

## Guest Notice

Guests must review ride requirements before joining the queue. If you have a physical impairment, assess the ride for risks. In emergencies, specialist equipment may be needed, causing delays. For assistance, speak with the ride operator or Accessibility Team. Unless otherwise stated, guests must be able to transfer into and out of ride vehicles independently or with a carer's help. Some rides require seat belts and restraints.

For more information, ask a team member or use the available contact information below. Assistance with lifts or stair lifts is available via SMS. Certain rides may be physically demanding, and admission may be refused if there's a health risk.

## Frequently Asked Questions

### Is there free Wifi I can use?

Yes! Select 'LEGOLAND® Windsor' from the available WiFi network list. Once your browser has opened follow the on-screen instructions to register or log on.

### My Ride Access Pass has stopped working, what can I do?

Oh no! Try logging out of the Ride Access Pass and then logging back in. If this does not work, please head to the Ride Access Pass Hub or The Sensory Room where a member of the team will be happy to help.

### I have another question...

No question is a silly question, try the LEGOLAND Help Centre by visiting [support.LEGOLAND.co.uk](https://support.LEGOLAND.co.uk) or use our SMS service to communicate with a member of the Accessibility Experience Team via **07786 204025**.

Scan the QR code to view further accessibility for our Rides and Attractions.



## 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, for Ride Access Pass collection and enquiries.

### Total Sensory Space

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

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 with the exception of in Knights Kingdom. Please refer to the LEGOLAND App or Resort Guide for locations. If you don't have your own, 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. It's fully equipped with an accessible toilet, sink, hoist, and plinth, so you can use it alongside your own sling. Remember, you'll need a RADAR key to access this facility, Guest Services or the Sensory Space can help you out if you don't have one.

### Hearing Loop

If you need a hearing loop, mobile units are available at the Resort. Just pop over to Guest Services and speak to a team member—they'll be happy to set you up with one and make sure you're all set.

### Ear Defenders

Sometimes, the day can get a little loud! If you or your little ones need ear defenders, you can hire them from Guest Services or the Sensory Space. They're available on a first-come, first-served basis.

## 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 and Entertainment

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

### Hiring a Wheelchair or 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 Guest Services on a first-come first-serve basis. Alternatively, please speak to a member of the team for assistance.

### 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 with the exception of the Hill Train. 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. A relief area can be found in Kingdom of the Pharaoh's (behind Thunder Blazer).

## Queue Free Attractions

There are queue-free attractions, live shows, and character meet-and-greets at the Theme Park. Download the LEGOLAND App for show times and locations. BSL interpretation is only available on selected dates, times and locations throughout the season; check the LEGOLAND App for details



# ACCESSIBILITY GUIDE



Required for ride or attraction access



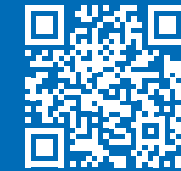
- Ride Access Pass access location.
- Wheelchair user with Ride Access Pass access location.
- Mobile Stair Lift. (Please ask the ride operator or the Accessibility Experience Team for assistance).
- If you require the use of a wheelchair lift to the platform there is one available.
- Guests can remain 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.
- 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 designated Reserve & Ride entrance for the attraction. Wheelchair users without a Ride Access Pass must use the main entrance unless otherwise indicated on the restriction board at each attraction.

Hill Train
LEGO® Studios 4D
LEGO® Ferrari Build & Race Experience
Minifigure Speedway
Splash Safari
Fairy Tale Brook
DUPLO® Airport
DUPLO Express
DUPLO Dino Coaster
Drench Towers
LEGO® City Driving School
Coastguard HQ
L-Drivers
Balloon School
Fire Academy
Haunted House Monster Party
LEGO® City Deep Sea Adventure
LEGOLAND® Express
Autumn's Riding Adventure
Laser Raiders
Scarab Bouncers
Thunder Blazer
Desert Chase
Aero Nomad
Pirate Falls: Treasure Quest
Jolly Rocker
The Dragon
Merlin's Challenge
Dragon's Apprentice
LEGO® NINJAGO® The Ride
Destiny's Bounty
Spinning Spider
Hydra's Challenge
Fire & Ice Freefall
Flight of the Sky Lion
The Magical Forest

ENTERING THE ATTRACTION				RIDE REQUIREMENTS					CONSIDERATIONS		
Exit	Exit			✓		✓			✓		
Main Entrance	Main Entrance			✓							✓
Main Entrance	Main Entrance			✓							✓
Reserve & Ride	Reserve & Ride		Exit lift only		✓		✓		✓	✓	
Main Entrance	Main Entrance			✓							
Exit	Exit					✓					
Reserve & Ride	Reserve & Ride					✓					
Exit	Exit					✓					
Reserve & Ride	Exit	✓			✓		✓			✓	
Main Entrance	Main Entrance					✓				✓	
Reserve & Ride	Reserve & Ride				✓			✓		✓	
Reserve & Ride	Exit					✓		✓		✓	
Exit	Exit				✓			✓		✓	
Reserve & Ride	Reserve & Ride					✓					
Reserve & Ride	Reserve & Ride				✓	✓	✓			✓	
Reserve & Ride	Reserve & Ride	✓		✓		✓	✓			✓	✓
Reserve & Ride	Reserve & Ride			✓		✓					✓
Reserve & Ride	Lift Exit		✓		✓		✓		✓	✓	
Reserve & Ride	Reserve & Ride					✓	✓			✓	✓
Exit	Exit					✓	✓			✓	✓
Reserve & Ride	Reserve & Ride					✓	✓			✓	✓
Exit	Exit					✓	✓			✓	✓
Reserve & Ride	Reserve & Ride					✓	✓		✓	✓	✓
Exit	Exit					✓	✓			✓	✓
Reserve & Ride	Reserve & Ride					✓	✓		✓	✓	✓
Reserve & Ride	Lift Exit		✓			✓	✓		✓	✓	✓
Exit	Exit					✓	✓		✓	✓	✓
Reserve & Ride	Reserve & Ride					✓	✓		✓	✓	✓
Reserve & Ride	Lift Exit		✓			✓	✓		✓	✓	✓
Exit	Exit					✓	✓		✓	✓	✓
Reserve & Ride	Reserve & Ride					✓	✓		✓	✓	✓
RAP	RAP					✓	✓		✓	✓	✓
Exit	Exit					✓	✓		✓	✓	✓
Reserve & Ride	Reserve & Ride					✓	✓		✓	✓	✓
Main Entrance	Main Entrance					✓					✓

Scan the QR code or visit [llw.reserveandride.co.uk](http://llw.reserveandride.co.uk) on your phone to get started!



**Step One**  
Log in to the Reserve & Ride web page using the QR code above.



**Step Two**  
Select which ride you wish to go on, you may only select one attraction at a time.



**Step Three**  
A QR code will appear, head to the ride where a team member will scan it.



**Step Four**  
Once scanned, a countdown will appear until your next ride reservation is available.



**Step Five**  
When the countdown reaches 00:00 you can select your next ride.

All Merlin Ride Access Pass applications must be completed **at least 7 days in advance** of your visit. You will need to pre-book your Ride Access Pass before your visit. Visit [LEGOLAND.co.uk/rideaccesspass](http://LEGOLAND.co.uk/rideaccesspass) for more information.