

# ACCESSIBILITY GUIDE



**SeaWorld**  
ORLANDO





# Seaworld Orlando

## Park Accessibility Guide

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# ACCESS GUIDE



## WELCOME TO SEAWORLD ORLANDO

We're glad you are here! This guide provides an overview of services and facilities available for guests with disabilities who are visiting SeaWorld® Orlando. We are committed to provide 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 Virtual Queue Program which assist guests in enjoying attraction throughout the park as some queue lines are not accessible to mobility – impaired guests. These programs are described below.

**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 other attractions. It is our policy to allow anyone to ride our rides and enjoy our attractions as long as they meet all these requirements and such that it does not present a potential hazard to the guest or others.

**Virtual Queue:** Is designed to allow our guests to enjoy our attractions without waiting in queue lines if the guests is not able to do so due to his/her disability. 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.

**NOTICE:** The information in this guide is subject to change without notice. Please feel free to visit Guest Services for current information on accessibility and services. You may also contact an ambassador regarding accessibility prior to boarding a particular attraction.

**GUESTS WISHING TO USE  
VIRTUAL QUEUE MUST  
ENROLL IN OUR RIDE  
ACCESSIBILITY PROGRAM AT  
GUEST SERVICES LOCATED  
JUST INSIDE THE PARK  
ENTRANCE.**





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, attractions, and the requirements for riding and enjoying each. Once you have enrolled in the RAP, you will be able to utilize our Virtual Queue Program.

2

Proceed to the ride entrance/exit (marked with the accessibility signage) of the respective attraction with your RAP sheet and inform the ambassador that you wish to ride. You may given a return time or asked to wait 1-2 cycles prior to boarding.

Note: Guests may only have one active wait time at a time.

3

Please note that each ride has a designated number of RAP guests admitted for each ride cycle. Only the amount of guests listed on your RAP sheet will be admitted any additional guests should use the main ride entrance.

4

Guest needing to utilize Virtual Queue must ride in order for their party to take part in our Ride Accessibility Program.





# RIDES ACCESS



## GENERAL INFORMATION

At SeaWorld, 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 feature 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 an 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 seat-back. 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 guests or others. Please consult our Guest Service staff for more information or in in double about your ability to safely experience a ride.

SeaWorld Orlando 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 the 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. A height check station is also located at the front of the park. All guests, including those using wheelchairs, must meet the height requirement. Riders of questionable height will be verified prior to riding.

## CASTS, BRACES, AND WALKING BOOTS

Guests wearing casts, braces, or walking boots may be restricted from riding certain rides and should refer to the Ride Information section of this guide for more information.

Generally, guests with walking boots and braces can ride if the boot or brace fits comfortably into the ride unit and meets the proper ride requirements.



## PROSTHETIC DEVICES AND AMPUTATIONS

Guests with any type of prosthesis should ensure it is properly secured before riding any ride and should refer to Guest Services to determine their specific ability to ride any ride.

Refer to Individual Ride information of this Accessibility Guide for more information.

## RIDERS OF LARGER SIZE

In order to ride, all seat-belts, lap bars and shoulder harnesses must be positioned closed to the body. Due to rider restraint system requirements, riders of larger size may not be accommodated on some of our rides. A test seat is located at the following rides:

- Ice Breaker
- Manta
- Mako
- Pipeline: The Surf Coaster
- Penguin Trek
- Kraken

We recommend using these seats before entering the queue line.



## 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, watch your head and step.
- Use caution when boarding, watching your head and step.
- Obey all instructions given by operators.
- 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.
- 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.

## RIDE ESCORTS

Ride escorts may be required due to temporary interruptions in operation. 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 party. Please inquire about specific procedures prior to boarding a particular attraction.

## OXYGEN TANKS

Due to the dynamics and specific characteristics of the rides and attractions, oxygen tanks are not permitted on any attraction.

Oxygen Concentrators may be permitted on some attractions if they are secured and meet the loose article requirements for a specific ride. These attractions include some Sesame Street attractions and Sky Tower.

Oxygen tanks are permitted inside the park and may be brought into merchandise shops, restaurants, and other facilities.

## DEFINITIONS

Every ride entrance lists height requirements and special instructions regarding the ride. SeaWorld Orlando uses the following terms:

**Supervising Companion:** Is someone who meets all physical and mental requirements to ride, is 14 years of age or older and demonstrates maturity equivalent to that of someone aged 14 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 use one's legs to brace to maintain a seated position during the forces of the ride.







