

ACCESS GUIDE



SEAWORLD SAN DIEGO

PARK ACCESSIBILITY GUIDE

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ACCESS GUIDE



WELCOME TO SEAWORLD SAN DIEGO

We're glad you're here! This guide provides an overview of services and facilities available for guests with disabilities who are visiting SeaWorld® San Diego. We are committed to providing a safe and enjoyable environment for all guests. Please inquire at Guest Services or ask a ride operator if you have any questions.

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

Ride Accessibility Program (RAP): Is designed to allow guests to fully participate and enjoy our parks while keeping in mind the safety requirements of our rides and attractions. The program was developed based on the requirements of the manufacturer and by evaluating the physical and mental attributes required to safely ride each ride and participate in other attractions. It is our policy to allow anyone to ride our rides and enjoy our attractions as long as they meet all these requirements and such that it does not present a potential hazard to the guest or others.

Special Access: Is designed to allow our guests to enjoy our attractions without waiting in queue lines if the guest is not able to do so due to his/her disability. Guests will be placed in a Virtual Queue which equals the estimated wait time at that respective location. Guests have the ability to enjoy other attractions throughout the park during this time and then proceed to the specific attraction at the estimated time.

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

GUESTS WISHING TO USE
SPECIAL ACCESS MUST ENROLL
IN OUR RIDE ACCESSIBILITY
PROGRAM AT GUEST SERVICES
LOCATED JUST INSIDE THE
MAIN ENTRANCE.



THE FOLLOWING PROCEDURES
WILL BE OF ASSISTANCE
WHEN UTILIZING OUR RIDE
ACCESSIBILITY PROGRAM
THROUGHOUT THE PARK.



1

Please enroll in our Ride Accessibility Program at Guest Services where you will receive a list of the rides and attractions and the requirements for riding and enjoying each. Once you have enrolled in the RAP you will be able to utilize our Special Access Program.

2

Some of our larger rides utilize a virtual queue system on busier days. These attractions include Arctic Rescue®, Electric Eel™, Emperor™, Journey to Atlantis®, Manta®, and Shipwreck Rapids®. Proceed to the ride entrance of the respective attraction with your RAP sheet and request a boarding time from the entrance ambassador. If the entrance is not staffed, you may proceed to the ride exit to request a boarding time. The time provided on your RAP sheet will be based on the current estimated wait time.

3

We suggest you take a moment to enjoy our other attractions throughout the park while you wait in the virtual queue system.

4

For our smaller attractions we ask that you proceed to the ride exit/entrance (marked with disabled access sign) and inform the ambassador that you wish to ride. You may be asked to wait 2-3 ride cycles prior to boarding.

5

Only the number of guests listed on the RAP sheet (guest utilizing RAP and maximum of 5 additional) are able to board with the guest needing special access. Other party members should use the ride entrance.

6

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

RIDES ACCESS



RIDES ACCESS INFORMATION

General Information

At SeaWorld, safety is the only consideration that takes precedence over fun! Thrill rides, by their very nature, create forces and speeds that may not be acceptable or tolerable to some guests and may cause injury to some riders with known or unknown pre-existing conditions.

Many theme park rides incorporate safety systems designed by the manufacturer to accommodate people of average physical stature and body proportion. These systems may place restrictions on the ability of an individual to safely experience the ride. In general, you should ride only if you are in good health. Do not ride if you know or suspect you may be pregnant, have high blood pressure, heart, neck or back problems, motion sickness, recent surgery, or any other medical condition that may be affected by the features of the ride. You should not ride if you have any impairment or condition that would prevent the intended use of seating and safety restraints as provided or an inability to follow any safety requirement.

In order to ride, guests must be able to maintain the proper riding position throughout the ride and brace themselves upright in their seat, keeping their head upright and their back against the seatback. Guests must be able to use the restraint device properly and be able to hold on tight and keep their hands, arms, legs and feet down and inside the ride at all times. Guests must be able to demonstrate a willingness and ability to comply with verbal and written rider requirements. The rider requirements and health restrictions are listed at the entrance of each ride.

Guests with casts or braces will be restricted from riding certain rides where the cast or brace may present a hazard to the guest or others. Please consult with our Guest Services staff for more information or if in doubt about your ability to safely experience a ride.

