

# ACCESSIBILITY GUIDE

At LEGOLAND® Dubai and LEGOLAND® Water Park we are committed to providing AWESOME days out that are accessible to all.



## AWESOME AWAITS!

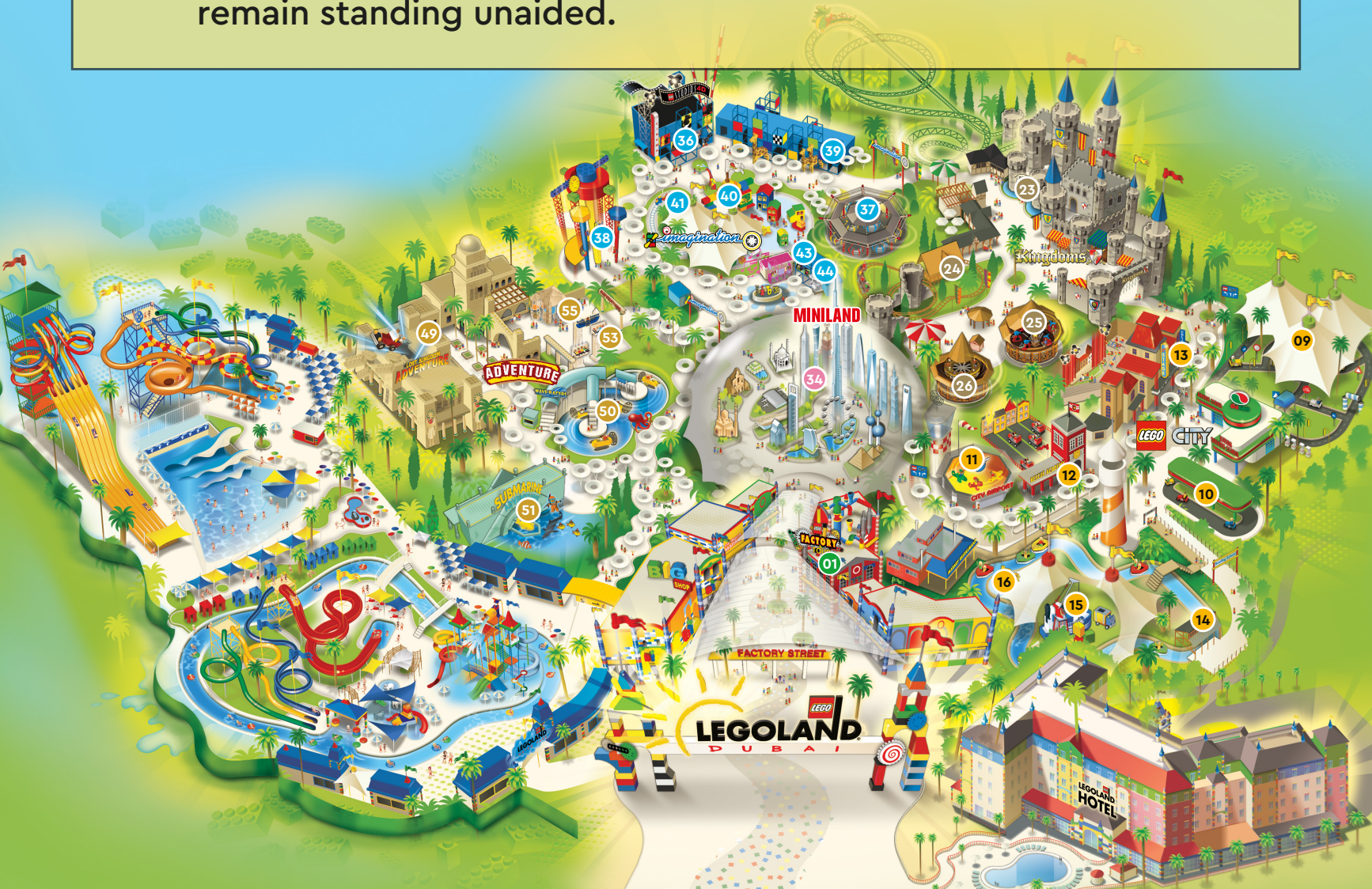
This guide is designed to assist guests with disabilities, ensuring you have a safe, fun filled day with us!





