



## ACCESS GUIDE

### GENERAL INFORMATION

LEGOLAND® New York Resort is committed to providing a welcoming, inclusive, and accessible experience for all Guests. Please use this guide in addition to the Park Map to ensure your safety and enjoyment.

For any questions/additional inquiries, contact: Guest Services at [LLNY.Experience@LEGOLAND.com](mailto:LLNY.Experience@LEGOLAND.com) | (845) 410-0290

### WHEELCHAIR / MOBILITY DEVICES ACCESSIBILITY

Most attractions are accessible through the entrance for manual wheelchairs and other mobility devices. Please see the chart for specific instructions for each attraction.

Please see the Park Map for areas indicated with the "Steep Hill" identifier.

### STROLLERS AS WHEELCHAIRS

Strollers used in lieu of a wheelchair are permitted in all venues. Guests with disabilities – including those with a cognitive disability – who need to remain in a stroller should visit Guest Services in order to obtain the appropriate identifying tag for the stroller. The tag will be placed on the stroller to show it can be used as a wheelchair at the Resort.

### SERVICE ANIMALS

Service animals, defined by the ADA Standards as dogs and miniature horses, are welcome in most locations throughout the Park, including all retail, restaurants and entertainment locations, and

can accompany a Guest via the standard queue up to the loading point. However, due to safety restrictions, service animals are not allowed to accompany a Guest on a ride. See chart for details. Service animals must be on a leash at all times. Any show of hostile behavior towards other Guests or Model Citizens is unacceptable. Service animals may not be handled by or left with other Guests or Model Citizens. Please see the Park Map for the Service Animal Relief Locations. Guests are expected to pick-up after their service animals.

### SHOWS

Certain shows feature loud music, sound effects, lasers, smoke, water effects, strobe lighting effects, and/or airborne theatrical effects. Please see LEGOLAND® New York Resort mobile app for details. Indoor show venues have reserved seating for Guests utilizing a wheelchair. Please speak with an Attractions Host for assistance. For any additional accommodations or questions, please visit Guest Services.

### ADDITIONAL SERVICES

LEGOLAND® New York Resort offers a variety of services to help Guests with physical and cognitive disabilities to maximize their Resort experience:

- Strollers and Wheelchair Rental
- Family Areas & Adult Changing Tables – First Aid in LEGO® City, First Aid in Brick Street, and the
- Family Care Center
- Companion Restrooms

### GENERAL ATTRACTION SAFETY

Before enjoying each ride, please read the safety instructions at the ride entrance, on the Rules & Regulations sign. Each sign displays instructions for the safety of riders. For any additional questions, please see the ride attendant.

### RIDER RESPONSIBILITY

Do not ride if your health could be at risk or you could aggravate a pre-existing condition. Review the ride for potential risk before riding. All riders must act responsibly, for their safety and the safety of others. Please refer to the Rules and Regulations sign posted at each ride and attraction.

### TRANSFERRING TO/FROM RIDES

Most rides require Guests to transfer from a mobility device into a ride vehicle by themselves or with assistance from their party. Please see the chart for specific instructions for each attraction. If a Guest requires assistance to transfer from a mobility device, that assisting Guest must accompany the rider for all attractions except Driving School and Junior Driving School.

### RIDING ATTRACTIONS PROPERLY

Each Guest on a ride is responsible for riding properly for their own safety. Please follow the instructions posted and provided by the ride attendants. Guests who are demonstrating an unwillingness to ride, such as fidgeting or crying, must become calm and

acknowledge they wish to continue to the ride attendant before the ride will start. Most rides require that Guests can sit upright unassisted. This is to ensure a safe riding position for all Guests.

### CLOSURES AND EVACUATIONS

In the event of ride downtime, riders must stay calm, remain seated and secured by their restraint, and follow instructions given by the ride attendants. Guests may be required to navigate stairs, narrow walkways, or ladders.

### ADDITIONAL INFORMATION

**Supervising Companion:** A Guest 14 years of age or older, who understands rider instructions, can assist other Guests complying with rider instructions, and meets all ridership requirements to ride by themselves.

**Supervising Adult:** A Guest 18 years of age or older, who understands rider instructions, can assist other Guests complying with rider instructions, and meets all ridership requirements to ride by themselves.

Guests must be able to fit properly inside the ride vehicle and be secured by the restraint(s).

Guests with prosthetic devices and residual limbs must speak with a ride attendant prior to riding an attraction. Prosthetic devices must be secured or removed.

### ASSISTED ACCESS PASS

Guests who are unable to access the ride through the standard queue can request an Assisted Access Pass at Guest Services. The Assisted Access Pass is designed to provide an alternate option to access our rides for Guests with physical and cognitive disabilities. Guest Services will provide instructions and details of the pass.