## RIDERSHIP CRITERIA

The ability for a guest with a disability to ride certain rides or attractions is evaluated based on certain criteria which may include manufacturer's requirements and other safety considerations. Some of those may include the following:

- 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 of 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.** Guests 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 is not 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 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 the 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 UNDER EACH RIDE BELOW.

## SESAME STREET LAND

*You and your family will be able to walk down Sesame Street, connecting to all of the fun, laughter and learning of the world famous street.*

## ABBY'S FLOWER TOWER

*Get a bird's-eye view of Sesame Street Land as you soar and spin atop this lively family ride.*

**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 requirements:** Guests must be at least 42 inches tall or accompanied by a supervising companion at least 14 years old or ride. No hand-held infants.

**Ride Requirements:** For your safety, you should ride only if you are in good health. Do not ride if you are pregnant, have high blood pressure, motion sickness, heart, neck or back problems, fear of heights, have had recent surgery or medical conditions that may

be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided.

**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, or full arm casts will not be permitted to ride. All other cast must fit inside the ride vehicle. Guests with a double leg amputation above the knee must not ride unless a well-secured prosthetic device is in place. Guests must be able to grip with one functioning hand and brace with one functioning leg. Please see an ambassador if you have any questions.

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



# COOKIE DROP

*Bounce up and down on Cookie’s Mini-Drop 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 ride with any questions.

**Height Requirements:** 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 Requirements:** For your safety, you should ride only if you are in good health. Do not ride if you are pregnant, have high blood pressure, motion sickness, heart, neck or back problems, fear of heights, have had recent surgery or medical conditions that may be aggravated by the features of this ride or prevent the normal seating or use of the safety restraints as provided.

**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 cast 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 any questions.

**Service Animals:** Not permitted.



# ELMO’S CHOO CHOO TRAIN

*Elmo’s Choo Choo Train is an interactive train ride fun for the family.*

**Ride Access:** Guests using wheelchairs should enter thru the exit gate located to the left of the main entrance. Guests must be transferred into the ride vehicle. Please see an ambassador at the ride with any questions.

**Height Requirements:** Guests must be at least 36 inches tall or accompanied by a supervising companion. No hand-held infants.

**Ride Requirements:** For your safety, you should ride only if you are in good health. Do not ride if you are pregnant, have high blood pressure, motion sickness, heart, neck or back problems, have had recent surgery or medical conditions that may be aggravated by the features of this ride or prevent the normal seating or use of the safety restraints as provided.

**Physical Requirements:** Guests must have the ability to sit upright and maintain proper riding position. Guests must have control of upper torso including neck and head. Guests must be able to hold on with one function hand and brace with one function leg. Those wearing a neck brace may not ride. All casts must fit comfortably inside the ride unit. Guests with a double leg amputation above the knee shall not ride unless a well secured prosthetic device is in place.

**Service Animals:** Permitted (Space permitting).





## SLIMEY'S SLIDERS

*A ship-themed ride that rocks back and forth and gently rotates.*

**Ride Access:** Guests using wheelchairs should enter thru the exit gate located to the right of the main entrance. Guests must be transferred into the ride vehicle. Please see an ambassador at the ride with any questions.

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

**Ride Requirements:** For your safety, you should ride only if you are in good health. Do not ride if you are pregnant, have high blood pressure, motion sickness, heart, neck or back problems, have had recent surgery or medical conditions that may be aggravated by the features of this ride or prevent the normal seating or use of the safety restraints as provided.

**Physical Requirements:** Guests must have the ability to sit upright and maintain proper riding position. Guests must have control of upper torso including neck and head. Guests must be able to hold on with one function hand and brace with one function leg. Those wearing a neck brace, full arm cast or braced arm cast may not ride. All other casts must fit comfortably inside the ride unit. Guests with a double leg amputation above the knee shall not ride unless a well secured prosthetic device is in place.

**Service Animals:** Permitted (Space permitting).

## SUNNY DAY CAROUSEL

*A cute, colorful, classic carousel that's perfect for the family.*

**Ride Access:** Guests using wheelchairs may remain in their wheelchair and enter at the exit of the ride to the left of the main entrance. The Sunny Day Carousel may accommodate one wheelchair per cycle. Please see an ambassador at the ride 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 Requirements:** For your safety, you should ride only if you are in good health. Do not ride if you are pregnant, have high blood pressure, motion sickness, heart, neck or back problems, have had recent surgery or medical conditions that may be aggravated by the features of this ride or prevent the normal seating or use of the safety restraints as provided.

