

# SEAWORLD SAN ANTONIO ACCESSIBILITY GUIDE

The SeaWorld San Antonio Accessibility Guide provides an overview of services and facilities available for guests with disabilities at SeaWorld San Antonio. 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 don't hesitate to contact us. You can reach us by emailing [SWT.GuestCorrespondence@SeaWorld.com](mailto:SWT.GuestCorrespondence@SeaWorld.com) or by calling (210) 520-4732. Alternatively, you may also visit Guest Services, conveniently located just inside SeaWorld San Antonio arches, to the right 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
- Part 3 - General Ride Access Information
- Part 4 - Individual Ride Access Information
- Part 5 - Attraction and Presentation Access Information

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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 San Antonio's Ride Accessibility Program (RAP).

### **WHEELCHAIRS AND ELECTRIC CONVENIENCE VEHICLES (ECV'S)**

Guests may utilize their own wheelchairs or ECV's. Guests are welcome to join any ticketing or entry line to purchase tickets and enter the park.

Wheelchairs and ECV's are also available for a rental fee, based on availability, inside the park to the right of Guest Services at Island Traders.

Reservations for Wheelchairs and ECV's can be made online at [seaworldsanantonio.com](http://seaworldsanantonio.com). Click on Buy Upgrades> Popular Upgrades >More Add-ons.

### **SEGWAYS**

Two-wheeled, self-balancing electric vehicles, such as Segways, are not permitted at SeaWorld San Antonio. 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.

### **FIRST AID**

First Aid facilities are located near the front entrance of the park, behind Guest Services and the other First Aid station is next to Bayside Stadium. 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 San Antonio has Family or Companion restrooms available in the following locations:

- Discovery Point Restrooms (across from Ocean's Treasures Gift Shop)
- Restrooms across from Beluga Stadium

## GIFT SHOPS

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

SeaWorld San Antonio also offers 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 San Antonio offer cafeteria-style service.

You may also visit [SWT-AccessibilityService@SeaWorld.com](mailto:SWT-AccessibilityService@SeaWorld.com) for more information on SeaWorld San Antonio's Allergy Friendly program prior to your visit.

## FOOD POLICY

No outside food, beverages or coolers are allowed to be brought into SeaWorld San Antonio, 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 [SWT.GuestCorrespondence@SeaWorld.com](mailto:SWT.GuestCorrespondence@SeaWorld.com) prior to their visit to request accommodations.

# PART 2: DISABILITY SERVICES

## SERVICE ANIMALS

Service Animals are welcome at SeaWorld San Antonio. 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 housebroken. Relief areas are marked on the park map located on the SeaWorld App under services.

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.

Service Animals are discouraged from riding rides; however, at SeaWorld San Antonio Service Animals are permitted on:

- Grover's Round-Up
- Rio Loco
- Big Bird's Spinning Reef

Emotional Support Animals are not permitted at SeaWorld San Antonio.

## HEARING DISABILITIES

SeaWorld San Antonio provides complimentary Qualified American Sign Language (ASL) interpreters upon request. To request an ASL Interpreter, please email [SWT-AccessibilityService@SeaWorld.com](mailto:SWT-AccessibilityService@SeaWorld.com) or call 210-523-3181. We kindly ask that you request this service at least 14 days prior to your visit. You should receive a response to your e-mail 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 San Antonio provides scripts available for select presentations. Please visit Guest Services to request a copy of available scripts.

On the third Saturday of the month, SeaWorld San Antonio also hosts "ASL Saturday" at the 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 or the FAQ section.

## 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.

## **FOOD ALLERGEN INFORMATION**

Most dining venues at SeaWorld San Antonio 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 San Antonio, 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 San Antonio that all guests can ride rides and enjoy attractions as long as they meet all requirements and as such that it does not present a likely hazard to the guest 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 given a document to take with them to each ride location.

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

1. Once enrolled in the RAP, review your RAP sheet, and proceed to the entrance of a listed ride. If the entrance is not staffed, you may proceed to the ride exit and await loading by the ride operator.

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 the ride in order for their party to board through the special access entrance. Each ride has a maximum number of additional guests that may accompany the guest needing special access. Any additional guests beyond the RAP must use the general ride entrance.

