attendant for more information or if in doubt about your ability to safely experience a ride.

SeaWorld® Ambassadors 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 located just inside the Park Entrance. All guests, including those using wheelchairs, must meet the height requirement.

## Casts, Braces, And Walking Boots

Guests with any cast including a forearm cast, lower leg cast, full arm cast, full leg cast, or braced arm cast may be restricted from riding certain rides and should refer to the **Individual Ride Information** section of this guide for more information. Guests with walking boots and knee braces will be able to ride as long as the boot or brace fits comfortably into the ride unit and meets the proper ride requirements. Walking boots are not permitted on Manta.

## Prosthetic Devices and Amputations

Guests with any type of prosthesis may be restricted from riding certain rides. If permitted, riders must ensure it is properly secured before riding any ride and should refer to the **Individual Ride Information** section of this guide to determine their specific ability to ride any ride.

## Riders of Size

To ride, all seatbelts, lap bars, and shoulder harnesses must be positioned and fastened properly.

Due to rider restraint system requirements, riders of size may not be accommodated on some of our rides. Larger guests may experience difficulty on Ice Breaker®, Manta®, Mako, Pipeline: The Surf Coaster, Kraken®, Journey to Atlantis®, and Sesame Street Land at SeaWorld Orlando® rides. Test seats are located at the ride entrance of Ice Breaker, Manta, Mako, and Kraken and we recommend utilizing these before entering the ride queue. Our ambassadors 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.

To expedite ride escort process, guests requiring assistance during the ride escort may be escorted last. 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.

## Oxygen Tanks

Due to the dynamics and certain characteristics of the rides, oxygen tanks are not permitted on any ride except Sky Tower. Oxygen tanks are permitted in theatres, exhibits, and other enclosed facilities. Oxygen Concentrators may be permitted on some rides if they can be secured and meet the loose article requirements for a specific ride.

## 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 Manta, Kraken, and Cookie Drop.
- 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. SeaWorld Orlando 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, 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 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 ability for a disabled guest to ride certain rides or attractions is evaluated based on criteria which may include manufacturer's requirements and other safety considerations. Some of those may include the following:

**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.

**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.

**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.

**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.

**Ability to hold on with two functioning hands.** Ability to hold on with two functioning hands as described above.

**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.

**Ability to hold on with two functioning arms.** Ability to hold on with two functioning arms as described above.

**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.

**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.

**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.

**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.

**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.

**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 is evaluated relative to specific temporary conditions which may prevent a guest from safely riding a specific ride. Some of the specific conditions evaluated include:

- 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

## Individual 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.

### Ice Breaker®

Named after the icy Arctic summits, Ice Breaker will feature four airtime filled launches, both backwards and forwards, culminating in a reverse launch into the steepest beyond vertical drop in Florida- a 93 feet tall spike with 100-degree angle. The thrills continue as riders fly over a near vertical top hat maneuver into a series of exciting twists, turns, and airtime hills,

**Ride Access:** Mobility-impaired guests that would like to ride this attraction should see the ambassador at the attraction main entrance. This ride utilizes a virtual queue system on busier days, and you may be given a return time to ride. At the provided time, the guest should proceed to the Quick Queue® entrance and follow sign to the ADA assisted access to board the ride. Please see the ambassador for assistance and loading instructions.

**Height Restrictions:** Guests must be at least 48 inches tall to ride. Guests between 48 inches tall and 54 inches tall must be accompanied by a supervising companion.

**Ride Restrictions:** Riders of this attraction will be exposed to forces, speeds, and other intense features that may cause distress or injury to persons with pre-existing health conditions. Please consider these features when determining suitability for all riders. For your safety, only guests in good health should ride this attraction. Do not ride if you are currently or suspect to be pregnant, have high blood pressure, motion sickness, heart, neck or back problems, a sensitivity to strobe effects, an unusual sensation (e.g. headache, blurred vision, nausea) have

had recent surgery, or have any other medical condition that may be aggravated by the features of this attraction.