**Physical Requirements:** 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. Bench seat available otherwise.

**Service Animals:** Permitted (Space permitting).







## SUPER GROVER'S BOX CAR DERBY®

*Join Sesame Street's own furry superhero on this family-friendly coaster.*

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

**Height Requirement:** Guests must be at least 38 inches tall to ride. Guests between 38 inches and 41 inches must be accompanied by a supervising companion.

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

**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 arm casts, braced arm casts, will not be permitted to ride. All other cast must fit inside the ride vehicle. Guests with a double leg amputation above the knee must not ride unless a well-secured prosthetic device is in place. Guests

must be able to grip with one functioning hand and brace with one functioning leg. Please see an ambassador if you have any questions.

**Service Animals:** Not permitted.



## EXPEDITION ODYSSEY

*This expedition includes dramatic drops, turns, swoops, and lifts. Riders are suspended over an Arctic landscape and will experience sights, sounds, scents, and wind sensations.*

**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 return to the attraction main entrance and seek direction from the ambassador. Please see the ambassador for assistance and loading instructions.

**Height Requirement:** Guests must be at least 39 inches tall to ride. Guests between 39 inches and 48 inches must be accompanied by a supervising companion.

**Ride Requirements:** Riders of this attraction will be exposed to forces, speeds, and other intense features that may cause distress or injury to persons with preexisting health



conditions. Please consider these features when determining suitability for all riders. For your safety, only guests in good health should ride this attraction. Guests who know or suspect they may be pregnant, have high blood pressure, heart, neck or back problems, motion sickness, fear of heights, are under the influence of drugs or alcohol, or have any other medical condition that may be aggravated by the features of this attraction shall not ride.

**Physical Requirements:** Each rider must be able to remain seated upright, keeping their head upright, their back and shoulder against the seat back, and their hands, arms, legs, and feet down and against the ride at all times. Guests with a cervical collar or neck brace must not ride. Guests must have at least three (3) functioning extremities. Guests with one (1) functioning arm must have two (2) natural legs extending to the front edge of the seat. Guests with two (2) functioning arms must have at least one (1) natural leg extending to the front edge of the seat. Guests without three (3) functioning extremities may ride if they have two (2) functioning arms and two (2) natural legs extending to the front edge of the seat. Please see an ambassador if you have any questions.

**Service Animals:** Not permitted.



## ICE BREAKER®

*Ice Breaker features four airtime launches, both backwards and forwards, culminating in a reverse launch into the steepest beyond vertical drop in Florida – a 93-foot-tall spike with 100-degree angle.*

**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 return to the attraction and enter via the exit ramp. Please see the ambassador for assistance and loading instructions.

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

**Ride Requirements:** Riders of this attraction will be exposed to forces, speeds, and other intense features that may cause distress or injury to person with preexisting 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 Requirements:** Each rider must be able to remain seated upright, keeping their head upright, their back and shoulder against the seat back, and their hands, arms, legs, and feet down and against the ride at all times. Guests must have two (2) functioning legs & feet and 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, if possible, flat on the floor. Please see an ambassador if you have any questions.

**Service Animals:** Not permitted.



## INFINITY FALLS®

*Experience the exhilaration of thrilling rapids as your drop into churning whitewater on this rafting adventure.*

**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 return to the attraction and enter

thru Quick Queue® entrance and follow the sign for the ADA assisted access to board the ride. Please see the ambassador for assistance and loading instructions.

**Height Requirement:** Guests must be at least 42 inches tall to ride. Guests between 42 inches and 48 inches must be accompanied by a supervising companion. Guests over 77 inches and under 42 inches may not ride.

**Ride Requirements:** Riders of this attraction will be exposed to forces, speeds, and other intense features that may cause distress or injury to person with preexisting 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, severely impaired vision, or have any other medical condition that may be aggravated by the features of this attraction.

**Physical Requirements:** Each rider must be able to remain seated upright, keeping their head upright, their back and shoulder against the seat back, and their hands, arms, legs, and feet down and against the ride at all times. Guests with a cervical collar, neck brace, broken collarbone 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 one (1) functioning leg. Please see an ambassador if you have any questions.

**Service Animals:** Not permitted.





## JOURNEY TO ATLANTIS®

*Journey to Atlantis® is a water coaster with high speeds, sudden drops, splashing thrills.*

**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 return to the attraction and enter thru Quick Queue® entrance to board the ride. Please see the ambassador for assistance and loading instructions.



**Height Requirement:** Guests must be at least 42 inches tall to ride. Guests between 42 inches and 48 inches must be accompanied by a supervising companion.

