

# SEAWORLD SAN DIEGO ACCESSIBILITY GUIDE

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

If you have any additional questions about accessibility at SeaWorld San Diego after reviewing the information on this page, we're here to help. Please feel free to email us at [SWC-AccessibilityService@SeaWorld.com](mailto:SWC-AccessibilityService@SeaWorld.com), call us at (619) 222-4SEA, or simply stop by Guest Services during your visit.

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

- Part 1 - General Park Information
- Part 2 - Disability Services Available
- Part 3 - General Ride Access Information
- Part 4 - Individual Ride Access Information
- Part 5 - Attraction and Presentation 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 Diego's Ride Accessibility Program (RAP).

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

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

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

Reservations for Wheelchairs and Electric Convenience Vehicles (ECV's) can be made online at <https://seaworld.com/san-diego/upgrades/parking-and-rentals/>

### **SEGWAYS**

Two-wheeled, self-balancing electric vehicles, such as Segways, are not permitted at SeaWorld San Diego. 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 just past the Shipwreck Rapids ride entrance and next to the SeaWorld Store. 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 Diego has Family or Companion restrooms available in the following locations:

- Left of the Whale Shop
- Sea Lion & Otter Amphitheater
- Mission Bay Amphitheater
- Dolphin Amphitheater
- Nautilus Amphitheater

## GIFT SHOPS

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

SeaWorld San Diego 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 Rental Center near the park entrance.

## RESTAURANTS

Most dining venues at SeaWorld San Diego offers cafeteria-style service.

Please refer to the Food Allergen information on [SeaWorld San Diego.com](http://SeaWorldSanDiego.com) for more information on SeaWorld San Diego's Allergy Friendly program prior to your visit.

## FOOD POLICY

No outside food, beverages, or coolers are allowed to be brought into SeaWorld San Diego, except for bottled water or refillable water bottles. Exceptions may be made for guests with special dietary needs, including food allergies and baby food/formula. Guest should contact [SWC-AccessibilityServices@SeaWorld.com](mailto:SWC-AccessibilityServices@SeaWorld.com) prior to their visit to request accommodations.

## PART 2: DISABILITY SERVICES

### SERVICE ANIMALS

Service Animals are welcome at SeaWorld San Diego. 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.

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 Diego Service Animals are permitted on:

- Rescue Rafters
- Skytower
- Skyride

Emotional Support Animals are not permitted at SeaWorld San Diego.

### HEARING DISABILITIES

SeaWorld San Diego provides complimentary Qualified American Sign Language (ASL) interpreters upon request. To request an ASL Interpreter, please email [SWC-AccessibilityServices@SeaWorld.com](mailto:SWC-AccessibilityServices@SeaWorld.com) or call 619-222-4732. 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 Diego provides scripts available for select presentations. Please visit Guest Services to request a copy of available scripts.

### 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**

SeaWorld San Diego's Ride Accessibility Program was designed to allow guests to fully participate and enjoy our parks while keeping in mind the safety requirements of our rides and attractions. Refer to Part 4, Individual Ride Information, of this Accessibility Guide for more information.

Companion/Family Assist Restrooms are located at the following locations:

- To the right of the Main Entrance
- By the Whale Shop
- By Sea Lion Point
- By Mission Bay Theater
- West of Dolphin Amphitheater
- Across from Journey to Atlantis
- By Electric Eel

## **FOOD ALLERGEN INFORMATION**

Most dining venues at SeaWorld San Diego 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 Diego, 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 Diego 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.



## **PART 3: GENERAL RIDE ACCESS INFORMATION**

### **GENERAL RIDE RESTRICTIONS**

Rides create forces and speeds that may not be acceptable or tolerable to some guests and may cause injury to guests 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, 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 restraint device, ensuring they can hold on tight and keep their hands, arms, legs, and feet down and inside the ride 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.

### **GUESTS 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:

- Arctic Rescue
- Electric Eel
- Emperor
- Journey to Atlantis
- Manta
- Riptide Rescue

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

- Arctic Rescue
- Electric Eel
- Emperor
- Manta

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 the 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, guests must ensure that the prosthesis is properly secured before riding and should refer to Part 4, Individual Ride Information, of the 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 necessary during temporary interruptions in operation. If required, guests may need to navigate stairs from the highest point of the ride and descend steeply inclined catwalks or steps.