SeaWorld San Diego Ambassadors can offer assistance steadying a guest transferring to or from a wheelchair. They may not lift, or assist in lifting, anyone using a wheelchair. All guests must be able to board a ride themselves or with help from a member of their party. The maturity level of any rider must be considered prior to riding.

HEIGHT REQUIREMENTS

Height requirements are posted at each attraction. Your child may be measured at the height check station located at Guest Services. All guests, including those using wheelchairs, must meet the height requirement. Riders of questionable height will be verified prior to riding.

CASTS, BRACES, AND WALKING BOOTS

Guests with a full arm cast, full leg cast, braced arm cast, or walking boots may be restricted from riding certain rides and should refer to the Ride Information section of this guide for more information.

PROSTHETIC DEVICES AND AMPUTATIONS

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

Prosthetic legs are not permitted on Arctic Rescue, Electric Eel, or Manta. Guests with an amputation above the ankle may not ride Arctic Rescue or Manta. Guests with an amputation below the ankle may ride Manta, provided the guest has two functioning hands.

LARGER GUESTS

In order to ride, all seatbelts, lap bars and shoulder harnesses must be positioned and fastened properly. Due to rider restraint system requirements, larger guests may not be accommodated on some of our rides. Larger guests may experience difficulty on Arctic Rescue, Electric Eel, Emperor, Journey To Atlantis, Rescue Rafter, Manta, and Riptide Rescue. A test seat is located at the entrance of Arctic Rescue, Electric Eel, Emperor, and Manta for larger guests to determine their ability to ride.



BEFORE EXPERIENCING A RIDE PLEASE NOTE ALL SAFETY WARNINGS, BOTH VERBAL AND WRITTEN FOR EACH RIDE, SUCH AS:

- Please wait for all rides to come to a complete stop before attempting to board or exit a ride.
- Please exercise caution in boarding each attraction, watching your head and step.
- Once you are seated, please secure your seatbelt, lap bar, or shoulder harness and keep them fastened until the ride comes to a complete stop.
- Face forward and remain seated in an upright position. Hold on until the ride comes to a complete stop.
- Keep arms, hands, legs, and feet inside the ride at all times.
- Shoes are required on all rides.
- You are responsible for your personal property.
- Loose articles are not permitted on most rides. Please leave in a locker or with a non-rider.
- Finish food and beverages prior to boarding.
- Chewing gum must be disposed of prior to boarding.
- No smoking while in line or while riding. Smoking is prohibited, except in designated areas, which are listed on the park map.

RIDE ESCORTS

Ride escorts may be required due to mechanical problems, weather conditions, or power interruption. If a ride escort is required, guests may need to negotiate stairs from the highest point of the ride and down steeply inclined catwalks or steps.

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

OXYGEN TANKS

Due to the dynamics and certain characteristics of the rides, oxygen tanks are not permitted on any ride except Bayside Skyride and Skytower. Oxygen tanks are permitted in theaters, exhibits and other enclosed facilities.



DEFINITIONS

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

Supervising Companion: Is someone who physically and mentally meets all the requirements to ride the ride themselves, is 14 years of age or older, and exhibits the maturity of someone 14 years of age or older.

Accompanied By: Whenever a guest needs accompaniment, the accompanying person must meet all the ride requirements, as well as assist the guest. This includes helping the guests in the boarding and exiting of the ride, assisting the guest in maintaining postural control while riding and assisting the guest down stairs, catwalks, or ladders in case of a ride escort.

Hand-held Infant: A hand-held infant is a child who is unable to walk to the ride unit independently or maintain independent seated postural control.

Functioning Extremity: A functioning extremity is a limb over which a person has control. A prosthetic device is considered a functioning extremity.

Ability to hold on or brace: Ability to use one's arms to maintain a grasp on an assist bar and support one's body during normal and emergency procedures on a ride and to use one's legs to brace to maintain a seated position during the forces of the ride.