**Ride Requirements:** Riders of this attraction will be exposed to forces, speeds, and other intense features that may cause distress or injury to person with preexisting 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, sensitivity to strobe effects, heart, neck or back problems, have a heightened sensitivity to dark enclosed places, or have any other medical condition that may be aggravated by the features of this attraction.

**Physical Requirements:** Each rider must be able to remain seated upright, keeping their head upright, their back and shoulder against the seat back, and their hands, arms, legs, and feet down and against the ride at all times. Guests with a cervical collar, neck brace, broken collarbone, full arm cast, braced arm cast, or full leg cast will not be permitted to ride. All other casts must fit comfortably inside the ride unit. 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 must have the ability to enter and exit the ride without endangering self or others. Please see an ambassador if you have any questions.

**Service 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. 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 return to the attraction and enter thru Quick Queue® entrance to board the ride. Please see the ambassador for assistance and loading instructions. Standard wheelchairs do not need virtual queue.

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 or 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.

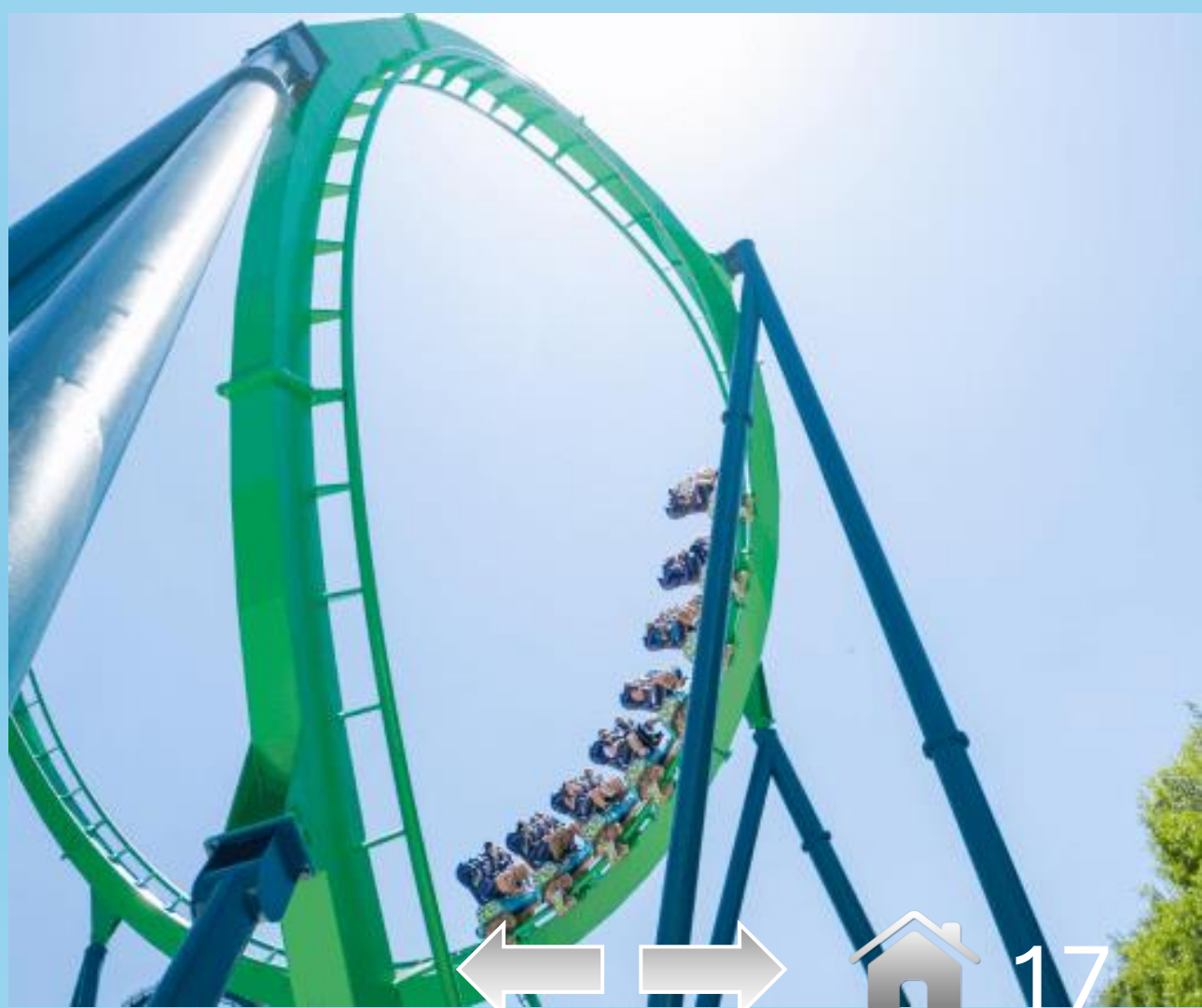
**Height Requirement:** Guests must be at least 54 inches tall to ride.

