

Introduction to the guide

The Grand Pier, we strive to make sure that our rides, food and retail outlets and fun attractions are easily accessible to all our guests. This document has been created in order to help our visitors with a range of needs have a fabulous and unforgettable experience at The Grand Pier.

A full copy of the 'Accessibility Guide' can be found on our website www.grandpier.co.uk/accessibility



Essential Companions Guide

The Essential Companion Guide is offered to individuals who require a companion to assist them in accessing the facilities and attractions at The Grand Pier, as well as ensuring their safety, wellbeing and enjoyment.

As the essential companion, you will be given free entry onto The Grand Pier when with your paying individual. If the paying individual wishes to purchase an Unlimited Ride Wristband you will receive one free of charge – these can be claimed from the retail shop on the first floor.

For more information and to download your Essential Companions Application Form simply visit our website grandpier.co.uk/accessibility



Ride Restrictions

	Adventure Cove	Crazy Circus	Crystal Maze	Dodgems	F1 Simulator	Free Fall	Go-Karts	Helter Skelter	House of Horrors	House of Mirrors	Lazer Maze	Sidewinder
Guests must be able to walk unsupported.		✔						✔		✔	✔	
Guests can transfer from their own wheelchair into the ride whilst being supported and not carried.	✔		✔	✔	✔	✔	✔		✔			✔
Guests must be able to control the vehicle using the steering wheel and 2 peddles.				✔	✔		✔					
Must be able to keep head upright with no assistance.	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
If you are an amputee or a prosthetic wearer, please speak to the ride attendant before going on the ride. The outcome will be at the discretion of the attendant and guest. *	✔	✔		✔	✔	✔	✔	✔				✔
Not suitable for guests with Foot/Ankle/Leg Fracture Brace/Walker Boots/Plaster Casts.	✔	✔		✔	✔		✔	✔		✔	✔	
On certain rides guests must be over the age of 3 years old.		✔	✔	✔		✔		✔		✔	✔	✔
On certain rides guests must be over the age of 11 years old.					✔							
On certain rides guests must be over the age of 12 years old.						✔						
On certain rides guests must be accompanied by an adult if under the age of 8 years old.		✔						✔		✔	✔	
On certain rides guests must be accompanied by an adult if under the age of 12 years old.				✔								
Height restriction applies.	✔	✔		✔	✔	✔	✔	✔				✔

✔ This tick means the restriction applies to the ride.

*If you are using a prosthetic, please speak with the ride attendant and ensure it is secured at all times.

Ride Restrictions

This guide contains extra information that may be relevant to guests with additional needs or disabilities, inclusive with our general ride restrictions (including height, size and loose item restrictions) that are applicable to all guests. These are detailed on information boards at the entrance of each ride queue, and it is the responsibility of all guests to check these before deciding to ride.

Several rides are unsuitable for guests with heart, neck, or back conditions, or if you are pregnant, and we strongly recommend that guests who have had recent surgery or an injury do not ride certain attractions.

All rides require guests to keep their arms and legs inside the ride carriages, and remain seated at all times.

Not all rides are suitable for all guests. Each ride has strict operating requirements that all riders must meet. As well as taking note of the ride restrictions, we strongly suggest that you watch our rides in motion before making a decision on whether to ride.

If you have a visual impairment, it is your responsibility to assess the ride and potential risks before riding. Please speak to a rides supervisor if you have any questions related to your particular needs.

If you need assistance with lifts, stairs or anything else during your day, please speak to a member of our team.

