

# ACCESSIBILITY 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 Experience Center at LLNY.Experience@LEGOLAND.com | 866-249-0908

## 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 Experience Center 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 accommodation

## 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 Restroomss or questions, please visit Guest Experience Center.

## Assisted Access Pass

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

## 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.



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:		
	Map Icon	Wheelchair	Transfer	Min Height	Min Age	Max Height	Max Age	Heart	Back/Neck	Pregnant	Strobe	Complex Evac	Oxygen	Service Animal		
Minifigure Skyflyer	9	Entrance				14 yrs		✓	✓	✓			✓	✓	✓	
Brick Party	10	Exit		<44"	5 yrs	>44"	5 yrs	✓	✓	✓			✓			
Build + Test	14	Entrance											✓	✓	✓	
LEGO® Ferrari Build & Race	25	Entrance											✓	✓	✓	
DJ's Dizzy Disco Spin	15	Exit	✓	<40"		>40"		✓	✓	✓			✓			
Master Model Builder	18	Entrance											✓	✓	✓	
LEGO® DUPLO® Express	17	Exit	✓	<34"		>34"							✓			
LEGO® Factory Adventure Ride	22	Gift Shop		<48"		>48"					✓	✓	✓			
Jay's Gravity Force Trainer	27	Exit	✓	42" & 4 yrs	<52" & 8 yrs	>52" & 8 yrs		✓	✓	✓			✓			
LEGO® NINJAGO® The Ride	32	R&R Entrance	✓		<48"	>48"					✓	✓	✓			
Ninja Training Camp	34	Entrance											✓	✓	✓	
LEGOLAND® Theater	36	Entrance											✓	✓	✓	
Nature Way/Sensory Garden	37	Entrance											✓	✓	✓	
LEGO® DUPLO® PEPPA PIG Playground	38	Entrance											✓	✓	✓	
Merlin's Flying Machines	40	Exit	✓	36"	<48"	>48"		✓	✓	✓						
Dragon's Apprentice	42	Exit	✓	36"	<42"	>42"		✓	No Leg Casts	✓	✓	✓				
The Dragon	45	Entrance	✓	42" & 4 yrs	<48" & 6 yrs	>48" & 6 yrs	76"	✓	No Casts	✓	✓	✓				
Tower Climb Tournament	51	Entrance	✓	38" & 3 yrs	<48" & 8 yrs	>48" & 8 yrs		✓	✓	✓			✓			
Builder's Guild	46	Entrance											✓	✓	✓	
City Theater	52															
Junior Driving School	56	Accessibility Entrance	✓	3 - 6 yrs			3 - 6 yrs									
Driving School	58	Accessibility Entrance	✓	6 - 13 yrs			6 - 13 yrs									
The Wharf	59	Entrance											✓	✓	✓	
Coast Guard Academy	63	Entrance	✓	34"	<52"	>52"							✓			
Ocean Explorer	64	Accessibility Entrance/Exit		42"	<48"	>48"		✓	✓	✓			✓			
Palace 4D Cinema	66	Entrance											✓	✓	✓	
Fire Academy	71	Entrance	✓	34"	<52" & 12 yrs	>52" & 12 yrs							✓			
Water Playground	76	Entrance	✓	34" - 40"					✓							
Minifigure Skyflyer	81	Entrance				14 yrs		✓	✓	✓			✓	✓	✓	
Anchors Away	83	Exit	✓	34"	<42"	>48"		✓	✓	✓			✓			
Splash Battle	87	Exit			<52" & 8 yrs	>52" & 8 yrs		✓	✓		✓		✓	✓		
Shiver Me Bricks	88	Entrance											✓	✓	✓	
Rouge Riders	91	Entrance	✓	40" & 4 yrs	<52" & 8 yrs	>52" & 8 yrs		✓	No Casts	✓			✓			

Ride restrictions are developed based on the ride manufacturer instructions.

### WHEELCHAIR/ECV TRANSFER REQUIRED

- Rogue Riders, Minifigure Skyflyer: There is a chair lift from the queue to the ride station for Rogue Riders
- Ninja Training Camp, The Wharf, Shiver Me Bricks: Complete access and enjoyment of attraction requires transferring to play structures
- Brick Party, LEGO® Factory Adventure Ride, Splash Battle: 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 52" must ride with a Supervising Adult 18 years of age and older

### COMPLEX EVACUATION PROCEDURES

- LEGO® Factory Adventure Ride, LEGO® NINJAGO® The Ride, Dragon's Apprentice, The Dragon, Minifigure Skyflyer, Splash Battle: This ride has a complex evacuation procedure that is physically demanding. Please ride with the Ride Attendant and assess the ride for potential risks before riding.

### KEY

- Park Map Location
- ♿ Wheelchair Access Location
- ♿ Transfer Required
- 👤 Minimum Height & Age
- 👤 Must Ride with Supervising Companion
- 👤 Unaccompanied Height & Minimum Age
- 👤 Maximum Height
- 👤 Age Restrictions
- 🚫 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