**Ride Requirements:** Riders of this attraction will be exposed to forces, speeds, and other intense features that may cause distress or injury to person with preexisting 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, sensitivity to strobe effects, heart, neck or back problems, fear of heights or have any other medical condition that may be aggravated by the features of this attraction or prevent the normal seating or use of the safety restraints as provided.

**Physical Requirements:** Each rider must be able to remain seated upright, keeping their head upright, their back and shoulder against the seat back, and their hands, arms, legs, and feet down and against the ride at all times. Guests with a cervical collar, neck brace, broken collarbone, any arm or leg cast will not be permitted to ride. Guests with any type of arm or hand prosthesis should ensure that is in properly secured and will remain in place despite forces experienced during the ride. Prosthetic legs are not permitted. Guests 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. Please see an ambassador if you have any questions.

**Service Animals:** Not permitted







## MAKO®

*Mako® is a hyper-coaster with a 200-foot-tall lift, high speeds, deep dives, and thrills around every turn.*

**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 return to the attraction and enter thru Quick Queue® entrance to board the ride. Please see the ambassador for assistance and loading instructions.

**Height Requirement:** Guests must be at least 54 inches tall to ride.

**Ride Requirements:** Riders of this attraction will be exposed to forces, speeds, and other intense features that may cause distress or injury to person with preexisting 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, sensitivity to strobe effects, heart, neck or back problems, fear of heights or have any other

medical condition that may be aggravated by the features of this attraction or prevent the normal seating or use of the safety restraints as provided.

**Physical Requirements:** Each rider must be able to remain seated upright, keeping their head upright, their back and shoulder against the seat back, and their hands, arms, legs, and feet down and against the ride at all times. Guests with a cervical collar, neck brace, broken collarbone, any arm or leg cast will not be permitted to ride. Guests with any type of arm or hand prosthesis should ensure that is in properly secured and will remain in place despite forces experienced during the ride. Prosthetic legs are not permitted. Guests 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. Please see an ambassador if you have any questions.

**Service Animals:** Not permitted





## MANTA®

*Soar like a giant ray as you experience the only flying coaster in Florida.*

**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 return to the attraction and enter thru Quick Queue® entrance to board the ride. Please see the ambassador for assistance and loading instructions. Standard wheelchairs do not need virtual queue.

**Height Requirement:** Guests must be at least 54 inches tall to ride.

**Ride Requirements:** Riders of this attraction will be exposed to forces, speeds, and other intense features that may cause distress or injury to person with preexisting 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, sensitivity to strobe effects, heart, neck or back problems, fear of heights or have any other medical condition that may be aggravated by the features of this attraction or prevent the

normal seating or use of the safety restraints as provided.

**Physical Requirements:** Each rider must be able to remain seated upright, keeping their head upright, their back and shoulder against the seat back, and their hands, arms, legs, and feet down and against the ride at all times. Guests with a cervical collar, neck brace, broken collarbone, any arm or leg cast will not be permitted to ride. Guests with any type of arm or hand prosthesis should ensure that is in properly secured and will remain in place despite forces experienced during the ride. Prosthetic legs are not permitted. Guests with one amputated leg 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 a single arm amputation may ride provided the guest has one (1) functioning hand and two (2) functioning legs. Guests with a double amputation above the knee shall not ride. 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 if you have any questions.

**Service Animals:** Not permitted







## FLAMINGO PADDLE BOATS

*Relax on SeaWorld Orlando's large central lake on one of our flamingo themed paddle boats.*

**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 (Electric Convenience Vehicles) will be required to park their wheelchair before entering the ramp to the dock. Please see an ambassador at the ride with any questions.

**Height Requirement:** Guests must be at least 56 inches tall or accompanied by a supervising companion. No hand-held infants.

**Ride Requirements:** For your safety, you should ride only if you are in good health. Do not ride if you are pregnant, have high blood pressure, motion sickness, heart, neck or back problems, have had recent surgery or medical conditions that may be aggravated by the features of this ride or prevent the normal seating.