## **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 rider's ability to safely experience the ride.

As a rule, only ride if you are in good health. Do not ride if you know or suspect you may be pregnant, have abnormal blood pressure, heart, neck, or back problems, or 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 at Guest Services. 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:

- Steel Eel
- Barracuda Strike
- Wave Breaker
- Sea Swinger
- Riptide Rescue
- Texas Stingray
- Tidal Surge

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

- Barracuda Strike
- Wave Breaker
- Great White
- Texas Stingray
- Tidal Surge

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 offer assistance 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 the 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 requirement 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 down 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 San Antonio'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 attractions designed dynamic motions.

**Ability to hold on with one functioning hand.** A functioning hand is an upper extremity or prosthesis with fingers that have the ability to grasp the restraint device and exhibits good grip control; the ability to brace and is strong enough to maintain the proper riding position throughout the duration of the ride.

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

**Ability to hold on with one functioning arm.** A functioning arm is an upper extremity or prosthesis that has the ability to arm-grip the restraint device by wrapping the arm around the restraint device and is strong enough to allow the guest to maintain the proper riding position throughout the duration of the ride.

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

**Ability to brace self with one functioning leg.** Guest must have one functioning leg, natural or prosthetic, for bracing their body during the course of the ride or attraction.

**Ability to brace self with two functioning legs.** Guest must have two functioning legs, natural or prosthetic, to be used for bracing their body during the course of the ride or attraction and maintaining balance when entering and exiting a ride or attraction.

**Minimum of two functioning extremities.** Guest must have a minimum of two functioning extremities, natural or prosthetic (two arms, two legs or one arm and one leg), to brace themselves during the ride and assist in entering and exiting the ride or attraction.

**Minimum of three functioning extremities.** Guest must have a minimum of three functioning extremities, natural or prosthetic (two legs and an arm or two arms and a leg) to allow the guest to brace in a tripod manner during the ride.

**Ability to 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 the guest 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

*(Rides listed in alphabetical order)*

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 (RAP), follow the directions listed under each ride below.

### BARRACUDA STRIKE

Family inverted thrill coaster.

**Ride Access:** Mobility-impaired guests should proceed to the exit gate located to the left of the ride entrance and follow signs to the exit ramp. Please see an ambassador for assistance and loading instructions.

**Height Requirements:** Riders must be at least 42" to ride. Riders between 42" and 48" must ride with a supervising companion that is at least 14 years old. Riders above 77" are not permitted to ride.

**Ride Requirements:** Only guests in good health should ride. Guests who know or suspect they may be pregnant, have abnormal pressure, heart conditions, neck or back problems, recent surgery, eye injuries, 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 Requirements:** Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back. Please review all restrictions listed on the sign at the attraction entrance. Guests must have the ability to sit upright and maintain proper riding position throughout the ride. Guests must have appropriate weight distribution to allow the restraint device to function properly. Guests must have control of upper torso including head and neck. Guests with one amputated leg or two amputated legs (amputation below the knee) must have the ability to hold on with two functioning hands, a rider with one amputated leg or two amputated legs (above the knee with or without prosthesis) shall not be allowed on the ride. Prosthetics are not permitted. Guests with arm or leg casts are not permitted to ride. Full body restraints may be used for Guests who do not meet the restrictions.

**Service Animals:** Not Permitted.

## BEACH RESCUE RACER

Rescue Jeep Coaster with 1300 ft. of track.

**Ride Access:** Mobility impaired guests with a wheelchair, may enter through the general queue line. Guests with ECV's or guests who are physically unable to wait in lines, may access through the exit gate.

**Height Requirements:** Guests must be at least 42" tall to ride alone. Guests between 36" and 42" 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 those with pre-existing conditions. Please consider these features when determining suitability for all riders. Only guests in good health should ride. Do not ride if you are pregnant or suspect you may be, have abnormal blood pressure, heart, neck, or back problem, have had recent surgery, or have any other condition that may be aggravated by the features of this ride.

**Physical Requirements:** Each rider or accompanying supervising companion 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 must be able to hold on with one functioning hand. Guests with prosthetic devices must ensure they are secure and will remain in place despite the forces of the ride. Please review all restrictions listed on the sign at the attraction entrance.

**Service Animals:** Not Permitted.

## BEACH SHORE

Beat the heat with 22 water elements such as bubblers, geysers, jets, dumping buckets and more.

**Height Requirements:** No height requirement. Recommended for all ages.

**Ride Requirements:** N/A

**Physical Requirements:** N/A

**Service Animals:** Not Permitted.

## CATAPULT FALLS™

Thrilling launch flume coaster.