Please check posted age, height and safety restrictions at each ride. Supervise your children at all times. Ride and attraction guidelines are subject to change without prior notice.

Guests must be able to sit upright unaided on all rides with the exception of Wave Racers where guest must remain standing unaided.



Riders must be able to transfer to ride vehicle's seating or raft with assistance from a member of their party. LEGOLAND® employees may not assist. Please speak to Guest Services for further assistance.

**\*Responsible Helper:** Person who assists disabled guest in loading & unloading of ride as well as assisting in case of ride evacuation.



Little Builders – ideal for our younger guests (Please ask for our Little Builders Park Guide) Little Builders must be supervised at all times



Beware you may get wet



Air conditioned indoor attractions



Minimum rider height



Maximum rider height



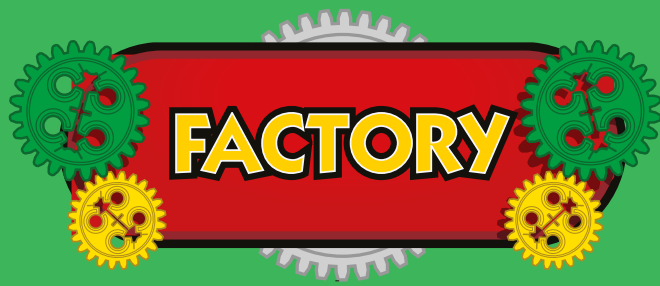
Below this height must be accompanied adult and must also meet minimum rider height



Minimum age requirement

Attractions number coincide with Park Guide.

For full facilities, services and attractions, please refer to your main Park Guide. This guide only includes attractions with priority access.



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## Factory Tour



An indoor walk through of a working LEGO® brick factory.

**Wheelchair Access:** Through the standard entrance. A lift is provided to access the upper floor for those with mobility challenges.

**Ride Access Pass Entry:** Standard entrance.

*Please note – The upper level of Factory Tour is not accessible using ECVs*

# MINILAND



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## MINILAND



Indoor attraction displaying LEGO® models of world-famous landmarks.

No accessibility issues to enter.

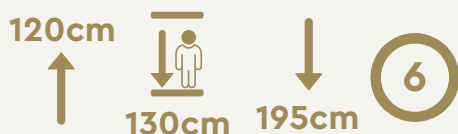


# Kingdoms



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## The Dragon



Fast moving rollercoaster. Includes slow moving dark section using smoke and strobe lighting. Guests need to be able to brace themselves against the forces of the ride. Upper and lower body control required.

**Wheelchair Access:** Via lift to the ride platform. Wheelchairs must be left in a designated location on the ride platform.

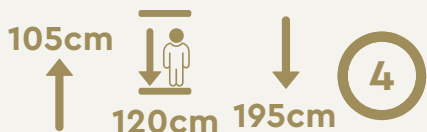
**Ride Access Pass Entry:** Q-Fast entrance. A responsible helper\* must take responsibility in assisting those children with mobility challenges on entering and exiting the train and during an emergency evacuation. Instructions will be given by the ride staff.

Guests with mobility challenges will be seated with their responsible helper\* at the rear of the train.

Guests who are deemed to be unable to be held safely by the ride restraint mechanism will not be permitted to ride.

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## Dragon's Apprentice



Medium speed rollercoaster.

**Wheelchair Access:** Q-Fast entrance. Wheelchairs can be left in a designated location on the ride platform. Guests are required to sit in an upright position and brace themselves from the forces of the ride.