**Physical Requirements:** Guests must be able to remain sitting upright keeping their head upright, their back and shoulders against the seat back and their hands, arms, legs and feet inside the boat 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 functioning 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.

**Service Animals:** Permitted (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.*

**Ride Access:** Guests using wheelchairs may remain in their wheelchair and will be directed to enter thru the exit of the capsule. Guests using ECV's will need to transfer to the courtesy wheelchair provided near the entrance. Please see an ambassador at the ride with any questions.

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

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

**Physical Requirements:** Guests who are unable to sit upright independently must be accompanied by a companion.

**Service Animals:** Permitted (Space permitting).





## PIPELINE: THE SURF COASTER

*Surf at speeds of 60 mph on this first-of-its-kind thrilling coaster.*

**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 ride exit to board the ride. Please see the ambassador for assistance and loading instructions.

**Height Requirement:** Guests must be at least 54 inches tall to ride.



**Ride Requirements:** Riders of this attraction will be exposed to forces, speeds, and other intense features that may cause distress or injury to person with preexisting 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, sensitivity to strobe effects, heart, neck or back problems, fear of heights or have any other medical condition that may be aggravated by the features of this attraction or prevent the normal seating or use of the safety restraints as provided.



**Physical Requirements:** Each rider must be able to remain standing upright, keeping their head upright, their back and shoulder against the seat back, and their hands, arms, legs, and feet down and against the ride at all times. Guests with a cervical collar, neck brace, broken collarbone, 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). An additional full body harness is available for guests with amputations or guests who may not have full extremities. Please see an ambassador if you have any questions.

**Service Animals:** Not permitted







# PENGUIN TREK

*Board your snowmobile and race along with your expedition team at up to 43 miles per hour, navigating twists and turns and narrowly escaping the crumbling hazards of an icy cavern.*

**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. Standard wheelchairs do not need virtual queue.



**Height Requirement:** Guests must be at least 42 inches tall to ride. Guests between 42 and 51 inches tall must be accompanied by a supervising companion seated beside them. Guests over 78 inches tall are not permitted.

**Ride Requirements:** Riders of this attraction will be exposed to forces, speeds, and other intense features that may cause distress or injury to person with preexisting 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, sensitivity to strobe effects, heart, neck or back problems, fear of heights or have any other medical condition that may be aggravated by the features of this attraction or prevent the normal seating or use of the safety restraints as provided.



**Physical Requirements:** Each rider must be able to remain standing upright, keeping their head upright, their back and shoulder against the seat back, and their hands, arms, legs, and feet down and against the ride at all times. Guests with a cervical collar, neck brace, broken collarbone, 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). An additional full body harness is available for guests with amputations or guests who may not have full extremities. Please see an ambassador if you have any questions.

**Service Animals:** Not permitted



# GENERAL PARK INFORMATION

## SERVICE ANIMALS

Service animals are welcome at SeaWorld Orlando. Service animals are limited to dogs and miniature horses only that have been individually trained to do work or perform tasks for the benefit of an individual with a disability. Service animals must always remain on a leash or harness and under the control of its handler. 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 be house broken. Relieve areas are marked on the park map. Service animals are permitted in all guest areas; however please note whether a Service Animal is permitted in a behind the scenes animal interaction will be referred to the Zoological Staff. Although service animals are discouraged from riding any ride, your service animals will be permitted on:

- Abby's Flower tower
- Elmo's Choo Choo Train
- Paddle Boats
- Slimey's Sliders
- Sunny Day Carousel (on the floor by the bench)
- Sky Tower

To experience a ride or attraction that does not permit service animals, the animal may be left with a non-rider. The guest attending the animal then board the ride without waiting in line after the first guest assumes responsibility of the animal. If a non-rider is

not available to watch the animal while a disabled guest is riding the ride, a temporary pen will be provided. Please talk to the ride supervisor in order to utilize the temporary pen for a service animal or contact Guests Services for additional information. Emotional Support Animals are not permitted at SeaWorld Orlando.

## GUEST SERVICES

Guest Services is conveniently located just inside the Park Entrance. Please feel free to visit Guest Services on the day of your visit if you have any questions regarding the services available. You will also need to visit Guest Services to enroll in SeaWorld Orlando's Ride Accessibility Program (RAP).

## PARKING

Accessible parking spaces are available in the parking lot near the park entrance, with many of those spaces accessible to vans.







## WHEELCHAIR RENTAL

Guests may utilize their own wheelchairs or Electric Convenience Vehicles (ECV's) while in the park. Guests are welcome to join any ticketing or turnstile line to purchase tickets and enter the park.