**Ride Access:** Mobility-impaired guests should proceed to the exit gate located to the left of the ride entrance and follow signs to the Quick Queue entrance. Please see an ambassador for assistance and loading instructions.

**Height Requirements:** Guests between 42” and 48” must be accompanied by a supervising companion (at least 14 years old). Maximum Height: 77”.

**Ride Requirements:** Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, eye injuries 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 Requirements:** Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back at all times. Please review all restrictions listed on the sign at the attraction entrance. Guests must have the ability to hold on with one functioning hand and brace with one functioning leg. Guests with a single leg amputation may ride provided the leg extends to the edge of the seat or is amputated at the knee or below. Guests with any type of prosthesis should ensure that it is properly secured and will remain in place despite the forces experienced during the ride. Guests with a braced arm cast, full arm cast, or full leg cast must not ride. All other casts must fit comfortable inside the ride unit.

**Service Animals:** Not Permitted.

## DOLPHIN DIVE

Take an exciting ride on our child sized family drop tower.

**Ride Access:** Mobility impaired guests may enter the ride through the exit gate.

**Height Requirements:** Guests must be at least 42” tall to ride alone. Guests under 42” must be accompanied by a supervising companion. Infants may not ride. Parents may ride with their children.

**Ride Requirements:** Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery 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 Requirements:** Guests must be able to maintain the proper riding position.

You must not ride if you are unable to properly use the seating and safety restraints or understand and follow safety procedures. Guests must be able to grasp with one functioning arm and brace with one functioning leg. Guests with a double leg amputation above the knee must not ride unless a well-secured prosthetic device is in place.

**Service Animals:** Not Permitted.

## **GREAT WHITE®**

Inverted steel roller coaster.

**Ride Access:** Mobility impaired guests should see the ambassador at the ride exit for assistance and loading instructions.

**Height Requirements:** Guests must be at least 54" tall to ride.

**Ride Requirements:** Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, 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 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 must have the ability to hold on with at least one functioning hand, grasp with one functioning arm, and to brace self with two functioning legs amputated at the knee or below or the ability to hold on with two functioning hands and to brace self with one functioning leg amputated at the knee or below. Guests with an amputated leg above the knee may ride, with the use of a separate three-point harness, provided the guest has at least one functioning hand, one functioning leg (to the knee or below), and enough leg remnant to be secured by the separate three-point harness. Leg prosthesis are not permitted on the ride. Guests with any type of arm or hand prosthesis should ensure that it is properly secured and will remain in place in spite of forces experienced during the ride. Guests with a broken collar bone, neck brace or any type of hard cast shall not ride.

**Service Animals:** Not Permitted.

## **JOURNEY TO ATLANTIS®**

Thrilling flume ride/roller coaster hybrid.

**Ride Access:** Mobility impaired guests should enter through the standard queue line. Please see an ambassador for assistance and loading instructions.

**Height Requirements:** Guests must be a minimum of 39" tall to ride. Guests between 39"-51" tall must be accompanied by a supervising companion.

**Ride Requirements:** Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, 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, may not ride.

**Physical Requirements:** Each rider must be able to remain seated up straight, keeping their head upright, their back and shoulders against the seat back and their hands, arms, legs and feet down and inside the ride at all times. Guests must be able to grip with one functioning hand, brace with one functioning leg and have a minimum of three (3) functioning limbs. Guests with a cervical collar or neck brace, broken collar bone, full arm cast, braced arm cast, or full leg cast must not ride. All other casts must fit comfortably inside the ride unit. Guests must have the ability to enter and exit the ride without endangering self or others.

**Service Animals:** Not permitted.

## OCEAN RESCUE CAROUSEL

Carousel ride designed for all ages

**Ride Access:** Mobility impaired guests with a wheelchair, may enter through the general queue line. Guests with ECV's or guests who are physically unable to wait in lines, may access through the exit gate.

**Height Requirements:** Guests must be at least 42" or be accompanied by a supervising companion at least 14 years old. Those under 42" must ride on a horse in the center row with their companion standing next to them. Hand-held infants may ride on the bench with a supervising companion at least 14 years old.

**Ride Requirements:** Riders of this attraction will be exposed to features that may cause distress or injury to guests with pre-existing health conditions. Please consider these features when determining suitability for all rides. Only guests in good health should ride. Do not ride if you have abnormal blood pressure, heart, back, or neck problems, have had recent surgery, or have any other condition that may be affected by the features of this ride.