To expedite ride escort process, guests requiring assistance during the ride escort may be escorted last. Only one mobility-impaired guest may ride the attraction at one time unless they are in the same family. Please inquire about specific procedures prior to boarding a particular attraction.

## **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 downstairs, 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.

## GUESTSHIP CRITERIA

As described in Part 2 of this Accessibility Guide, SeaWorld San Diego'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 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

*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, follow the directions listed under each ride below.

### ARCTIC RESCUE®

Experience every icy thrill as you navigate three exhilarating launches and reach wind-whipping speeds of up to 40 miles per hour.

**Ride Access:** Mobility-impaired guests should see the ambassador at the ride entrance. This ride utilizes a virtual queue system, and you will be given a return time to ride. At the provided time, the guest will proceed to the ride exit to board the ride. Please see an ambassador for assistance and loading instructions.

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

**Ride Restrictions:** Only guests in good health should ride this attraction. Do not ride if you are pregnant, have high blood pressure, motion sickness, heart, neck, or back problems, rear of heights, sensitivity to strobe effects, recent surgery, or any other condition that might be aggravated by the forces of this ride. Do not ride if you are under the influence of drugs or alcohol.

**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 have appropriate weight distribution to allow the restraint mechanism to function correctly. Guests must be able to grip with two functioning hands and brace with two functioning legs. Leg prosthetics are not permitted.

**Service Animals:** Not Permitted

### BAYSIDE SKYRIDE

Take a relaxing break and treat yourself to beautiful views on a gently gliding gondola that soars above the park and scenic Mission Bay.

**Ride Access:** Mobility-impaired guests should see the ambassador at the ride exit. The Skyride gondolas have a maximum capacity of 3 adults and 1 child. Please see the ambassador for assistance and loading instructions. Guests may be asked

to wait 1-2 ride cycles before riding.

**Height Restrictions:** Children under 56" in height must be accompanied by a Supervising Companion 14 years or older.

**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 gondola).

## ELECTRIC EEL

Experience the rush of a multi-launch coaster with high-energy twists, electrifying loops, and inversions.

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

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

**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, sensitivity to strobe effects, or any other impairment or medical condition that may be affected by the features of this ride or prevent 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. Please review all restrictions listed on the sign at the attraction entrance. A guest must have full upper and lower body control. Guest must have two functioning legs/feet and two functioning arms/hands and be capable of grasping handhold points and maintaining a safe posture. Guests must be able to put both feet under the shin pad and if possible flat on the floor. Guests should refer to Guest Services to determine their specific ability to ride. Leg prostheses 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. Please see an ambassador at the ride if you have questions.

**Service Animals:** Not Permitted

## EMPEROR®

Dangle and drop more than 90 degrees into a dive plunge with California's first floorless dive coaster.

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

**Height Requirement:** Guests must be 52" tall to ride. Guests taller than 78" must not ride

**Ride Restrictions:** Only guests in good health should ride this attraction. Do not ride if you are pregnant, have high blood pressure, motion sickness, heart, neck, or back problems, rear of heights, sensitivity to strobe effects, recent surgery, or any other condition that might be aggravated by the forces of this ride. Do not ride if you are under the influence of drugs or alcohol.

**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. Please review all requirements listed on the sign at the attraction entrance. 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, and enough leg remnant to be secured by the separate three-point harness. Prosthetic legs 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. Please see an ambassador at the ride if you have any questions.

**Service Animals:** Not Permitted

## JOURNEY TO ATLANTIS



Inspired by one of the sea's favorite legends, this popular flume ride lets you explore a lost civilization and experience an action adventure with splashing thrills.

**Ride Access:** Mobility-impaired guests should see the ambassador at the ride entrance. This ride utilizes a virtual queue system, and you will be given a return time to ride. At the provided time, the guest should proceed to the ride ADA entrance to board the ride. Please see an ambassador for assistance and loading instructions.

**Height Restrictions:** Guests must be at least 42" tall to ride Journey to Atlantis. Guests between 42" and 48" in height 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, may 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 must have the ability to hold on with one functioning hand and brace with one functioning leg. 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, full arm casts, braced arm casts or full leg 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. Please see an ambassador if you have any questions.

**Service Animals:** Not Permitted

## MANTA®

Buckle up for a multi-media family launch coaster that lives up to its name. Two thrilling launches send riders soaring and diving in the spirit of the world's largest ray.