Wheelchairs and ECV's are also available for rental, base on availability, inside the park to the right of Guest Services.

Reservations for Wheelchairs and Electric Convenience Vehicles (ECV's) can be made online at [Theme Park, Zoo & Aquarium in Florida - SeaWorld Orlando](https://www.seaworldorlando.com)  
Seaworldorlando.com.

## SEGWAYS

Two-wheeled, self-balancing electric vehicles, such as Segways, are not permitted at SeaWorld Orlando. We are pleased to offer alternative forms of personal transportation, including Electric Convenience Vehicles (ECV's) and standard wheelchairs.

## ROLLATOR WALKERS

Guests are permitted to use their own rollator walkers; however, they may not be used as a substitute for a wheelchair or Electric Convenience Vehicle (ECV). Please note that guests are not allowed to be pushed while seated in a rollator walker. Rollator Walkers are not available for rental.

## RESTROOMS

All restrooms are accessible to guests using wheelchairs and are marked with the wheelchair symbol throughout the park. Additional companion restrooms are available to park guests. They are located in the following locations.

- Main entrance next to "Exit Gifts" gift shop
- Across from the Dolphin Nursery
- Journey to Atlantis® Plaza
- By Shark Encounter® Exit
- Baby Care Center in Sesame Street Land
- Seafire Grill Restaurant
- Voyagers Smokehouse Restaurant
- Lakeside Grill Restaurant

## FIRST AID

First Aid facilities are located behind Stingray Lagoon in the Key West area of the park and next to the restrooms at Sesame Land. Both locations are staffed by Registered Nurses or Emergency Medical Technicians. Please be aware that any Ambassador throughout the park can call for assistance on your behalf.

## GIFT SHOPS

All gift shops are wheelchair accessible. Please ask an ambassador if you need any assistance. SeaWorld Orlando also offered package-pickup assistance at all gift shops. This service provides guests the opportunity to shop throughout the park and pick up their purchases at the SeaWorld Store located near the exit of the park.





## RESTAURANTS

Most dining venues at SeaWorld Orlando offer cafeteria-style service. Feel free to visit any dining venue to receive an Allergen Card with more details on our Allergy-Friendly Program and culinary options that may meet your dietary needs. You may also visit [seaworldorlando.com Eating at SeaWorld Orlando with Allergies – Food | SeaWorld Orlando](http://seaworldorlando.com/Eating-at-SeaWorld-Orlando-with-Allergies-Food-SeaWorld-Orlando) for more information on SeaWorld Orlando's Allergy Friendly program prior to your visit.

While none of our restaurants are allergen-free, our team will take the utmost care to ensure that your meal is free from cross-contact. Upon arriving at your chosen food venue, please proceed directly to a cashier and request to speak with a supervisor to explain your allergen concerns in detail. The supervisor can answer your questions and take your food order, to ensure your meal is prepared without any cross-contact.

## FOOD POLICY

No outside food, beverages, or coolers are allowed to be brought into SeaWorld Orlando, with the exception of bottle water or refillable water bottles. Exceptions may be made for guests with special dietary needs, including food allergies and baby food/formula. Guests should contact [SWO-AccessibilityServices@Seaworld.com](mailto:SWO-AccessibilityServices@Seaworld.com) prior to their visit to request accommodations.

## HEARING IMPAIRED GUESTS

SeaWorld Orlando provides complimentary Qualified American Sign Language (ASL) interpreter upon request. To request an ASL Interpreter, please email [SWO-AccessibilityServices@Seaworld.com](mailto:SWO-AccessibilityServices@Seaworld.com) or call 407-545-5550.

We kindly ask that you request this service at least 14 days prior to your visit. You should receive a response to your email within 7 days. However, if you haven't received a response within 7 days, please don't hesitate to email or call us again.

Additionally, SeaWorld Orlando hosts "ASL Saturday" at its park where presentations occur. During ASL Saturdays, a Certified ASL Interpreter will be present, on a rotating basis, at select presentations. Guests can learn more information about ASL Saturdays by visiting each park's website.

## VISION DISABILITIES

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







## AUTISM AND SENSORY NEEDS

Sesame Street Land at SeaWorld Orlando has partnered with The International Board of Credentialing and Continuing Education Standards (IBCCES), a global leader in online training and certification programs, to become designated as a Certified Autism Center™ (CAC). Our aim is to ensure that every family enjoys an unforgettable visit to Sesame Street Land, and we take pride in offering Specialized Services to guests with autism and other special needs.