**Physical Requirements:** You must not ride if you are unable to remain properly seated with the seatbelt buckled or are unable to understand and follow safety procedures. Guests must be able to grip with one functioning hand, properly straddle the horse with one functioning leg, and maintain the proper riding position.

**Service Animals:** Permitted (see attendant for details).

## OCEAN QUEST EXPRESS®

Choo-Choo Train.

**Ride Access:** Mobility impaired guests with a wheelchair, may enter through the general queue line. Guests with ECV's or guests who are physically unable to wait in lines, may access through the exit gate.

**Height Requirements:** Guests must be at least 36" tall or be accompanied by a supervising companion at least 14 years old. Hand-held infants 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 those with pre-existing conditions. Please consider these features when determining suitability for all riders. Only guests in good health should ride. Do not ride if you are pregnant or suspect you may be, have abnormal blood pressure, heart, neck, or back problem, have had recent surgery, or have any other condition that may be aggravated by the features of this ride.

**Physical Requirements:** You must not ride if you are unable to properly use the seating and safety restraints or understand and follow safety procedures. Guests must be able to brace themselves with one functioning arm and one functioning leg. Those with a full leg cast must not ride. All other casts must fit comfortably inside the ride unit. Guests with prosthetic devices must ensure they are secure and will remain in place despite the forces of the ride. Please review all restrictions listed on the sign at the attraction entrance.

**Service Animals:** Not Permitted.

## RIO LOCO®

White-water raft ride.

**Ride Access:** Mobility-impaired guests should utilize the easy access gate located to the left of the ride entrance, in the patio, next to Rio Grille. Please see an ambassador for assistance and loading instructions.

**Height Requirements:** Guests must be at least 42" tall to ride.

**Ride Requirements:** Only guests in good health should ride. 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 or use of the safety restraints as provided, may not ride.

**Physical Requirements:** Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests must have the ability to hold on with one functioning hand and brace with one functioning leg or hold on with two functioning hands with legs that are amputated at the knee or below. Guests with any type of prosthesis should ensure that it is properly secured and will remain in place in spite of forces experienced during the ride. Guests with cervical collar or neck braces, a broken collar bone or braced arm casts may not ride. All other casts must fit inside the ride unit comfortably. Guests must have the ability to enter and exit the ride without endangering self or others.

**Service Animals:** Permitted.

## **RIPTIDE RESCUE®**

Circular rotational thrill ride.

**Ride Access:** Mobility-impaired guests should proceed to the exit gate located to the left of the entrance. Please see an ambassador for assistance and loading instructions.

**Height Requirements:** Guests must be at least 45” tall to ride. Guests between 45” and 50” tall must be accompanied by a Supervising Companion.

**Ride Requirements:** Only guests in good health should ride. Guests who know or suspect 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 or use of the safety restraints as provided, may not ride.

**Physical Requirements:** Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests must have the ability to hold on with one functioning hand and brace with one functioning leg or hold on with two functioning hands with legs that are amputated at the knee or below. Guests must have at least one securely attached prosthesis if both legs are amputated above the knee. Guests with any type of prosthesis should ensure that it is properly secured and will remain in place in spite of forces experienced during the ride. Guests with cervical collar or neck braces, a broken collar bone or braced arm casts may not ride. All other casts must fit inside the ride unit comfortably. Guests must have the ability to enter and exit the ride without endangering self or others

**Service Animals:** Not Permitted.

## SEA BIRD SWING

Swing Carousel.

**Ride Access:** Mobility impaired guests with a wheelchair, may enter through the general queue line. Guests with ECV's or guests who are physically unable to wait in lines, may access through the exit gate.

**Height Requirements:** Guests must be at least 42" tall to ride alone. Guests between 36" and 42" 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 those with pre-existing conditions. Please consider these features when determining suitability for all riders. Only guests in good health should ride. Do not ride if you are pregnant or suspect you may be, have abnormal blood pressure, heart, neck, or back problem, have had recent surgery, or have any other condition that may be aggravated by the features of this ride.

**Physical Requirements:** Each rider or accompanying supervising companion 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 must be able to hold on with one functioning hand. Guests with prosthetic devices must ensure they are secure and will remain in place despite the forces of the ride. Please review all restrictions listed on the sign at the attraction entrance.

**Service Animals:** Not Permitted.

## SEA SPLASH

A fun water play area with bubblers and fountains designed for toddlers 3 years old and under.

