SEAWORLD ORLANDO ACCESSIBILITY GUIDE

The SeaWorld Orlando Accessibility Guide provides an overview of services and facilities available for guests with disabilities at SeaWorld Orlando. We are committed to providing all guests with a safe and enjoyable environment.

If you have any additional questions after reviewing this Accessibility Guide, please do not hesitate to contact us. You can reach us by emailing SWO-AccessibilityServices@SeaWorld.com or by calling (407) 545-5550. Alternatively, you may also visit Guest Services, conveniently located just inside SeaWorld Orlando's entrance on the day of your visit.

The Accessibility Guide is organized into five (5) parts, as follows:

Part 1 - General Park Information
Part 2 - Disability Services Available
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PART 1: GENERAL PARK INFORMATION

PARKING

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

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).

WHEELCHAIRS AND ELECTRIC CONVENIENCE VEHICLES (ECVs)

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

Wheelchairs and ECVs are also available for rental, based on availability, inside the park to the right of Guest Services.

Reservations for Wheelchairs and Electric Convenience Vehicles (ECVs) can be made online at 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 (ECVs) and standard wheelchairs.

ROLLATORS

Rollators with seats can pose a safety concern when not used properly, particularly when someone is seated and the device is pushed by another person. Despite reminders and previous steps, including requiring signed waivers, we continued to see misuse and safety-related incidents. For these reasons, rollators with seats are not permitted. For purposes of this policy, the term “rollator” also includes wheeled walkers with seats.

We recognize that many guests value the independence that rollators provide. In addition to permitting personal rollators without seats, we provide complimentary rollators (without seats) for guests who arrive with a device that does not meet this policy. As shown in the photo below, each rollator has a brake bar that activates both rear wheels, handles with adjustable height and foam-rubber grips, and a small basket for personal items. A complimentary wheelchair is also available for guests who prefer that option. Seating is available throughout the park, and we updated and refreshed seating in many areas this year.

Guests arriving with a device that is not permitted under this policy can stop by security screening, where an Ambassador will be happy to help. The device will be checked and held in a secure location while they use a complimentary park-provided rollator or wheelchair.

FIRST AID

First Aid facilities are located behind Stingray Lagoon in the Key West area of the park and next to the restrooms in 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.

ACCESSIBLE RESTROOMS

All restrooms in the park are wheelchair accessible and are marked with a wheelchair symbol. Additionally, SeaWorld Orlando has Family or Companion restrooms available in the following locations:

- Park Entrance, after Security Screening
- Next to SeaWorld Store
- Journey to Atlantis® Plaza
- Next to Shark Encounter® Exit
- Sesame Street Land Nursing Facility
- Seafire Grill Restaurant
- Voyagers Smokehouse Restaurant
- Lakeside Grill Restaurant

GIFT SHOPS

All gift shops are wheelchair accessible. Please ask an Ambassador if you need any assistance.

SeaWorld Orlando also offers package-pickup assistance at all gift shops. This service provides guests with 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.

You may also visit seaworldorlando.com for more information on SeaWorld Orlando's Allergy-Friendly program prior to your visit.

FOOD POLICY

No outside food, beverages, or coolers are allowed to be brought into SeaWorld Orlando, with the exception of bottled 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 prior to their visit to request accommodations.

PART 2: DISABILITY SERVICES

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 their 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 housebroken. Relief areas are marked on the park map.

Service Animals are permitted in all guest areas; whether a Service Animal is permitted in a behind-the-scenes animal interaction will be referred to the Zoological Staff.
Service Animals are discouraged from riding rides; however, at SeaWorld Orlando Service Animals are permitted on:

- Sky Tower
- Paddle Boats
- Sunny Day Carousel (bench)
- Slimey's Slider
- Abby's Flower Tower
- Elmo's Choo Choo Train

Emotional Support Animals are not permitted at SeaWorld Orlando.

HEARING DISABILITIES

SeaWorld Orlando provides complimentary Qualified American Sign Language (ASL) interpreters upon request. To request an ASL Interpreter, please email 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. Guests should receive a response to their e-mail within 7 days. However, if you have not received a response within 7 days, please do not hesitate to email or call us again.

Additionally, SeaWorld Orlando provides scripts available for select presentations. Please visit Guest Services to request a copy of available scripts.

One (1) Saturday a month, SeaWorld Orlando hosts "ASL Saturday," when select presentations feature Certified ASL interpreters. 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 ride 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 in and enjoy our parks while keeping in mind the safety requirements of our rides and attractions. Refer to Part 4, Individual Ride Information, of this Accessibility Guide for more information.

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

- Park Entrance, after Security Screening
- SeaWorld Store
- Journey to Atlantis® Plaza
- Shark Encounter® Exit
- Sesame Street Land Nursing Facility
- Seafire Grill Restaurant
- Voyagers Smokehouse Restaurant
- Lakeside Grill Restaurant

FOOD ALLERGEN INFORMATION

Most dining venues at SeaWorld Orlando offer cafeteria-style service with allergy-friendly options available throughout the park.