**Physical Restrictions:** Each rider must be able to remain seated upright, 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 two (2) functioning legs & two (2) functioning arms & hands and be capable of grasping the handhold points and maintain a safe posture. Guests must have full upper and full lower body control. Guests must be able to put both feet under the shin pad and, if possible, flat on the floor.

**Assistance Animals:** Not permitted.

## **Infinity Falls®**

Infinity Falls® is the centerpiece of a newly themed surrounding area, fully immersing you in a rainforest canopy. Featuring thrilling rapids and a rainforest river experience, adventure-seekers will plunge down the world's tallest river rapid drop. Each raft will twist and turn through a lush jungle environment as guests experience the feel of exhilarating world class rapids. A unique vertical elevator will lift each raft for a dramatic launch into the river, 40 feet below.

**Ride Access:** Mobility-impaired guests that would like to ride this attraction should see the ambassador at the attraction main entrance. This ride utilizes a virtual queue system on busier days and you may be given a return time to ride. At the provided time, the guest should proceed to the Quick Queue® entrance and follow sign to the ADA assisted access to board the ride. Please see the ambassador for assistance and loading instructions.

**Height Restrictions:** Guests 48 inches in height or taller may ride unaccompanied. Guests between 42 inches tall and 48 inches tall must be accompanied by a supervising companion (at least 14 years old). Guests over 77 inches and under 42 inches may not ride.

**Ride Restrictions:** Riders of this attraction will be exposed to forces, speeds, and other intense features that may cause distress or injury to persons with pre-existing health conditions. Please consider these features when determining suitability for all riders. For your safety, only guests in good health should ride this attraction. Do not ride if you are currently or suspect to be pregnant, have high blood pressure, motion sickness, heart, neck or back problems, have had recent surgery, severely impaired vision, or have any other medical condition that may be aggravated by the features of this attraction.

**Physical Restrictions:** Each rider must be able to remain seated upright, 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 cervical collar, neck brace, broken collarbone or any arm or leg cast will not be permitted to ride. Guests must be able to grip with one functioning hand and have a minimum of both one (1) functioning hand AND (1) functioning leg. Leg prosthetics are not permitted.

**Assistance Animals:** Not permitted.

## 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:** Mobility-impaired guests that would like to ride this attraction should see the ambassador at the attraction main entrance. This ride utilizes a virtual queue system on busier days and you may be given a return time to ride. At the provided time, the guest should proceed to the Quick Queue® entrance, to board the ride. Please see an ambassador for assistance and loading instructions.

**Height Restrictions:** 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.

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

**Physical Restrictions:** Each rider must be able to remain seated 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 grip with one functioning hand, brace with one functioning leg and have a minimum of three (3) functioning limbs. Guests with a cervical collar or neck brace, broken collar bone, full arm cast, braced arm cast, or full leg cast must not ride. All other casts must fit comfortably inside the ride unit. Guests must have the ability to enter and exit the ride without endangering self or others. Please see an ambassador 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:** Mobility-impaired guests that would like to ride this attraction should see the ambassador at the attraction main entrance. This ride utilizes a virtual queue system on busier days and you may be given a return time to ride. At the provided time, the guest should proceed to the Quick Queue® entrance, to board the ride. Please see an ambassador for assistance and loading instructions.

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 Restrictions:** Guests must be 54 inches tall to ride.

**Ride Restrictions:** For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, fear of heights or any other impairment or medical

condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

**Physical Restrictions:** Each rider must be able to remain seated upright, 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 cervical collar, neck brace, broken collarbone or any arm or leg cast will not be permitted to 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. Prosthetic legs are not permitted. Guest with any amputation should see an ambassador for assistance and may be required to wear a separate harness. Guest with a double leg amputation above the knee shall not ride.