**Height Requirements:** No height requirement. Recommended for ages 3 and under.

**Ride Requirements:** N/A

**Physical Requirements:** N/A

**Service Animals:** Not Permitted.

## SEA SWINGER®

Pendulum swing thrill ride.

**Ride Access:** Mobility-impaired guests should proceed to the exit gate located to the right of the entrance. Please see an ambassador for assistance and loading instructions.

**Height Requirements:** Guests must be at least 48” tall to ride.

**Ride Requirements:** Only guests in good health should ride. Guests who know or suspect 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 or use of the safety restraints as provided, may not ride.

**Physical Requirements:** Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests must have at least one natural functioning hand and at least one natural functioning leg. Prosthetic limb(s) are not permitted. Guests with cervical collar or neck braces, a broken collar bone, braced casts, or casts that extend above the knee or elbow must not ride. Guests must have the ability to enter and exit the ride without endangering self or others.

**Service Animals:** Not Permitted.

## SPINNING REEF

A delightfully playful Ferris Wheel family ride.

**Ride Access:** Mobility impaired guests may enter the ride through the exit gate.

**Height Requirements:** Guests must be at least 36” tall to ride alone. Guests under 36” must be accompanied by a supervising companion. Infants may not ride. Parents may ride with their children.

**Ride Requirements:** Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery 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 Requirements:** Each rider or accompanying supervising companion 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 or supervising companions must be able to hold on with one functioning hand and brace with one functioning leg. All casts must comfortably fit

inside the ride unit. Please review all restrictions listed on the sign at the attraction entrance.

**Service Animals:** Permitted.

## **STEEL EEL®**

A Hyper-coaster with a 15-story initial drop at high speeds and no-stop peaks, valleys and camelbacks that create maximum “air-time” or weightlessness.

**Ride Access:** Mobility impaired guests should proceed to the exit ramp located to the right of the entrance. Please see an ambassador for assistance and loading instructions.

**Height Requirements:** Guests must be at least 48” tall to ride.

**Ride Requirements:** Only guests in good health should ride. Guests who know or suspect 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 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 must have appropriate weight distribution to allow the restraint mechanism to function correctly. Guests must have three functioning extremities with the ability to hold on with at least one functioning hand and to brace with one functioning leg. Guests with a broken collar bone, cervical collar, neck brace, full leg casts, full arm casts or braced arm cast will not be permitted to ride. All other casts must fit inside the ride vehicle.

**Service Animals:** Not Permitted

## **TEXAS STINGRAY®**

The tallest, fastest and longest wooden coaster in Texas.

**Ride Access:** Mobility impaired guests should proceed to the exit ramp located to the right of the entrance. Please see an ambassador for assistance and loading instructions.

**Height Requirements:** Guests must be at least 46” tall to ride.

**Ride Requirements:** Only guests in good health should ride this attraction. Do not ride if you are pregnant, have high blood pressure, heart conditions, neck or back

problems, broken bones, sensitivity to strobe effects, fear of heights, are prone to motion sickness, have had recent surgery, or have any other medical condition that might be aggravated by the features of this ride.

**Physical Requirements:** Riders must have the ability to exhibit independent seated postural control including control of upper torso, neck, and head. Riders must keep their head upright facing forward, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride vehicle at all times. Guests must possess at least one naturally functioning full leg. Guests with an amputation above the knee may not ride. Guests must have at least one arm and one naturally functioning hand in order to ride. Guests with any type of hand or arm prosthesis must ensure that it is properly secured and will remain in place during the ride. Guests with a cervical collar, neck brace, or any arm or leg cast will not be permitted to ride. Guests must have appropriate weight distribution to allow the restraint mechanism to function correctly. Riders must have the ability to enter and exit the ride without endangering themselves or others.

**Service Animals:** Not Permitted.

## **TIDAL SURGE®**

Riders will take a journey above the clouds and feel the sensation of flying as they soar high and swing over the park's one-acre water ski lake on Tidal Surge, the world's tallest and fastest screaming swing.

**Ride Access:** Mobility-impaired guests should proceed to the exit gate located to the left of the entrance. Please see an ambassador for assistance and loading instructions.

**Height Requirements:** Guests must be at least 48" tall to ride.

**Ride Requirements:** Only guests in good health should ride this attraction. Do not ride if you are pregnant, have high blood pressure, heart, neck or back problems, are prone to motion sickness, have had recent surgery or any other medical condition that might be aggravated by the features of this ride.