**Ride Access Pass Entry:** Q-Fast entrance. A responsible helper\* must take responsibility in assisting those children with mobility challenges on entering and exiting the

train and during an emergency evacuation. Instructions will be given by the ride staff.

Guests with mobility challenges will be seated with their responsible helper\* at the rear of the train.

Guests who are deemed to be unable to be held safely by the ride restraint mechanism will not be permitted to ride.

*Please note - ECVs will need to be left at the ride entrance*

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## Merlin's Flying Machines



Carousel where carriages move up and down by pedal power as the ride rotates. Lower body control is required to pedal the carriage; however, this can be operated by the responsible helper\*.

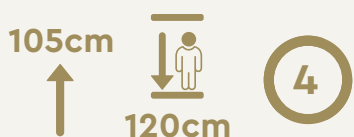
**Wheelchair Access:** Q-Fast entrance.

Wheelchairs must be left in a designated location on the ride platform.

**Ride Access Pass Entry:** Q-Fast entrance.

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## Merlin's Challenge



Fast spinning carousel. 2 guests per unit. Due to the spinning nature of the ride, the responsible helper\* will be loaded on the outside of the ride unit.

**Wheelchair Access:** Q-Fast entrance.

Wheelchairs must be left on the load platform before boarding.

**Ride Access Pass Entry:** Q-Fast entrance.



## 36 LEGO® Studios 4D

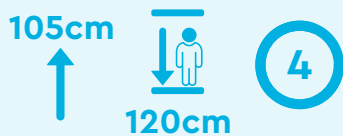


3D films with special effects including smoke, lights and water sprays. Guests are required to wear 3D glasses to fully enjoy the show.

**Wheelchair Access:** Standard entrance.

**Ride Access Pass Entry:** No priority entrance.

## 37 LEGO® Technic Twister



Revolving tea cup ride – upper body control is required to spin the tea cup; however, this can be operated by anyone in the unit.

**Wheelchair Access:** Q-Fast entrance.

Wheelchairs must be left on the load platform before boarding.

**Ride Access Pass Entry:** Q-Fast entrance.

## 38 Kid Power Towers



Hand pulley operated chairs that travel to the top of the tower and gently abseil down. Upper body control is required to pull the pulley rope; however, this can be operated by the responsible helper\*.

**Wheelchair Access:** Q-Fast entrance.

Wheelchairs must be left on the load platform before boarding.

**Ride Access Pass Entry:** Q-Fast entrance.

## 39 Build and Test

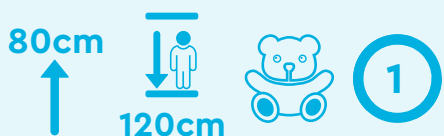


Indoor LEGO® building experience.  
No accessibility issues.

## 40 DUPLO® Valley

Shaded outdoor play area with interactive features.  
No accessibility issues.

## 41 DUPLO® Express



Slow moving train ride for younger guests – 2 guests per carriage.

**Wheelchair Access:** Ride exit.

**Ride Access Pass Entry:** Ride exit.

## 43 LEGO® Master Builder Academy



Indoor LEGO® building experience.  
No accessibility issues.

## 44 LEGO® MINDSTORMS®



Indoor LEGO® building experience using LEGO Robotics.  
No accessibility issues.



# CITY



## 09 Driving School



Individual electric cars driven by the child. 1 child per car. Riders must be able to sit upright, steer the car and press the foot pedal to start and stop.

**Wheelchair Access:** Q-Fast entrance. Wheelchairs must be left outside of the ride area.

**Ride Access Pass Entry:** Q-Fast entrance.

A responsible helper\* can assist those children with mobility challenges on entering and exiting the car; however, must leave the ride area before the ride commences.

## 10 Junior Driving School



Individual electric cars driven by the child. 1 child per car. Riders must be able to sit upright, steer the car and press the foot pedal to start and stop.