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

**Assistance Animals:** Not permitted.

## Mako®

Mako® is a hyper-coaster with a 200-foot tall lift. The ride accelerates to speeds of up to 73mph and features a series of banking turns and multiple air time hills. There are no inversions on Mako. There are four seats per row with seven rows per train. Riders are secured in a single lap restraint that must meet a minimum locking position in order for a guest to be permitted to ride. All coaster seats and restraints are the same size. A test seat is available at the ride entrance for your convenience. Please see the ambassador at the ride entrance for assistance.

**Ride Access:** Mobility-impaired guests that would like to ride this attraction should see the ambassador at the attraction main entrance. This ride utilizes a virtual queue system on busier days and you may be given a return time to ride. At the provided time, the guest should proceed to the Quick Queue® entrance, to board the ride. Please see the ambassador for assistance and loading instructions.

**Height Restrictions:** Guests must be 54 inches tall to ride.

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

**Physical Restrictions:** Each rider must be able to remain seated upright, 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 cervical collar, neck brace, broken collarbone or any arm or leg cast will not be permitted to ride. Guests must be able to grip with one functioning hand and have a minimum of two (2) functioning limbs. Leg prosthetics are not permitted. An additional full body harness is available for guests with amputations or guests who may not have full extremities. Guests must ask an ambassador for assistance to determine if all applicable rider requirements are met to use the full body harness.

**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:** Mobility-impaired guests that would like to ride this attraction should see the ambassador at the attraction main entrance. This ride utilizes a virtual queue system on busier days and you may be given a return time to ride. At the provided time, the guest should proceed to the Quick Queue® entrance, to board the ride. Please see the ambassador for assistance and loading instructions.

**Height Restrictions:** Guests must be 54 inches tall to ride.

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

**Physical Restrictions:** Each rider must be able to remain seated upright, 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 cervical collar, neck brace, broken collarbone or any arm or leg cast will not be permitted to 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 must be able to grip with one functioning hand and have a minimum of two (2) functioning limbs. Leg prosthetics are not permitted. Guest with amputated leg(s) above the knee may ride with the use of a separate three-point harness. A guest with a single or double leg amputation below the knee may be permitted to ride with use of a separate three-point harness and an individual leg(s) restraint. A guest with single arm amputation may ride provided the guest has one (1) functioning hand and two (2) functioning legs. Guests with chest dimensions 52" or greater may not be able to fit the seat restraint system. A test seat is available for use at the ride entrance. Please see an ambassador at the ride entrance for assistance.

**Assistance Animals:** Not permitted.

## Paddle Boats

The Paddle Boats consist of individual, free floating, flamingo-shaped boats. The attraction is available for an additional charge for a twenty (20) 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 lift stabilized 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. Guests traveling in ECV's should transfer to the courtesy wheelchair provided near the life vest station prior to going onto the dock.

**Height Restrictions:** Guests must be 56 inches tall or accompanied by a supervising companion. Hand-held infants are not permitted.

**Ride Restrictions:** For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, prone to motion sickness, or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating, shall not ride.

**Physical Restrictions:** 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 cervical collar, neck brace or broken collarbone will not be permitted to ride. All casts must fit inside the boat. 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).

## Pipeline: The Surf Coaster

Pipeline: The Surf Coaster is a standing launch coaster with a 110-foot hammerhead turn. The ride accelerates to speeds of up to 60mph and features a series of banking turns and multiple airtime hills. There is one inversion. There are two seats per row with twelve rows per train. Riders are secured in a single over the shoulder harness that must meet a minimum locking position in order for a guest to be permitted to ride. All coaster seats and restraints are the same size. A test seat is available at the ride entrance for your convenience. Please see the ambassador at the ride entrance for assistance.

**Ride Access:** Mobility-impaired guests that would like to ride this attraction should see the ambassador at the attraction main entrance. This ride utilizes a virtual queue system on busier days and you may be given a return time to ride. At the provided time, the guest should proceed to the Quick Queue® entrance, to board the ride. Please see the ambassador for assistance and loading instructions.