**Physical Requirements:** Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back, and their hands, arms, legs and feet down and inside the ride at all times. Guests must not ride if you are unable to properly use the seating and safety restraints or understand and follow safety procedures. Guests weighing more than 300 pounds may not ride. Guests with any leg amputation above the knee are not permitted to ride. Guests must have two functioning legs and one fully functioning arm to possess the ability to grip with at least three fingers. Guests with any type of arm prosthesis should ensure that it is properly secured and will remain in place during the ride. Leg prostheses are not permitted. Guests with cervical collar or neck braces, a broken collar bone or braced

arm casts may not ride. All other casts must fit inside the ride unit comfortably. Guests must have the ability to enter and exit the ride without endangering self or others.

**Service Animals:** Not Permitted.

## **TIDE POOL TUMBLER**

A rockin' ride that creates a wave effect by rocking back and forth and gently rotates.

**Ride Access:** Mobility impaired guests may enter the line through a wheelchair accessible gate located at the entrance. For guests unable to wait in line, access through the exit gate is permitted after receiving permission from the ride operator. Parents may ride with their children.

**Height Requirements:** Guests must be at least 42" tall or be accompanied by a supervising companion at least 14 years old. Hand-held infants are not permitted.

**Ride Requirements:** Riders of this attraction will be exposed to forces, speeds, and other features that may cause distress or injury to guests with pre-existing health conditions. Please consider these features when determining suitability for all riders. Only guests in good health should ride. Do not ride if you are pregnant or suspect you may be, have abnormal blood pressure, heart, neck or back problems, have had recent surgery, or have any other condition that may be affected by the features of this ride.

**Physical Requirements:** You must not ride if you are unable to properly use the seating and safety restraints or understand and follow safety procedures. Guests must be able to grip with one functioning hand and brace with one functioning leg or grip with two functioning hands to ride. Those with a full arm cast or neck braces must not ride. All other casts must fit comfortably inside the ride unit. Guests with prosthetic devices must ensure they are secure and will remain in place despite the forces of the ride.

**Service Animals:** Not Permitted.

## **WAVE BREAKER: THE RESCUE COASTER®**

High speed, double-launch jet ski style roller coaster.

**Ride Access:** Mobility impaired guests should enter through the standard queue line and will be directed to the elevator access. Please see an ambassador for assistance and loading instructions.

**Height Requirements:** Guests must be at least 48" tall to ride. Guests taller than 77" must not ride.

**Ride Requirements:** Only guests in good health should ride. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, 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 or use of the safety restraints as provided, shall not ride.

**Physical Requirements:** 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 leg cast will not be permitted to ride. Guests must have appropriate weight distribution to allow the restraint mechanism to function correctly. Guests must be able to grip with a minimum of one natural functioning hand and brace with two functioning legs. Guests with any type of arm or foot prosthetics must ensure that the device is properly secured and will remain in place during the duration of the ride. Full leg prosthetics are not permitted.

**Service Animals:** Not Permitted.

## **PART 5: ATTRACTION AND PRESENTATION ACCESS INFORMATION**

*(Attractions and presentations are listed in alphabetical order)*

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. Guests using wheelchairs may enter theaters via the main entrances.

### **ALDABRA ISLAND**

**Description:** SeaWorld's Aldabra Island offers guests an immersive encounter with the world's second largest tortoise species, the Aldabra tortoise! The habitat features a climate-controlled shelter, a wading pond, a stunning waterfall, and spacious yards for the tortoises to enjoy.

**Access:** Wheelchair accessible viewing is located along the exhibit.

### **ALLIGATOR ALLEY**

**Description:** Check out those chompers! American Alligators are living reflections of prehistoric times, but did you know they are native to Eastern Texas marshes and streams?

**Access:** Wheelchair accessible viewing is located along the exhibit.

## BAYSIDE STADIUM

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

**Access:** Guests using wheelchairs may enter the stadium using either the lower left and right pathways or proceed to the top of the stadium for promenade seating. The accessible seating section is reserved for guests using wheelchairs or who are mobility impaired. Companion seating is available next to the guest using a wheelchair. Please see an Ambassador on the promenade for assistance.

## BELUGA STADIUM

**Description:** Ocean Discovery- Beluga Whales and Dolphins: An amazing showcase featuring graceful beluga whales and athletic Pacific white-sided dolphins interacting with each other in a playful way.