**Wheelchair Access:** Q-Fast entrance. Wheelchairs must be left outside of the ride area.

**Ride Access Pass Entry:** Q-Fast entrance.

A responsible helper\* can assist those children with mobility challenges on entering and exiting the car; however, must leave the ride area before the ride commences.

## 11 City Airport



Aeroplanes that fly higher or lower in response to joystick



movements. Each ride unit can seat to a maximum of 1 adult and 1 child. Guests are required to sit in an upright position. Upper body control is required to operate the joystick; however, this can be operated by the responsible helper\*.

**Wheelchair Access:** Q-Fast entrance. Wheelchairs must be left outside of the ride area.

**Ride Access Pass Entry:** Q-Fast entrance.

## 12 Rescue Academy



Fire Trucks, manually powered by guests, followed by a manually powered fire hose. A maximum of 4 guests per truck. At least one guest needs to manually pump the fire truck and fire hose.

**Wheelchair Access:** Q-Fast entrance. Wheelchairs must be left outside of the ride area.

**Ride Access Pass Entry:** Q-Fast entrance. A responsible helper\* must take responsibility in assisting those children with mobility challenges during the ride cycle. Instructions will be given by the ride staff.

## 13 Police Headquarters



Indoor LEGO® building experience.  
No accessibility issues.

## 14 Boating School



Individual boats with steering and acceleration. A maximum of either 2 adults or 1 adult and 2 children.

Guests are required to sit in an upright position. Upper and lower body control is required to operate the steering wheel and foot pedal; however, this can be operated by the responsible helper\*.

**Wheelchair Access:** Q-Fast entrance. Wheelchairs must be left on the load platform before boarding.

**Ride Access Pass Entry:** Q-Fast entrance.

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## Sea Port



Outdoor shaded play area including a variety of playscapes at varying heights. No accessibility issues to enter. Adult supervision is required when using play equipment.

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## Sea Port Splash Pad



Water play area. No accessibility issues to enter. Adult supervision is required when using play equipment.

# ADVENTURE



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## Lost Kingdom Adventure



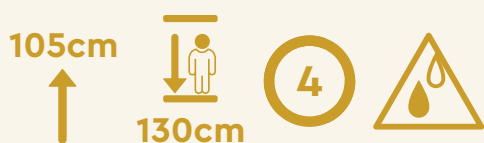
Dark ride. Shoot targets with your blaster to score points. Each car holds up to 2 people. Guests are required to sit in an upright position. Upper body control is required to fire the blaster; however, the ride can still be experienced without using this.

**Wheelchair Access:** Q-Fast entrance.

**Ride Access Pass Entry:** Q-Fast entrance.

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## Wave Racers



Fast water jet-ski ride. Expect to get wet! Each jet-ski holds up to 1 adult and 1 child. Guests are required to stand for the duration of the ride cycle. Upper body control is required to operate the jet skis steering wheel; however, this could be operated by the responsible helper\*.

**Wheelchair Access:** Q-Fast entrance.

Access to the ride is only possible using a set of ascending and descending stairs.

Wheelchairs must be left at the entrance to the queue line.

**Ride Access Pass Entry:** Q-Fast entrance.

A responsible helper\* must take responsibility in assisting those children with mobility challenges, entering and exiting the jet-ski. Instructions will be given by the ride staff.

**Please note** - Due the accessibility issues and nature of the ride, we would strongly recommend that you consider the suitability of this attraction in relation to your child's specific needs.



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## Submarine Adventure



Underwater Submarine ride through a real aquarium full with fish and sharks – Up to 12 guests in each Submarine.

**Wheelchair Access:** Q-Fast entrance.

Access to the submarine is by descending stairs. Wheelchairs must be left on the ride platform. For guests with more severe mobility challenges we also have the option of using a motorised chair to assist in accessing the submarine. If this is required, please speak to the ride staff when reaching the loading area of the ride.

**Ride Access Pass Entry:** Q-Fast entrance.

*Please note – This ride is dark in places and may not be suitable for those with claustrophobia.*

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## Beetle Bounce



Bouncing tower ride. A maximum of 1 adult per tower and 6 children per tower.