**Height Restrictions:** Guests must be 54 inches tall to ride.

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

**Physical Restrictions:** Each rider must be able to remain standing upright, 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 cervical collar, neck brace, broken collarbone or any arm or leg cast will not be permitted to ride. Guests must be able to grip with one functioning hand and have a minimum of three (3) functioning limbs (two of which must be legs). Leg prosthetics are not permitted. An additional full body harness is available for guests with amputations or guests who may not have full extremities. Guests must ask an ambassador for assistance to determine if all applicable rider requirements are met to use the full body harness.

**Assistance Animals:** Not permitted.

## Sesame Street Land at SeaWorld Orlando®

Sesame Street Land at SeaWorld is a children's interactive play area made up of several different activities, rides, attractions and meet-and-greet opportunities. 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 but are restricted from entering most individual elements.

## *Cookie Drop*

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

**Ride Access:** Guests using wheelchairs should enter the standard queue and must be transferred into the ride vehicle. Please see an ambassador at the load platform with any questions.

**Height Restrictions:** 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.

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

**Physical Restrictions:** 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 cervical collar, neck brace or broken collarbone, full leg casts or braced arm cast will not be permitted to ride. All other casts must fit inside the ride vehicle. Guests must be able to grip with one functioning hand and brace with one functioning leg to participate at this attraction. Please see an ambassador if you have questions.

**Assistance Animals:** Not permitted.

## *Abby's Flower Tower*

Abby's Flower Tower is a tower with eight ride vehicles that spin in a clockwise direction and rise to a height of approximately 30 feet. Guests are also able to spin their ride vehicle manually.

**Height Restrictions:** 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.

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

**Physical Restrictions:** 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 cervical collar, neck brace or broken collarbone, full leg casts or braced arm cast will not be permitted to ride. All other casts must fit inside the ride vehicle. 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 an ambassador if you have questions.

**Assistance Animals:** Permitted (space permitting).

### *Slimey's Sliders*

Slimey's Slider is a ship-themed ride that rocks back and forth and gently rotates.

**Ride Access:** Guests using wheelchairs should enter the standard queue and must be transferred into the ride vehicle. Please see the Ambassador at the load platform with any questions.

**Height Requirement:** Guests must be at least 42 inches tall or accompanied by a supervising companion. No hand-held infants.

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

**Physical Requirements:** 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 cervical collar, neck brace or broken collarbone, full leg casts or braced arm cast will not be permitted to ride. All other casts must fit inside the ride vehicle. 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 an ambassador if you have questions.

**Assistance Animals:** Permitted (space permitting).

### *Elmo's Choo Choo Train*

Elmo's Choo Choo Train is a family train ride consisting of four (4) train cars that can seat up to twenty (20) passengers including a maximum of six (6) adults. Up to two (2) passengers are secured across the lap with a seat belt. Adults may not ride in the train caboose.

**Ride Access:** Guests using standard wheelchairs may remain in their wheelchair and utilize the entrance for



wheelchairs to the left of the main entrance. Guests may transfer from the wheelchair to the ride unit. Please see an ambassador at the load platform with any questions.

**Height Requirement:** Guests must be at least 36 inches tall or accompanied by a supervising companion. Hand-held infants are not permitted.

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

**Physical Restrictions:** Guests must have the ability to sit upright and maintain proper riding position. Guests must have control of upper torso including the neck and head. Guests must be able to hold on with one functioning arm and brace with one functioning leg. Those wearing a neck brace or a full leg cast may not ride. Guests with a double leg amputation above the knee shall not ride unless a well-secured prosthetic device is in place.

**Assistance Animals:** Permitted on bench seats (space permitting).

### *Super Grover's Box Car Derby®*

Super Grover's Box Car Derby® is a roller coaster; 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 an ambassador at the load platform with any questions. In addition, guests traveling in ECV's should transfer to the courtesy wheelchair provided at the exit prior to going up the ramp.