Ambassadors at Sesame Street Land received specialized training to ensure they possess the necessary knowledge, skills, temperament, and expertise to cater to all children, including those with special needs. Training focuses on sensory awareness, motor skills, autism overview, program development, social skills, communication, environment, and emotional awareness.

For guests in need of some quiet time and relief from sensory stimulation, a quiet room is available inside the Childcare facility in Sesame Street Land at SeaWorld Orlando. This room features comfortable seating and a vacant/occupied feature to ensure privacy for our guests. Guests who would like to use a Quiet room may do so on a first-come, first-served basis.

Additionally, guests seeking a less stimulating area in the park are encouraged to visit the space between Dolphin Cove and the SeaWorld Rescue Center.

SeaWorld Orlando's Ride Accessibility Program was designed to allow guests to fully participate and enjoy our parks while keeping in mind the safety requirements of our rides and attractions. Refer to individual ride information of this Accessibility Guide for more information.

Companion/Family Assist Restrooms, with manual flush toilets, are located at the following locations.

- Main entrance next to "Exit Gifts" gift shop
- Across from the Dolphin Nursery
- Journey to Atlantis® Plaza
- By Shark Encounter® Exit
- Baby Care Center in Sesame Street Land
- Seafire Grill Restaurant
- Lakeside Grill Restaurant



## ADDITIONAL REQUESTS

Should a disabled guest require additional information regarding additional auxiliary aides, they may contact [SWO-AccessibilityServices@seaworld.com](mailto:SWO-AccessibilityServices@seaworld.com) or call 407-545-5550.



# EXHIBITS & PRESENTATIONS ACCESS

ALL EXHIBITS ARE ACCESSIBLE AND SEATING FOR GUESTS USING WHEELCHAIRS IS AVAILABLE AT EACH STADIUM AND THEATER. COMPANION SEATING IS AVAILABLE NEXT TO OR IN FRONT OF THE GUEST USING A WHEELCHAIR. NAUTLIUS THEATER, SEA LION & OTTER STADIUM AND DOLPHIN THEATER HAS AUXILIARY ENTRANCES. GUESTS USING WHEELCHAIRS MAY ENTER OTHER THEATERS VIA THE MAIN ENTRANCES.

## ANTARCTICA: EMPIRE OF THE PENGUIN

*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 underwater in this expansive habitat.*

**Access:** This exhibit is fully accessible through the main entrance located at the Penguin Trek ride.

## BAYSIDE STADIUM

*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.

## 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 STADIUM

*You will explore the exciting world of bottlenose dolphins in a way you've never experience before.*

**Access:** Guests using wheelchairs may enter the theater 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.





## MANTA AQUARIUM®

*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.

## JEWEL OF THE SEA AQUARIUM

*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.



## MANATEE REHABILITATION AREA

*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.



## NAUTILUS THEATER

*Seasonal shows and special events venue.*

**Access:** Guests traveling in 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.







## ORCA® STADIUM

*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 all ramps. Seating is available for mobility impaired guests and companions along the promenade and is located in the “Soak Zone” and non- “soak zone” seats on the sides of the stadium accessed by a ramp on the left and right of the stadium. 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

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

**Access:** Guests using wheelchairs may use the main entrance or the wheelchair ramp pathway located next to Penguin Trek. 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, guess with Service Animals will be directed to available seating away from the sea lions performing.

## SEAPORT THEATER

*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 with companion seating behind. Please see an ambassador for assistance.



## SEAWORLD RESCUE CENTER®

*Rescued and/or rehabilitation animals such as endangered Florida manatees and sea turtles can be viewed from below and above the surface*

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







## SESAME STREET PARTY PARADE

*(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.



## SHARK ENCOUNTER®

*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 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®

*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.

## STORYTIME WITH BIG BIRD

*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.

## WILD ARCTIC®

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

**Access:** This is a walk-through exhibit located at the exit of Expedition Odyssey. Guests wishing to bypass the ride may enter via the Exhibit only line at the entrance to Expedition Odyssey. Guests that are afraid of the dark or enclosed spaces may not enjoy this experience.



# CONTACT INFORMATION

SeaWorld Orlando strives to ensure all guests, including those with disabilities, have a safe and enjoyable experience. If you have any suggestions, comments, or concerns, please stop by Guest Services during your visit or contact us at:

## Email

[SEAguestcorrespondence@seaworld.com](mailto:SEAguestcorrespondence@seaworld.com)