**Wheelchair Access:** Q-Fast entrance.

Wheelchairs can be left in a designated location within the ride area. Guests are required to sit in an upright position.

**Ride Access Pass Entry:** Q-Fast entrance.

A responsible helper\* must take responsibility in assisting those children with mobility challenges during the loading and offloading of the ride. Instructions will be given by the ride staff.

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## Pharaoh's Revenge



Play area on two levels with foam balls and interactive elements. No accessibility issues to enter. Adult supervision is required when using play equipment.



Due to the nature of the slides and attractions we do not operate the Ride Access Pass in the Water Park. Please speak to one of our team at Admissions as you enter about how we can help you enjoy your day and assist with your needs.



## **ACCESSIBILITY POLICY**

This policy is designed to assist guests with disabilities, ensuring you have a safe, fun filled day and the right expectation of our attractions. Certain rides and attractions in LEGOLAND® Dubai and LEGOLAND® Water Park can be physically demanding and vigorous. Your health and safety is our number one priority, therefore we reserve the right to refuse admission to certain rides should we feel there is a danger to a particular individual.

## **ADMISSIONS RATES**

Guests with disabilities are charged the standard ticket price, however you are entitled to one free carer ticket to allow the carer to assist you during your visit. The free helper ticket can be collected at the Admissions Ticketing windows when documentation is provided stating the disability.

## **SHOPS AND RESTAURANTS**

All our shops and restaurants within LEGOLAND® Dubai and LEGOLAND® Water Park are wheelchair accessible. If assistance is needed within any of our outlets please do not hesitate to ask a member of staff.

## **RIDE ACCESS PASS POLICY**

We aim to ensure that all guests can enjoy LEGOLAND® Dubai. When documentation and photo ID are presented, stating the disability at the Ticketing or Guest Services counter, 2 complimentary Q-fast wristbands will be issued to the guest with a disability and their carer. The guest and the carer will be able to access the rides via the listed entrance. Please note that there is a height restriction on most of our rides. If you believe that it may be difficult for your guests to be measured at the rides, please speak to the Guest Services team and request a height measurement wristband.

## **WHEELCHAIR HIRE**

Manual and electric wheelchairs can be hired at The BIG Shop for use within LEGOLAND® Dubai on a first come first served basis. If guests wish to then take up the Ride Access Pass they will need to show documentation stating the disability to Guest Services. Without the Ride Access Pass guests who hire the wheelchairs must queue in the main queue line.



## IN PARK AMENITIES AND SERVICES

**FIRST AID** – is located opposite City Airport in LEGO® CITY and next to Waves Bistro in LEGOLAND® Water Park. The First Aid station is fully operational during the park opening hours.

**QUIET ZONE** – If you need somewhere quiet to go, the Baby Care center in IMAGINATION or next to First Aid in LEGOLAND® Water Park offers a peaceful environment. If you need to leave the Park early due to your child being overwhelmed or for any other reason associated with their disability, please ensure you visit Guest Services before you leave, and we will do our best to assist you.

**WASHROOMS** – each of our washroom blocks has an accessible toilet for guests with disabilities.

## PARKING

Designated parking areas are available throughout Dubai Parks and Resorts for guests with disabilities.

**A valid RTA issued disability parking permit is required.**

Guests should park in the VIP car park's disability section, located a short distance from LEGOLAND® Dubai.

Parking is free for those with a valid permit.

*Please note - there is a short walk to the entrance of LEGOLAND® Dubai and wheelchairs are not available in the car park.*

## TELL US ABOUT YOUR DAY!

We continually review our Accessibility Policy.

**If you have any feedback about your day please let us know at Guest Services or via Email [guestservices@LEGOLAND.ae](mailto:guestservices@LEGOLAND.ae) and review us on  tripadvisor®**



LEGOLAND.ae