

HOW TO USE YOUR RIDE ACCESS PASS

All Merlin Ride Access Pass applications must be completed at least 7 days in advance of your visit. Please head to [LEGOLAND.co.uk/rideaccesspass](https://www.legoland.co.uk/rideaccesspass) for information on applications.

STEP 1

LOGIN INTO YOUR RIDE ACCESS PASS AT [RIDEACCESSPASS.CO.UK](https://www.rideaccesspass.co.uk) OR SCAN THE QR CODE.



STEP 2

SELECT WHICH RIDE YOU WISH TO GO ON USING THE RIDE ACCESS PASS. YOU MAY ONLY SELECT ONE ATTRACTION AT A TIME.



STEP 3

A QR CODE WILL APPEAR, HEAD TO THE RIDE WHERE A MEMBER OF THE TEAM WILL SCAN YOUR MOBILE DEVICE AND HELP YOU ONTO THE RIDE.



STEP 4

ONCE YOU HAVE EXPERIENCED THE ATTRACTION, A COUNTDOWN WILL APPEAR UNTIL YOUR NEXT RIDE RESERVATION BECOMES AVAILABLE.



STEP 5

ONCE YOUR COUNTDOWN HAS COMPLETED, YOU CAN SELECT YOUR NEXT RIDE!

RIDE ACCESS PASS FAQ'S

IS THERE FREE WiFi TO USE?

Follow these easy steps to connect to WiFi during your visit: Select 'LEGOLAND® Windsor' from the available WiFi network list. Open your browser and follow the on-screen instructions to register or log on.

THE RIDE ACCESS PASS IS NOT WORKING, WHAT DO I DO?

Log out of the Ride Access Pass and then log back in. If this does not work, please head to Guest Services or The Sensory Room where a member of the team will be happy to help.

I HAVE ANOTHER QUESTION, WHAT DO I DO?

Visit the LEGOLAND Help Centre at [support.LEGOLAND.co.uk](https://support.legoland.co.uk) or scan the QR code below.

SCAN ME WITH YOUR PHONE CAMERA



QUEUE FREE ATTRACTIONS

ARE THERE ANY QUEUE FREE ATTRACTIONS?

Try the following attractions:

- Miniland
- The Magical Forest
- The Brick
- DUPLO® Playtown
- Castaway Camp
- Model Making Studio
- Creature Creation
- Rebuild The World™

LIVE ENTERTAINMENT

See the following Live Entertainment on your visit, download the LEGOLAND App for show times:

- Live Shows
- Character Meet and Greet

BSL INTERPRETATION

At selected entertainment provisions around the Resort, we offer BSL interpretation. BSL interpretation is only available for selected dates and times throughout the season. Please refer to the LEGOLAND App for further details.



PARK FACILITIES

GUEST SERVICES

Located in The Beginning, the team are happy to help plan your visit and will also be able to assist should you have any queries through the day.

RIDE ACCESS PASS HUB

Located in The Beginning, the team here are available to assist guests with the collection of their Ride Access Pass and any questions they may have about their Ride Access Pass.

SENSORY SPACE

Located in Heartlake City, designed to provide a calming environment for guests with additional needs. The team are also available to assist with any Ride Access Pass issues any guest may have throughout the day.

FIRST-AID CENTRE

Located in Heartlake City, First-Aid can provide medical assistance. They also will be able to assist with cold medicine storage and have a hoist and height adjustable bed.

ACCESSIBLE TOILETS

We have accessible toilets and RADAR key access toilets at every toilet block on the Resort. Please refer to the LEGOLAND App or Resort Guide for locations.

RADAR Keys are available to hire from Guest Services in The Beginning and the Sensory Space in Heartlake City.

CHANGING PLACES

Located in Heartlake City, equipped with an accessible toilet, sink and a hoist and plinth for guests to use alongside their own sling. Please note, a RADAR key is required to access this facility.

HEARING LOOP

Mobile Units are available to use at key points across the Resort. Please speak to a member of the Guest Services Team who will be happy to provide additional assistance.

EAR DEFENDERS

Ear Defenders can be hired from Guest Services and the Total Sensory Space, available on a first-come, first-served basis.

ACCESSIBILITY GUIDE

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 our Resort 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 for any reason. We have been advised by the Health and Safety Executive that refusal on the grounds of health and safety does not constitute discrimination.

NAVIGATING THE RESORT

PATHWAYS

The pathways are suitable for wheelchairs and mobility scooters; however, they can be steep in sections and guests may require additional assistance. An alternative route to the steep pathways on entry and exit is to take the Hill Train or the route through Bricktopia. Please refer to our Resort Guide that highlights which pathways have stairs.

SHOPS & RESTAURANTS

All shops and restaurants are wheelchair accessible. Please speak to a member of the team if you need any assistance.

HIRING A WHEELCHAIR AND MOBILITY SCOOTER

A limited number of wheelchairs are available to hire from Guest Services and the Total Sensory Space on a first-come, first-served basis. Please note you will be required to pay a refundable deposit on collection. A limited number of mobility scooters are available to hire online, with collection from the LEGO® Store on a first-come first-serve basis. Alternatively, please speak to a team member in any of our shops.

ASSISTANCE DOGS

All registered assistance and emotional support dogs are welcome at the LEGOLAND Windsor Resort. Please note, assistance and emotional support dogs are not allowed on rides. Assistance and emotional support dogs must be supervised by the party or group and kept on a lead at all times. They cannot be left unattended whilst the guest goes on the rides.



ACCESSIBILITY GUIDE

This guide contains information for guests with additional needs to have a safe, fun-filled day at the Resort. Ride Restrictions applicable to all guests can be found within our Resort Guide.