**Access:** Guests using wheelchairs may enter the stadium using either the lower left and right pathways or the center ramp for promenade seating. The accessible seating section is reserved for guests using wheelchairs or who are mobility-impaired. Companion seating is available next to the guest using a wheelchair.

## BIRD ATTRACTIONS

The birds in the various exhibits throughout the park do not usually respond to the presence of Service Animals. If the birds appear to be agitated, please move away as quickly as possible.

## DISCOVERY POINT

**Description:** SeaWorld's Discovery Point is a tucked-away oasis within SeaWorld San Antonio. Here, an expansive Dolphin Lagoon is home to a playful pod of bottle-nose dolphins. Watch them from its sand-swept shores, or go deeper with our Dolphin Underwater Viewing. You'll also find Explorer's Reef, home to several species of sharks, many of which are endangered, along with exotic fish and a living coral reef. Access to Dolphin Lagoon, Dolphin Underwater Viewing and Explorer's Reef is included with any SeaWorld admission.

**Access:** Guests can reserve a signature encounter to make a memorable splash with Dolphins, Beluga Whales and Sea Lions, some of the sea's most extraordinary mammals. To participate in one of our swim programs, guests with disabilities must be able to stand on their own during the interaction and walk with the aid of a personal assistant. For additional requirements regarding in-water interactions, please visit our Discovery Point FAQ page: <https://seaworld.com/san-antonio/faq/discovery-point/>

## DOLPHIN LAGOON

**Description:** Dolphin Lagoon is an exhibit with amazing views of our Atlantic bottlenose dolphins. Guests can get a below-the-surface look through the expansive underwater dolphin viewing windows – the only dolphin watching of its kind in Texas.

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

## EXPLORER'S REEF

**Description:** Take a fresh look at sharks and living coral reefs, along with schools of exotic fish, at Discovery Point's not-to-be-missed Explorer's Reef aquarium.

**Access:** Some of this exhibit has a cross-sloped pathway. Please exercise caution with your service animal.

## FLAMINGO COVE

**Description:** These beautiful, pink birds are a tropical wading species with long legs and long curvy necks.

**Access:** Wheelchair accessible viewing is located along the exhibit.

## NAUTILUS AMPHITHEATER

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

**Access:** Guests using wheelchairs may use any entrance at the amphitheater. The accessible seating section is reserved for guests using wheelchairs or who are mobility-impaired and is located in the front row or along the promenade. Companion seating is available next to the guest using a wheelchair.

## ORCA STADIUM

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

**Access:** Guests using wheelchairs may enter on either side of the stadium. The accessible seating section is reserved for guests using wheelchairs or who are mobility-impaired and is located along the promenade. Companion seating is available next to the guest using a wheelchair. 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.

## PACIFIC POINT PRESERVE

**Description:** An immersive experience that has the look and feel of a Pacific coast town where guests make powerful connections with sea lions and other coastal wildlife. Guests have the opportunity to visit and feed sea lions and seals. This exhibit allows guests to experience a more enriching animal connection and allows easy viewing to all pools.

**Access:** Wheelchair accessible viewing is located along the exhibit.

## PENGUIN ENCOUNTER

**Description:** Watch the playful antics of penguins tall and small—nearly 250 in all. Our penguin population includes majestic King penguins, and smaller Gentoo, Chinstrap and Rockhopper penguins. The Penguin Encounter habitat replicates the Sub-Antarctic environment, including the low light levels experienced over the winter in the Southern Hemisphere.

**Access:** We recommend that guests using wheelchairs and those with service animals experience the exhibit from the viewing area above the walkway.

## SEA LION STADIUM

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

**Access:** Guests using wheelchairs may use the main entrance for access. 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.

## SEA STAR THEATER

**Description:** ImaginOcean: A one-of-a-kind live black-light puppet show, John Tartaglia's ImaginOcean is a magical undersea adventure for kids of all ages.

**Access:** Guests using wheelchairs should see an ambassador at the theater entrance for assistance. The accessible seating section is reserved for guests using wheelchairs or who are mobility impaired Companion seating is available next to the guest using a wheelchair.

## 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 San Antonio.

**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.

## **TURTLE REEF**

**Description:** Dive into the world of sea turtles in a way you never thought possible. Get an up-close look at these fascinating animals and connect with endangered and rescued turtles in real-time in the real world.

**Access:** Wheelchair accessible viewing is located along the exhibit.