RIDERSHIP CRITERIA

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

- 1. Ability to maintain the proper riding position throughout the ride.** The guest must have the body and spinal control to maintain the proper riding position throughout the ride without the aid of other people or devices and be able to maintain the proper riding position even during bumping or other characteristic movements of the ride.
- 2. Weight distribution to allow the restraint device to function as designed.** The weight distribution of the guest's body must not interfere with any of the ride or attraction's safety and restraint devices as they were designed.
- 3. Control of upper torso - including head and neck.** The guest must have sufficient muscle control to support their head, neck and upper torso in the proper position during the ride or attractions designed dynamic motions.
- 4. Ability to hold on with one functioning hand.** A functioning hand is an upper extremity or prosthesis with fingers that have the ability to grasp the restraint device and exhibits good grip control; the ability to brace and is strong enough to maintain the proper riding position throughout the duration of the ride.
- 5. Ability to hold on with two functioning hands.** Ability to hold on with two functioning hands as described above.
- 6. Ability to hold on with one functioning arm.** A functioning arm is an upper extremity 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.
- 7. Ability to hold on with two functioning arms.** Ability to hold on with two functioning arms as described above.
- 8. Ability to brace self with one functioning leg.** Guest must have one functioning leg, natural or prosthetic, for bracing their body during the course of the ride or attraction.

9. Ability to brace self with two functioning legs. 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.

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

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

12. Ability to enter and exit the ride without endangering self or others. Guest must be able to enter and exit the ride without jeopardizing themselves or others and to assist with their own evacuation, if necessary. This may include entering through an exit or having someone aid him or her in boarding. If a guest has to be lifted in and out of a ride unit, they must be accompanied by a Supervising Companion who is accustomed to doing this. For the safety of ride or attraction operators and the guest, our

operators are instructed not to perform this function, other than in children's ride areas.

13. Appropriate observed conduct. Guest must demonstrate appropriate observed conduct by indicating a willingness and ability to understand, participate in and follow all rider requirements. Appropriate observed conduct may include but is not limited to, maintaining the proper riding position, attention to and compliance with safety instructions, proper use of restraints and safety equipment and a willingness to participate in the attraction.



In addition to the basic physical and mental requirements defined above, each ride is evaluated relative to specific temporary conditions which may prevent a guest from safely riding a particular ride. Some of the specific conditions evaluated include:

- Cervical collar or neck brace
- Broken collar bone
- Full arm cast
- Braced arm cast
- Full leg cast
- Lower leg cast
- Bilateral abduction leg casts (brace between legs)
- The suitability of safely carrying hand-held infants on each ride

RIDE INFORMATION



THE FOLLOWING DESCRIPTIONS ARE DESIGNED TO GIVE YOU INFORMATION ON THE TYPE OF ACTIONS CAUSED BY VARIOUS RIDES ALONG WITH THEIR UNIQUE PHYSICAL RESTRICTIONS. IF YOU ENROLLED IN THE RIDE ACCESSIBILITY PROGRAM, FOLLOW THE DIRECTIONS UNDER EACH RIDE BELOW.

OCEAN EXPLORER

A realm of deep-sea discovery

ATTRACTIONS:

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 Requirements: 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 Safety Requirements: 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 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, 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: 297 lbs.

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 Requirements: 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 Safety Requirements: 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 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

AQUA SCOUT

Laugh out loud as six mini submarines spin, bump, and bounce you around.

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 Requirements: Guests must be at least 36" tall to ride or be accompanied by a Supervising Companion who is willing and able to ensure compliance with all safety rules.

Ride Safety Requirements: 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 back, neck or heart problems or have had recent surgery.



Physical Requirements: Guests must be able to maintain the proper riding position, grip with one functioning hand and brace with one functioning leg.

You must not ride if you are unable to properly use the seating and safety restraints or understand and follow safety procedures.

Service Animals: Permitted

SEA DRAGON DROP

Take an exciting ride on our child sized family 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 Requirements: 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 Safety Requirements: 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 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



EMPEROR™

ALL-NEW DIVE COASTER



EMPEROR™

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 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 Requirements: Riders must be 52" tall to ride. Guests taller than 78" must not ride.

Ride Requirements: 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 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. 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



ELECTRIC EEL®

High-speed multi launch Skyrocket II achieving great heights and high rates of speed.

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 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 Requirements: Riders must be at least 54" tall to ride.

Ride Safety Requirements: 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 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. 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 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. Please see an ambassador at the ride if you have questions.

Service Animals: Not Permitted

ALL-NEW ARCTIC RESCUE+ NOW OPEN!



ARCTIC RESCUE

High Speed, triple-launch straddle coaster.

Ride Access: Mobility-impaired guests should see the ambassador at the ride entrance. This ride utilizes a virtual queue system on busier days and you may be given a return time to ride. At the provided time, the guest 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 Requirements: 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 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 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.