**Height Restrictions:** 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.

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

**Physical Restrictions:** 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 cervical collar, neck brace or broken collarbone, full leg casts or braced arm cast will not be permitted to ride. All other casts must fit inside the ride vehicle. 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.

### ***Rubber Duckie Water Works***

This activity is an interactive water play area with water sprays, fountains, and pop jets.

**Attraction Access:** No restrictions.

**Height Restrictions:** None.

**Ride Restrictions:** None.

**Physical Restrictions:** None.

**Assistance Animals:** Not permitted.

### ***Sunny Day Carousel***

The Sunny Day Carousel is a cute, colorful, classic ride that's perfect for everyone who likes a good go-round.

**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 Sunny Day Carousel may accommodate one wheelchair per cycle. Please see an ambassador at the load platform with any questions.

**Height Requirement:** Guests must be at least 42 inches tall or accompanied by a supervising companion. Hand-held infants may ride on the bench seat if accompanied by a supervising companion.

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

**Physical Restrictions:** Guests who wish to ride a horse must be able to grip with one functioning hand, have the ability to straddle the horse and maintain a proper riding posture.

**Assistance Animals:** Permitted on bench seats (space permitting).

## 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.

**Height Restrictions:** Guests must be 48 inches tall or accompanied by a supervising companion.

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

**Physical Restrictions:** 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).

## 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 guests or others.

**Special Access** is designed to allow our guests to enjoy our attractions without waiting in line if the guest is not able to do so as a result of his/her disability. Special access is only available for rides listed, and is not available for shows, special events, parades, meet and greet priority access, gift shop check-out, or restaurant lines. 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 and then proceed to the specific attraction at the estimated time.

**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 the Guest Services counter** where you will receive a list of the rides and attractions and the requirements for riding and enjoying each. Once you have enrolled in the RAP, 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 ambassador. These attractions, Ice Breaker®, Infinity Falls®, Manta®, Mako®, Pipeline®, Kraken®, and Journey to Atlantis®. If the entrance is not staffed, you may proceed to the RAP location listed on your form 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 ambassador that you wish to ride. You may 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 a maximum of 5 additional) are able to board with the guest needing special access. Other party members will be required to use the ride entrance.

**Please note:** The guest with the disability must ride in order for their party to take part in our Ride Accessibility Program.

## Attraction and Show Access Information

All exhibits are accessible and seating for guests using wheelchairs is available at each stadium and theater. Companion seating is available next to the guest using a wheelchair. 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 an Ambassador 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, an ambassador 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.

### Antarctica: Empire of the Penguin

**Description:** Get a glimpse of this penguin colony in cool extremes: bringing you above and below their icy world. See penguins waddle around in snowy environments or gliding gracefully under water in this expansive habitat.

**Access:** This exhibit is fully accessible through the main entrance.

### 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 an ambassador 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® and Dolphin Nursery

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

### Dolphin Theater

**Description:** You will explore the exciting world of bottlenose dolphins in a way you’ve never experienced before.

**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 an ambassador at any entrance for assistance.

## Jewel 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:** Seasonal shows and special events venue.

**Access:** Guests using wheelchairs may enter the theater through the left or right entry ramps. Seating is available on both sides and in the rear of the theater. Please see an ambassador at any entrance for assistance.

## Manatee Rehabilitation Area

**Description:** Visitors are invited to step behind-the-scenes and catch a glimpse of SeaWorld's working manatee rescue and rehabilitation facility to learn more about the plight of these vulnerable animals in the wild.

**Access:** Due to the nature of this fully functioning rehabilitation center, wheelchair access is not available.

## Manta Aquarium®

**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.

## Orca® Stadium

**Description:** See killer whales live in an inspiring presentation featuring the ocean's most powerful predator

**Access:** Guests traveling in wheelchairs may enter the stadium through the left, right, or center ramps. Seating is available for disabled guests and companions 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 an ambassador for assistance or if you prefer to avoid getting wet!