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.

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.

RIDE ACCESSIBILITY PROGRAM

At SeaWorld Orlando, we have implemented programs to assist guests with disabilities. Our Ride Accessibility Program (RAP) aligns the individual abilities of our guests to the requirements of each ride, allowing guests to enjoy the park while keeping in mind the safety requirements of our rides and attractions. The RAP is based on the manufacturer's requirements for each ride and evaluates the physical and mental attributes required for a guest to safely ride an attraction.

It is the policy of SeaWorld Orlando that all guests can ride rides and enjoy attractions as long as they meet all requirements and such that it does not present a likely hazard to the guests or others.

Guests should visit Guest Services, located just inside the park's entrance, to enroll in the RAP. Guests will receive a list of the rides and attractions they can ride.

Following enrollment in the RAP, guests will be granted Special Access to our attractions. Special Access is designed to allow our guests to enjoy select rides and attractions without waiting in line if the guest is not able to do so because of his or her disability. It is available only for the listed rides and excludes shows, special events, parades, meet and greet priority access, gift shop check-out, or restaurant lines. Guests enrolled in the RAP will be placed in a Virtual Queue, allowing them to enjoy the park until their estimated boarding time at the specific attraction.

The following procedures will assist you in utilizing our Ride Accessibility Program throughout the park:

1. Once enrolled in the RAP, review your RAP sheet, and proceed to the entrance of a listed ride to request a boarding time. If the entrance is not staffed, you may

proceed to the ride exit to request a boarding time. Boarding times are based on the current estimated wait time.

2. For smaller attractions that are listed on your RAP sheet, proceed to the ride exit/entrance marked with a disabled sign and inform the Ambassador of your desire to ride. You may be asked to wait 1-2 ride cycles if there is an estimated 10+ minute wait.
3. The guest enrolled in the RAP must ride for their party to board through the special access entrance. A maximum of 5 additional guests may accompany the guest needing special access. Additional guests must use the ride entrance.

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

ADDITIONAL REQUESTS:

Should you require additional information regarding additional auxiliary aides, they may contact SWO-AccessibilityServices@SeaWorld.com or call 407-545-5550.

PART 3: GENERAL RIDE ACCESS INFORMATION

GENERAL RIDE RESTRICTIONS

Rides create forces and speeds that may not be acceptable or tolerable to some riders and may cause injury to riders with known or unknown pre-existing conditions.

Many theme park rides incorporate safety systems designed by manufacturers to accommodate individuals of average physical stature and body proportion. These systems may impose restrictions on certain riders' ability to safely experience the ride.

As a rule, only ride if you are in good health. Do not ride ifyou know or suspect you may be pregnant, have abnormal blood pressure, heart, neck, or back problems, are prone to motion sickness, have recently undergone surgery, or have any other condition that could be affected by the ride's features.

For all rides, guests must be able to:

- Maintain the proper riding position throughout the ride, by bracing themselves upright, keeping their head upright, and their back against the seatback.
- Properly use the ride device or restraint, keeping their hands, arms, legs, and feet down and inside the ride device at all times.
- Hold on tight to the assist bar or handles at all times.
- Demonstrate willingness and ability to comply with and understand verbal and written rider requirements and safety procedures.

HEIGHT REQUIREMENTS

Height requirements are posted at each ride. A height check station is also available at the front of the park. All guests, including those using wheelchairs, must meet the height requirement to ride.

RIDERS OF LARGER SIZE

To ride, all seatbelts, lap bars, and shoulder harnesses must be properly fastened and positioned close to the body. Due to rider restraint system requirements, riders of larger size may not be accommodated on:

- Ice Breaker
- Manta
- Mako
- Pipeline: The Surf Coaster
- Kraken
- Journey to Atlantis

For your convenience, test seats are located at the following rides:

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

We recommend using these test seats before entering the queue line.

CASTS, BRACES, AND WALKING BOOTS

Guests wearing casts, braces, or walking boots may be restricted from riding certain rides and should refer to Part 4, Individual Ride Information, of this Accessibility 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 may be restricted from riding certain rides. If permitted, riders must ensure that the prosthesis is properly secured before riding and should refer to Part 4, Individual Ride Information, of this Accessibility Guide for more information.

RIDE TRANSFERS

Ambassadors can help with steadying a guest transferring to or from a wheelchair. Ambassadors 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.

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 the 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.

BEFORE EXPERIENCING A RIDE:

- Note all safety warnings, both verbal and written, for each ride.
- Wait for all rides to come to a complete stop before attempting to board.
- Use caution when boarding, watching your head and step.
- Obey all instructions given by operators and lifeguards.
- Face forward and remain seated in the proper riding position.
- Hold on tight until the ride comes to a complete stop.
- Keep arms, hands, legs, and feet inside the ride at all times.
- Finish all food and beverages before riding.