**Ride Access:** Mobility-impaired guests should see the ambassador at the ride entrance. This ride utilizes a virtual queue system, and you will be given a return

time to ride. At the provided time, the guest should proceed to the ride exit to board the ride. Please see an ambassador for assistance and loading instructions.

**Height Restrictions:** Riders must be at least 48" tall.

**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, may not ride.

**Physical Restrictions:** Guests must have sufficient total body control and have at least one functioning hand and two functioning legs to ride. Guests with an amputation above the ankle may not ride. Guests with an amputation below the ankle may ride, provided the guest has two functioning hands. Guests with an amputated arm or hand may ride provided the guest has the ability to hold on with one functioning hand and brace with two functioning legs.

**Service Animals:** Not Permitted

## OCTAROCK

Swing high and reach for the sky as the swing rocks back and forth.

**Ride Access:** Mobility-impaired guests should proceed to the exit gate located to the left of the entrance. Guests may be asked to wait 1-2 ride cycles before riding.

**Height Restrictions:** Guests must be at least 31" tall to ride. Guests between 31" and 36" must be accompanied by a Supervising Companion who is willing and able to ensure compliance with all safety rules. Guests taller than 6'1" must 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 conditions. Please consider these features when determining suitability for all riders. Only guests in good health should ride this attraction. Do not ride if you are pregnant or have heart problems. All casts must comfortably fit inside the ride.

**Physical Restrictions:** 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

## RESCUE RAFTER

Board Rescue Rafter, a fully equipped rescue boat and ride the waves just like the dedicated teams at SeaWorld Rescue.

**Ride Access:** Mobility-impaired guests should proceed to the exit gate located to the right of the entrance. Guests may be asked to wait 1-2 ride cycles before riding.

**Height Restrictions:** Guests must be at least 42" 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 any other impairment or medical condition that they 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 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 must have the ability to hold on with one functioning hand and brace with one functioning leg or the ability to hold on with two functioning hands with legs amputated at the knee or below. Guests with a cervical collar or neck braces, a broken collar bone, or a braced arm cast may 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 if you have any questions.

**Service Animals:** Permitted (provided the guest and the animal fit comfortably inside the ride unit).

## RESCUE RIDERS

Get ready to feel the wind in your hair and the rush of adventure on Rescue Riders – the ultimate experience for little heroes who dream of saving animals on the water.

**Ride Access:** Mobility-impaired guests should proceed to the exit gate located to the left of the entrance. Guests may be asked to wait 1-2 ride cycles before riding.

**Height Restrictions:** Guests must be at least 48” 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 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 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 must have the ability to hold on with one functioning hand and brace with one functioning leg or the ability to hold on with two functioning hands with legs amputated at the knee or below. Guests with a cervical collar or neck braces, a broken collar bone, or a braced arm cast may 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 if you have any questions.

**Service Animals:** Not Permitted

## RIPTIDE RESCUE®

Set out on your own sea turtle rescue mission aboard a boat on this classic spinner ride. But hold on – like SeaWorld’s actual rescues, it can take quite a few turns.

**Ride Access:** Mobility-impaired guests should enter the ride through the disabled entrance located next to the operator control booth. Guests may be asked to wait 1-2 ride cycles before riding.

**Height Restrictions:** Guests must be 45” to ride. Children between 45” and 50” 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, 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 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 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. Please see an ambassador if you have any questions.

**Service Animals:** Not Permitted

## SEA DRAGON DROP

Take an exciting ride on our child size shot-n-drop tower.

**Ride Access:** Mobility-impaired guests should proceed to the exit gate located to the left of the entrance. Guests may be asked to wait 1-2 ride cycles before riding.

**Height Restrictions:** Guests must be at least 42” tall to ride or be accompanied by a Supervising Companion who is willing and able to ensure compliance with all safety rules.

**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 conditions. Please consider these features when determining suitability for all riders. Only guests in good health should ride this attraction. Do not ride if you are pregnant or have heart problems.

**Physical Restrictions:** 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

## SHIPWRECK RAPIDS®

Cool off on one of Southern California’s favorite water rides. A winding river turns to rolling whitewater rapids before plunging through a waterfall finale.