## Sea Lion & Otter Stadium

**Description:** Educational and funny presentation featuring California sea lions and Asian small-clawed otters.

**Access:** Guests using wheelchairs may use the main entrance or either the lower right pathway. Do not sit in the seats marked "Soak Zone" unless you and your belongings are prepared to get very wet. Please see an ambassador for assistance. As a safety precaution, guests with Service Animals will be directed to available seating away from the sea lions performing.

## Seaport Theater

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

**Access:** Guests using wheelchairs may enter the theater through the left or right entrances. Seating is available along the front row. Please see an ambassador for assistance.

## Sesame Street Party Parade

**Description:** (On select dates) Move to the beat during the coolest party on wheels and celebrate with your favorite friends at the award-winning **Sesame Street Party Parade**. Visitors of all ages will be up and dancing as Elmo, Big Bird and friends accompany colorful floats – and a few special surprises – in the first parade ever at SeaWorld Orlando. **Access:** Wheelchair accessible viewing is located along the parade route, limited availability. The Sesame Street Party Parade is popular, arrive in advance to find a viewing location.

## Storytime with Big Bird

**Description:** The best storyteller on Sesame Street welcomes all his friends to his nest during **Storytime with Big Bird**.

**Access:** Wheelchair accessible viewing is available, limited availability. Storytime with Big Bird is popular, arrive in advance to find a viewing location.

## SeaWorld Rescue Center®

**Description:** Rescued and/orrehabilitating animals such as endangered Florida manatees and sea turtles can be viewed from below andabove the surface.

**Access:** This is a walk-through exhibit. Guests that are prone to motion sickness, are afraid of the dark or enclosed spaces may not enjoy this experience.

## 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 aquarium 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 Service Animal. Guests using wheelchairs must be assisted by someone capable of pushing the wheelchair on and off the walkway. An ambassador 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.

## Stingray Lagoon®

**Description:** Reach your hand just below the surface, and you're likely to feel a velvety "high five" as stingrays swim by.

**Access:** This is an outdoor walk-through exhibit with access to all areas.

## Wild Arctic®

**Description:** Get up close to walrus and beluga whales in your wild journey through the Arctic.

**Access:** This is a walk-through exhibit. Guests that are afraid of the dark or enclosed spaces may not enjoy this experience.

## Hearing Impaired Services

SeaWorld Orlando is pleased to provide several options for our guests who may be deaf, hearing impaired, or require additional assistance for communications disabilities.

Qualified American Sign Language (ASL) interpreters are available upon request. We kindly ask that you request this service at least 14 business days prior to your visit.

Please contact us by calling (407) 545-5550 or by emailing [SEAguestcorrespondence@SeaWorld.com](mailto:SEAguestcorrespondence@SeaWorld.com) with "ASL Interpreter Request" as the subject.

Other auxiliary aids are available, such as show scripts for select shows and can be obtained at Guest Services.

## Visual Impaired Services

If you need assistance during your visit, we can provide park guidance. We kindly ask that you request this service at least 14 business days prior to your visit.

Please contact us by calling (407) 545-5550 or by emailing [SEAguestcorrespondence@SeaWorld.com](mailto:SEAguestcorrespondence@SeaWorld.com).

Every effort will be made to provide guidance with less than two (2) weeks' notice, depending on the availability of Ambassadors. Guests requesting this service will be contacted prior to

their visit and specified guide times will be confirmed. The guide will be provided for the first two (2) hours of your visit.

Guests who are blind or have limited/low vision must have someone (either a companion or Ambassador) read the ride instructions prior to boarding.

## **Contact Information**

**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, call (407)-545-5550 or reach us via email at [SEAguestcorrespondence@SeaWorld.com](mailto:SEAguestcorrespondence@SeaWorld.com).