OXYGEN TANKS

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

Oxygen Concentrators may be permitted on some rides if they can be secured and meet the loose article requirements for a specific ride.

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

RIDE DEFINITIONS

Supervising Companion: Someone who meets all physical and mental requirements to ride the ride, is 14 years of age or older and demonstrates maturity equivalent to that of someone aged 14 or older.

Accompanied By: When a guest requires accompaniment, the accompanying individual must meet all ride requirements and assist the guest accordingly. This assistance includes aiding the guest in boarding and exiting, as well as assisting the guest downstairs, stairs, catwalks, or ladders if a ride escort is necessary. Depending on the ride, the accompanying individual may also need to help the guest maintain postural control while riding.

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.

RIDERSHIP CRITERIA

As described in Part 2 of this Accessibility Guide, SeaWorld Orlando's Ride Accessibility Program (RAP) aligns the individual abilities of our guests to the requirements of each ride, allowing guests to enjoy the park while keeping in mind the safety requirements of our rides and attractions. The RAP is based on the manufacturer's requirements for each ride and evaluates the physical and mental attributes required for a guest to safely ride an attraction. 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 attraction's 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 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.

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 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

PART 4: INDIVIDUAL RIDE ACCESS INFORMATION

The following descriptions are designed to provide information on the type of actions caused by various rides along with their unique restrictions. If you enrolled in the Ride Accessibility Program, follow the directions listed under each ride below.

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 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 they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, or a 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.

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 load platform with any questions.

Height Restrictions: Guests must be at least 48 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 they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, or a 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.

Service Animals: Not permitted.

ELMO'S CHOO CHOO TRAIN

Elmo's Choo Choo Train is an interactive train ride for the family.

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 they 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.

Service Animals: Permitted on bench seats (space permitting).

EXPEDITION ODYSSEY ® FIRE & ICE

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's 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's main entrance and seek direction from the Ambassador. Please see the Ambassador for assistance and loading instructions.

Height Restrictions: 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 Restrictions: 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 that 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 Restrictions: To ride, each rider must be able to remain seated upright, keeping control of their head and neck, as well as their upper torso. Passengers must meet one of the following physical requirements. Guests may ride if they have one functional arm to hold a handle or brace against the handrests and two functional legs that reach the front edge of the seat. Guests may also ride if they have two functional arms to hold a handle or brace against the handrests and one functional leg that reaches the front edge of the seat. Guests with two functional arms and two paralyzed legs may ride as long as their legs reach the front edge of the seat. Guests using prosthetic devices must demonstrate that they can actively control the prosthesis and maintain the required riding position before riding.

Service Animals: Not permitted.

ICE BREAKER®

Ice Breaker features 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 a 100-degree angle.

Ride Access: Mobility-impaired guests that would like to ride this attraction should see the Ambassador at theattraction's 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 signs 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 you may 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), or 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.

Service Animals: Not permitted.

INFINITY FALLS®

Experience the exhilaration of thrilling rapids as you 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's 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 signs 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 you may 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.

Service Animals: Not permitted.

JOURNEY TO ATLANTIS®

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

Ride Access: Mobility-impaired guests that would like to ride this attraction should see the Ambassador at the attraction's 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 they 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 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 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.

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's 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 they 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 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.

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.

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's 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 they 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.

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's 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 they 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 despite 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. Guests 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.

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 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 they 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.

Service Animals: Permitted (provided the guest and animal fit comfortably and safely inside the boat).

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's 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.

Magnetic Systems: Pipeline uses magnetic systems for launches and braking of the attraction.

Height Restrictions: 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 Restrictions: 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 you may 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 provided.

Physical Restrictions: 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

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's 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 they 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.

Service Animals: Not permitted.

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.

Service Animals: Permitted (provided the animal fits comfortably and safely inside the capsule).

SLIMEY'S SLIDERS

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 they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, or a medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints 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. Amputations must be at the knee or below. Please see an Ambassador if you have questions.

Service Animals: Permitted (space permitting).

SUNNY DAY CAROUSEL

A cute, colorful, classic carousel that is perfect for the family.

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 they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, or a 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.

Service Animals: Permitted on bench seats (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 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 they 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 the 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.

Service Animals: Not permitted.

PART 5: ATTRACTION AND PRESENTATION 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 or in front of the guest using a wheelchair. Nautilus Theater, Sea Lion & Otter Stadium and Dolphin Theater have auxiliary entrances. Guests using wheelchairs may enter other theaters via the Main Entrances.

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 underwater 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.

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 have 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.

EXPEDITION ODYSSEY®

Description: Get up close to walruses, beluga whales, and for a limited time, Magellanic Penguins in this fascinating journey through the Arctic.

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

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.

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.

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.

KILLER WHALE 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 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.

SEAWORLD RESCUE CENTER®

Description: Rescued and/or rehabilitating 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 the dark or enclosed spaces may not enjoy this experience.

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.

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 are 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

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.