JOURNEY TO ATLANTIS

Thrilling flume ride/roller coaster hybrid

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

Height Requirements: Riders 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 Safety Requirements: 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 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.

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

Thrilling double-launch roller coaster

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

Height Requirements: Riders must be at least 48" tall.

Ride Safety Requirements: 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 Requirements: Guests must have sufficient total body control and have at least one functioning hand and two functioning legs in order 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





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

RESCUE RIDERS

Younger children love this up and down kid's ride across an imaginary ocean

Ride Access: Mobility-impaired guests should proceed to the exit gate located to the left of the entrance. Please wait for an ambassador to assist.

Height Requirements: Guests must be at least 48" tall or accompanied by a Supervising Companion. Hand-held infants are not permitted.

Ride Safety Requirements: 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 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 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

RESCUE JR.

A fun nautical-themed activity and play area

ATTRACTIONS:

TIDEPPOOL TWIST

Enjoy a whirling, twirling fun ride on our version of the classic spinning teacup ride.

Ride Access: Mobility-impaired guests should proceed to the exit gate located to the right of the entrance.

Height Requirements: Guests must be at least 42" tall or accompanied by a Supervising Companion. Hand-held infants are not permitted.

Ride Safety Requirements: 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 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 the ability to hold on with two functioning hands with legs amputated at the knee or below.

RESCUE RAFTER

A ride that rocks back and forth while gently rotating

Ride Access: Mobility-impaired guests should proceed to the exit gate located to the right of the entrance. Please wait for an ambassador to assist.

Height Requirements Guests must be at least 42" tall or accompanied by a Supervising Companion. Hand-held infants are not permitted.

Ride Safety Requirements: 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 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 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).



RIPTIDE RESCUE

Circular rotational thrill ride

Ride Access: Mobility-impaired guests should enter the ride through the disabled entrance located next to the operator control booth.

Height Requirements: Guests must be 45" to ride. Children between 45" and 50" must be accompanied by a Supervising Companion.

Ride Safety Requirements: 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 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. Please see an ambassador if you have any questions.

Service Animals: Not Permitted





SHIPWRECK RAPIDS

White-water raft ride

Ride Access: Mobility-impaired guests should see the ambassador at the ride entrance. This ride utilizes a virtual queue system on busier days and you may be given a return time to ride. At the provided time, ambulatory guests should proceed to the ride exit through the gift shop and see a platform ambassador for assistance. Mobility-impaired guests should proceed to the ride entrance. Please see an ambassador for assistance and loading instructions.

Height Requirements: Guests must be 48" tall. Guests between 42" and 48" in height must be accompanied by a Supervising Companion.

Ride Safety Requirements: 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 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. Please see an ambassador if you have any questions.

Service Animals: Not Permitted

BAYSIDE SKYRIDE

Enjoy a 6 minute relaxing aerial ride over Mission Bay

Ride Access: Mobility-impaired guests should see the ambassador at the ride exit. This ride utilizes a virtual queue system on busier days and you may be given a return time to ride. At the provided time, the guest will proceed to the ride exit to board the ride. The Skyride gondolas have a maximum capacity of 3 adults and 1 child. Please see the ambassador for assistance and loading instructions.

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

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

SKYTOWER

Rotating observation tower standing 320' high

Ride Access: Mobility-impaired guests that would like to ride this attraction should see the ambassador at the ride entrance for boarding instructions.

Height Requirements: Children less than 48" in height must be accompanied by a Supervising Companion.

Ride Safety Requirements: Guests should not ride if they have a fear of heights and enclosed spaces.

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

GENERAL PARK INFORMATION



SERVICE ANIMALS

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

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

- Aqua Scout
- Bayside Skyride
- Rescue Rafters
- Skytower

To experience a ride or attraction that does not permit service animals, the animal may be left with a non-rider. The guest attending the animal may then board the ride without waiting in line after the first guest assumes responsibility of the animal. If a non-rider is not available to watch the animal while a disabled guest is riding the ride, a temporary pen will be provided. Please talk to the ride supervisor in order to utilize the temporary pen for a service animal or contact Guest Services for additional information.

GUEST SERVICES

Guest Services situated just past the main entrance on the right hand-side.