Merlin's Magic Wand delivers magical experiences to children who need them most. Serving as the official foundation of Merlin Entertainments in the United States, we administer three magical programs: Magical Days Out, Magic on Tour, and Merlin's Magical Spaces.

ATTRACTION NAME	ACCESS:			GENERAL RIDE RESTRICTIONS:					RECOMMENDED NOT TO RIDE IF:					ALLOWED:		
Brick Party	9	Exit		<44" & 5 yrs	>44" & 5 yrs			✓	✓	✓		✓	✓			
Build + Test	12	Entrance										✓	✓	✓		
DJ's Dizzy Disco Spin	13	Exit	✓	<42"	>42"			✓	✓	✓		✓				
Creative Workshop	14	Entrance										✓	✓	✓		
DUPLO® Express	16	Exit	✓	<34"	>34"							✓				
LEGO® Factory Adventure Ride	20	Gift Shop		<52"	>52"						✓	✓	✓	✓		
Jay's Gravity Force Trainer	25	Exit	✓	42" & 4 yrs	<52" & 8 yrs	>52" & 8 yrs		✓	✓	✓		✓				
LEGO® NINJAGO® The Ride	30	Gift Shop	✓	<52"	>52"						✓	✓	✓			
Ninja Training Camp	31	Entrance										✓	✓	✓		
LEGOLAND® Theater	33	Entrance										✓	✓	✓		
Merlin's Flying Machines	37	Exit	✓	36"	<48"	>48"	275 lbs	✓	✓	✓						
Dragon's Apprentice	40	Exit	✓	36"	<42"	>42"	275 lbs	✓	No Leg Casts	✓	✓	✓				
The Dragon	42	Entrance	✓	42" & 4 yrs	48" & 6 yrs	>52" & 8 yrs	76"	286 lbs	✓	No Casts	✓	✓	✓			
Tower Climb Tournament	44	Entrance	✓	38" & 3 yrs	<52" & 8 yrs	>52" & 8 yrs		198 lbs	✓	✓	✓		✓			
Builders Guild	45	Entrance										✓	✓	✓		
Junior Driving School	53	Accessibility Entrance	✓	3 - 5 yrs				110 lbs	3 - 5 yrs							
Driving School	54	Accessibility Entrance	✓					195 lbs	6 - 13 yrs							
The Wharf	57	Entrance										✓	✓	✓		
Coast Guard Academy	58	Entrance	✓	34"	<52"	>52"						✓				
Palace Cinema	60	Entrance										✓	✓	✓		
Fire Academy	64	Entrance	✓	34"	<44"▲	>44"						✓				
Anchors Away!	69	Exit	✓	36"	<42"	>42"			✓	✓	✓	✓				
Splash Battle	73	Exit				>52" & 8 yrs			✓	✓		✓	✓			
Shiver Me Bricks	74	Entrance										✓	✓	✓		
Rogue Riders	76	Entrance	✓	42" & 4 yrs	<52" & 8 yrs	>52" & 8 yrs	250 lbs		✓	No Casts	✓	✓				

Ride restrictions are developed based on the ride manufacturer instructions.

### WHEELCHAIR/ECV TRANSFER REQUIRED

Rogue Riders	There is a chair lift from the queue to the ride station
Ninja Training Camp, The Wharf, Shiver Me Bricks	Complete access and enjoyment of attraction requires transferring to play structures
LEGO® Factory Adventure Ride, Brick Party	ECVs are not permitted; manual wheelchair

### OXYGEN

Ambulatory Oxygen Device	Are carried and weigh less than 10 lbs
Portable Oxygen Tanks	Are carried or moved and weigh more than 10 lbs
LEGO® Factory Adventure Ride	Portable Oxygen Tank allowed on the accessible ride vehicle

### SUPERVISING ADULT

Fire Academy	Guests under 44" must ride with a Supervising Adult
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### COMPLEX EVACUATION PROCEDURES

LEGO® Factory Adventure Ride, LEGO® NINJAGO® The Ride, Dragon's Apprentice, The Dragon	This ride has a complex evacuation procedure that is physically demanding. Please review with the Ride Attendant and assess the ride for potential risks before riding.
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### KEY

- Park Map Location
- Wheelchair Access Location
- Transfer Required
- Minimum Height & Age
- Maximum Height
- Maximum Weight
- AGE Age Restrictions
- Must Ride with Supervising Companion
- Heart Trouble
- Back, Neck, Bone Injury is Present
- Pregnant
- Affected by Strobe Lighting
- Complex Evacuation Procedures
- Ambulatory Oxygen Devices
- Portable Oxygen Tank
- Service Animal Permitted on the Attraction

**MAKE MEMORIES AND SHARE WITH US!**  
**#LEGOLANDNY**

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