**Ride Access:** Mobility-impaired guests should see the ambassador at the ride entrance. This ride utilizes a virtual queue system, and you will be given a return time to ride. At the provided time, Mobility-impaired guests should proceed to the ride entrance. Please see an ambassador for assistance and loading instructions.

**Height Restrictions:** Guests must be 48” tall. Guests between 42” and 48” in height 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, 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 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 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. Please see an ambassador if you have any questions.

**Service Animals:** Not Permitted

## SKY TOWER

Enjoy breathtaking views up to a hundred miles in every direction, from the beauty of Mission Bay to the deep blue Pacific Ocean to our San Diego’s historic skyline.

**Ride Access:** Mobility-impaired guests that would like to ride this attraction should see the ambassador at the ride entrance for boarding instructions. Guests may be asked to wait 1-2 ride cycles before riding.

**Height Restrictions:** Children less than 48” in height must be 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).

## TENTACLE TWIRL

Take to the skies in this jellyfish themed swing ride.

**Ride Access:** Mobility-impaired guests should proceed to the exit gate located to the left of the entrance. Guests may be asked to wait 1-2 ride cycles before riding.

**Height Restrictions:** Guests must be at least 40" tall to ride. Guests between 40" and 48" must be accompanied by a Supervising Companion and ride in the double swing using the 3-point harness. All guests must be secured by the through-the-leg restraint.

**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 conditions. Please consider these features when determining suitability for all riders. Only guests in good health should ride this attraction. Do not ride if you are pregnant, have high blood pressure, have back, neck or heart problems. Guests with a full leg cast must not ride. All other casts must comfortably fit inside the ride unit.

**Physical Restrictions:** 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, brace with one functioning leg and be able to straddle the ride unit while maintaining the proper riding position. Guests who are unable to grip, or who do not have hands, must have one functioning arm, one functioning leg and be able to straddle the ride unit while maintaining the riding position. These guests must ride in a specific seat. Guests with any type of prosthesis should ensure that it is properly secured and will remain in place in spite of the forces experienced during the ride. Maximum weight per seat is 297 pounds.

**Service Animals:** Not Permitted

## TIDEPPOOL TWIST

Twist, turn, and learn on Tidepool Twist! Journey around and around with the tide and learn through informational graphics about the differences between types of sea life found in tide pools.

**Ride Access:** Mobility-impaired guests should proceed to the exit gate located to the right of the entrance. Guests may be asked to wait 1-2 ride cycles before riding.

**Height Restrictions:** Guests must be at least 42" 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 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 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 must have the ability to hold on with one functioning hand and brace with one functioning leg or the ability to hold on with two functioning hands with legs amputated at the knee or below. Guests with a cervical collar or neck braces, a broken collar bone, or a braced arm cast may 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 if you have any questions.

**Service Animals:** Not Permitted



## PART 5: ATTRACTION AND PRESENTATION ACCESS INFORMATION

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

All exhibits are accessible and seating for guests using wheelchairs is available at each amphitheater and theater. Companion seating is available next to or in front of the guest using a wheelchair.

### BAT RAY SHALLOWS

**Description:** Touch friendly bat rays at or go downstairs beneath the touch pool for an underground aquarium that also includes white sturgeons and shovelnose guitarfish.

**Access:** Guests using wheelchairs may use the ramps on the north and south sides of the exhibit. Guests may access the underground aquarium through the elevators at the Manta ride entrance.

### BAYSIDE AMPHITHEATER

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

**Access:** Guests using wheelchairs may use the east and main entrance at the amphitheater. The disabled seating section is reserved for guests using wheelchairs or who are mobility impaired. Companion seating is available next to the guest using a wheelchair. Service animals are welcome. Please see an ambassador if you have any questions or need assistance.

### DOLPHIN AMPHITHEATER

**Description:** Get introduced to our family of high-flying Bottlenose Dolphins and the amazing team that care for them as they show off their incredible athleticism and celebrate life.

**Access:** Guests using wheelchairs may use any entrance at the amphitheater. The disabled seating section is reserved for guests using wheelchairs or who are mobility impaired. Companion seating is available next to the guest using a wheelchair. Service animals are welcome. Please see an ambassador if you have any questions or need assistance.

### DOLPHIN POINT

**Description:** Bottle nose dolphins like you see at SeaWorld San Diego, weigh on average around 330-440lbs. and grow to lengths of 6 to 12 feet. Bottlenose dolphins are not endangered, but they face many threats in the ocean including

entanglement in fishing gear and ocean pollution.