RIDE RESTRICTIONS

This guide contains extra information that may be relevant to guests with additional needs or disabilities, and it is in addition to 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 to the ride queues, and it is the responsibility of all guests to check.

SYMBOL KEY

-  Required for attraction access.
 -  Ride Access Pass access location.
 -  Wheelchair user access location.
 -  Mobile Stair Lift. (Please ask the ride operator or the Accessibility Experience Team for assistance).
 -  If you require the use of a wheelchair lift to the platform there is one available.
 -  Guests can remain in their wheelchair for the duration of the ride. Be aware some attractions may have limited space for wheelchairs and there may be a short wait for access.
 -  Guests must be able to transfer and hold themselves upright without assistance from a guardian or carer for the duration of the ride.
 -  Guests must be able to transfer and sit upright with or without assistance from a guardian or carer for the duration of the ride.
 -  Guests must be able to hold onto handles, lap bars or handrails and brace against ride forces.
 -  Guests must be able to steer the ride and press foot pedals.
 -  This ride has a complex evacuation procedure that is physically demanding. Please ask the ride operator or the Accessibility Experience Team for assistance.
 -  Not recommended for guests with back or neck complaints, heart conditions, high blood pressure, broken limbs or guests who are pregnant.
 -  This ride involves flashing or strobe lighting.
- Reserve & Ride refers to the labelled reserve and ride entrance to the attraction.

ATTRACTION NAME	ENTERING THE ATTRACTION				RIDE REQUIREMENTS					CONSIDERATIONS		
												
Hill Train	Exit	Exit			✓		✓					
LEGO® Studio 4D	Main Entrance	Main Entrance			✓							✓
Sky Rider	Exit	Exit					✓	✓			✓	
LEGO® Ferrari Build & Race Experience	Main Entrance	Main Entrance			✓							✓
Minifigure Speedway	Reserve & Ride	Reserve & Ride		Exit Lift Only		✓		✓		✓	✓	
Splash Safari	Main Entrance	Main Entrance			✓							
Fairy Tale Brook	Exit	Exit					✓					✓
DUPLO® Airport	Reserve & Ride	Reserve & Ride					✓					
DUPLO Express	Exit	Exit					✓					
DUPLO Dino Coaster	Reserve & Ride	Exit	✓			✓		✓			✓	
Drench Towers	Main Entrance	Main Entrance					✓				✓	
LEGO® City Driving School	Reserve & Ride	Reserve & Ride				✓			✓		✓	
Coastguard HQ	Reserve & Ride	Exit					✓				✓	
L-Driver	Exit	Exit				✓			✓		✓	
Balloon School	Reserve & Ride	Reserve & Ride					✓					
Fire Academy	Reserve & Ride	Reserve & Ride					✓				✓	
Haunted House Monster Party	Reserve & Ride	Reserve & Ride		✓			✓	✓			✓	✓
LEGOLAND® Express	Exit	Exit			✓		✓					
Autumn's Riding Adventure	Reserve & Ride	Lift Exit		✓		✓		✓			✓	
Laser Raiders	Reserve & Ride	Reserve & Ride					✓	✓			✓	✓
Scarab Bouncers	Exit	Exit					✓	✓		✓	✓	
Thunder Blazer	Reserve & Ride	Reserve & Ride					✓	✓			✓	
Desert Chase	Exit	Exit					✓					
Aero Nomad	Exit	Exit			✓		✓					
Pirate Falls: Treasure Quest	Reserve & Ride	Reserve & Ride					✓		✓	✓	✓	✓
Jolly Rocker	Reserve & Ride	Reserve & Ride					✓	✓			✓	
The Dragon	Reserve & Ride	Lift Exit		✓			✓	✓		✓	✓	✓
Merlin's Challenge	Exit	Exit					✓	✓			✓	
Dragon's Apprentice	Reserve & Ride	Reserve & Ride					✓	✓			✓	✓
LEGO® NINJAGO® The Ride	Reserve & Ride	Lift Exit		✓			✓	✓		✓	✓	✓
Destiny's Bounty	Exit	Exit					✓	✓			✓	
Spinning Spider	Reserve & Ride	Reserve & Ride					✓	✓			✓	
Hydra's Challenge	RAP	RAP					✓	✓			✓	
Fire & Ice Freefall	Exit	Exit					✓	✓			✓	
Flight of the Sky Lion	Reserve & Ride	Reserve & Ride					✓	✓			✓	✓
Magical Forest	Main Entrance	Main Entrance			✓							✓

ACCESSIBILITY RIDE RESTRICTIONS AND ACCEPTANCE OF USE

Guests must read all of the information about our ride and attraction's requirements within this guide before joining each ride queue.

If you have a physical impairment, it is your responsibility to assess the ride for potential risk before riding. In the event of a ride evacuation or emergency, guests with physical impairments may be evacuated using specialist equipment. Be aware there may also be a long delay due to equipment used. Please speak to the ride operator or the Accessibility Experience Team if you have any questions.

Unless otherwise stated, guests must be able to transfer into and out of all ride carriages either on their own or with the assistance of their carer.

Please be aware Pirate Falls have moving turntables and guests must be able to get on and off the ride under 30 seconds. If you need more information, please consult to our Ride Flashcards, SMS service or speak with a team member at the ride before boarding.

Some of our ride carriages have seat belts as well as restraints which must be worn at all times.

If you need assistance with stair lifts, lifts or anything else on the day please use our SMS service to communicate with the Accessibility Experience team.

REQUIRE ADDITIONAL ASSISTANCE?

Please use our SMS service to communicate with a member of the Accessibility Experience Team

07786 204025

Or alternatively scan the QR code for further ride information