PARKING

Disabled parking is provided directly in front of the main entrance for guests with a legal parking permit. Most spaces for guests with disabilities are accessible to vans.

WHEELCHAIR /ECV RENTAL

Wheelchairs and Electric Scooters (Electric Convenience Vehicles or ECVs) may be rented at the Rental Center inside the Main Entrance, to the right of Coral Market. Wheelchairs and ECVs are rented on a "first-come, first serve" basis. Reservations can be made online at SeaWorldSanDiego.com or by calling 619-222-4732.

SEGWAY®

SeaWorld Parks & Entertainment is committed to providing guests a safe and enjoyable experience. Because of different pathway configurations and terrain, as well as large crowds that include small children and strollers, we regret that we cannot permit the use of two-wheeled, self-balancing electric vehicles such as Segways. We are pleased to offer other forms of personal transportation, including electric convenience vehicles, 4-wheeled stand-up electric convenience vehicles and standard wheelchairs and we encourage you to contact Guest Services with any questions you may have.



RESTROOMS

Restrooms are accessible to guests using wheelchairs and are clearly marked with the disabled symbol throughout the park. Assisted restrooms are located outside of the park, to the west of the Whale Shop, between Manta and Sea Lion & Otter Amphitheater, across from Mission Bay Theater, to the west side of Dolphin Amphitheater, and to the south side of Nautilus Amphitheater.

FIRST AID

SeaWorld's First Aid stations are located near the entrance of Shipwreck Rapids and to the west of the SeaWorld Store. The office is staffed by Registered Nurses and Emergency Medical Technicians. Ambassadors throughout the park will be happy to call for assistance upon request.

GIFT SHOPS

All gift shops are wheelchair accessible. Please ask any ambassador for assistance. 'Package Pickup', available at all gift shops, provides guests the opportunity to shop throughout SeaWorld and have their purchases sent to Package Pickup at the Stroller Rental building for retrieval later in the day.

RESTAURANTS

While dining at our restaurants, please be aware that most venues offer cafeteria-style service. For guests with special dietary needs, we offer a variety of allergy friendly options throughout our park. You may stop by Guest Services, or any of our meal facilities, to receive an Allergen Card with more detail on our Allergy Friendly program and culinary options for those guests with allergies. For questions before you visit, please contact us at SWC.GuestRelations@SeaWorld.com.

We also suggest you visit meal facilities during non-peak hours or ahead of meal time so that you can be efficiently assisted and served. For any of our guests that cannot wait in long lines, are unable to access the cafeteria lines or have special dietary needs, please go straight to the cashier (or restaurant host) upon arrival and ask to speak with a Supervisor for assistance.



HEARING IMPAIRED GUESTS

SeaWorld San Diego is pleased to provide several options for our guests who may be deaf, hearing impaired, or require additional assistance for communications disabilities. Qualified American Sign Language (ASL) interpreters are available upon request. We kindly ask that you request this service at least 14 business days prior to your visit. Please contact us by calling 619-222-4732 or emailing Education.SWC@seaworld.com with "ASL Interpreter Request" as the subject.

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

VISUALLY IMPAIRED GUESTS

If you need assistance during your visit, we can provide park guidance. We encourage you to request this service at least 14 business days prior to your visit. Please contact us by calling (619) 222-4732 or via email SWC.GuestRelations@seaworld.com.

Every effort will be made to provide guidance with less than two (2) weeks' notice, depending on the availability of Ambassadors. Guests requesting this service will be contacted prior to their visit and specified guide times will be confirmed. The guide will be provided for the first two (2) hours of your visit.

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

PRESENTATION ACCESS INFORMATION

All theater entrances are accessible by ramp. Guests with disabilities will load during the times designated for all guests. Seating for guests using wheelchairs is available at each amphitheater and theater. 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

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.

DOLPHIN AMPHITHEATER

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.



SEA LION & OTTER AMPHITHEATER

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.

NAUTILUS AMPHITHEATER

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.

MISSION BAY THEATER

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.



EXHIBIT ACCESS INFORMATION

All exhibits are wheelchair accessible. Refer to specific exhibit information below. Please see an ambassador if you have any questions or need assistance.

PENGUIN ENCOUNTER®

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.

SHARK ENCOUNTER®

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.

CONTACT INFORMATION

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

**(619) 222-4SEA (4732) or at
SWC.GuestRelations@SeaWorld.com**