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

## EXPLORER'S REEF TOUCH POOLS

**Description:** Explorer's Reef is a series of touch pools, home to several species of reef sharks, and is a great way to begin your day. Animal Care Ambassadors will be there to welcome you and share interesting insights about these awesome animals.

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

## FLAMINGOS

**Description:** Experience the magic of our friendly and flamboyant Flamingos in one of the most scenic areas of the park.

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

## MISSION BAY THEATER

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

**Access:** Guests using wheelchairs may use the main entrance at the theater. The disabled seating section is reserved for guests using wheelchairs or who are mobility impaired. Companion seating is available next to the guest using a wheelchair. Service animals are welcome. Please see an ambassador if you have any questions or need assistance.

## NAUTILUS AMPHITHEATER

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

**Access:** Guests using wheelchairs may use any entrance at the amphitheater. The disabled seating section is reserved for guests using wheelchairs or who are mobility impaired. Companion seating is available next to the guest using a wheelchair. Service animals are welcome. Please see an ambassador if you have any questions or need assistance.

## ORCA ENCOUNTER

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

**Access:** Guests using wheelchairs may use either entrance. The disabled seating section is reserved for guests using wheelchairs or who are mobility impaired. Companion seating is available next to the guest using a wheelchair. Service animals are welcome. Please see an ambassador if you have any questions or need assistance.

## ORCA UNDERWATER VIEWING

**Description:** This underwater viewing area outside Orca Encounter gets you up-close to orcas like never before with the opportunity to come face-to-face with these majestic animals. This one-of-a-kind experience is one that the family is sure to never forget as you watch these beautiful animals swim, glide and play in the water right before your eyes.

**Access:** Guests using wheelchairs may use the ramp to access underwater viewing.

## PENGUIN ENCOUNTER®

**Description:** Watch the playful antics of penguins tall and small—nearly 300 in all. Our penguin population includes Emperor and King penguins, and smaller Adelie, Gentoo, Chinstrap and Macaroni penguins. The Penguin Encounter habitat replicates the Antarctic environment, including the low light levels experienced over the winter in the Antarctic.

**Access:** A moving walkway is in place to take guests along the window to view the penguins. We recommend that guests using wheelchairs and those with service animals experience the exhibit from the viewing area above the walkway. If you choose to use the moving walkway, please use caution with your service animal and note that the walkway can only accommodate wheelchairs up to 24” wide.

## SEA LION & OTTER AMPHITHEATER

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

**Access:** Guests using wheelchairs may use any entrance at the amphitheater. The disabled seating section is reserved for guests using wheelchairs or who are mobility impaired. Companion seating is available next to the guest using a wheelchair. Service animals are welcome however not permitted in the front row for animal safety. Please see an ambassador if you have any questions or need assistance.

## SEA LION POINT

**Description:** Sea lion? Seal? What's the difference? Here's a clue: if you're all ears, you'll get the answer! Have fun getting to know seals and sea lions with a visit to Pacific Point. You can even get a chance to feed these famously fun animals.

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

## SHARK ENCOUNTER®

**Description:** Experience a rare, fascinating, up-close look at prehistoric predators whose ancestors dominated the sea more than a hundred million years before dinosaurs walked the earth.

**Access:** A moving walkway is the only way to exit the Shark Encounter. If you choose to use the moving walkway, please use caution with your service animal and note that the walkway can only accommodate wheelchairs up to 24" wide. Guests may exit toward the exhibit entrance if they do not wish to use the walkway.

## TURTLE REEF®

**Description:** Embark upon the life cycle of sea turtles at Turtle Reef - learn about how they nest, where they live, what they eat and the threats they face in the wild. This immersive experience includes Turtlelink, a touch-screen map that highlights SeaWorld's rescue and conservation efforts. Turtle Reef also includes Race for the Beach, an educational, motion-controlled video game that pits participants against others to illustrate sea turtles' daunting sea-to-shore journey and the obstacles they face along the way, including pollution.

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

## WILD ARCTIC®

**Description:** See beluga whales, sea otters, and walrus as they exhibit a great deal of curiosity toward humans in the underwater viewing areas.

**Access:** This is a walk-through exhibit with access to all areas. Guests in wheelchairs may exit toward the exhibit entrance if they do not wish to use the elevator at the exit.