

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 Guest Services 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 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.



Sensory Information

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.

Dark spaces and loud volumes

Please be advised, some of our attractions and their queue lines can be dark and loud by nature, we advise that you make yourself aware of any sensory elements before joining the queue.

- 🏰 The Dragon
- 🏰 LEGO® NINJAGO® The Ride
- 🏰 Laser Raiders
- 🏰 Haunted House Monster Party
- 🏰 Flight of the Sky Lion
- 🏰 LEGO® City Deep Sea Adventure
- 🏰 LEGO® Studios 4D

Merge Points

There are also attractions where the accessible queue line meets with the main queue line, closer to the loading platform. These positions can be unmanned, and once you reach this point, we ask you to merge in turn before entering the final stages of the main queue line.

- 🏰 LEGO® NINJAGO® The Ride
- 🏰 Pirate Falls: Treasure Quest
- 🏰 Coastguard HQ
- 🏰 Fairy Tale Brook
- 🏰 LEGO® City Deep Sea Adventure
- 🏰 Laser Raiders
- 🏰 Dragon's Apprentice
- 🏰 Hydra's Challenge

Sensory elements are present in most rides and vary by attraction, so their effects on individuals may differ. These elements include sudden changes in speed and direction, loud themed music on rides and in surrounding areas, crowded spaces, artificial scents, smoke and mist effects, flashing lights, low lighting, and moving/talking LEGO figures. Please review individual ride features before riding.

Quiet Time

Quiet Hour

We offer a dedicated Quiet Hour for two of our facilities and attractions at the Resort, designed to create a more relaxed and sensory-friendly environment for our guests.

LEGO® Store

Located in The Beginning, Quiet Hour is available from 12:00 until 13:00, providing a calmer shopping experience with reduced visual and audio stimuli.

LEGOLAND® Adventure Golf:

Available on the first Saturday of every month, from 16:00 to 17:00, where noise and sensory effects are minimized to ensure a more peaceful and enjoyable round of golf.

During Quiet Hour sessions, visual and audio effects are reduced to create a calmer atmosphere for those seeking a quieter experience.

For additional assistance or information on other sensory-friendly attractions and services, please visit the LEGOLAND Help Centre. We also recommend the following serene locations for a peaceful visit:

- 🏰 Sensory Space in Heartlake City
- 🏰 The Enchanted Forest in Pirates Shores
- 🏰 Miniland
- 🏰 The Brick
- 🏰 The Boardwalk outside of the Resort Hotels

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 available at select times and locations; check the App for details.



SENSORY GUIDE



Sensory feature will be experienced on this attraction.



- Flashing and strobe lighting.
- Dark scenes or areas.
- Loud noises.
- Mist spray.
- You may get wet.
- Scents are used.
- Lifts off ground and drops.
- Includes high speeds.
- Sharp turns.
- Moving and talking LEGO® figures.
- 3D effects.
- Single Rider Available*

*Guests with a red Ride Access Pass are required to ride with a carer

													Restraint	Thrill	Duration
Hill Train													None	Everyone	2 minutes
LEGO® Studios 4D													None	LEGO Fans	20 minutes
LEGO® Ferrari Build & Race Experience													None	LEGO Fans	N/A
Minifigure Speedway													Lap Bar	6-13yrs	2.5 minutes
Splash Safari													None	Under 3's	N/A
Fairy Tale Brook													None	Everyone	7 minutes
DUPLO® Airport													Lap Bar	Under 3's	1.5 minutes
DUPLO Express													None	Under 3's	1.5 minutes
DUPLO Dino Coaster													Lap Bar	3-5yrs	1.2 minutes
Drench Towers													None	6-13yrs	N/A
LEGO® City Driving School													Seat Belt	6-13yrs	3 minutes
Coastguard HQ													None	Everyone	1.5 minutes
L-Drivers													Seat Belt	3-5yrs	3 minutes
Balloon School													Lap Bar	Everyone	5 minutes
Fire Academy													None	Everyone	2 minutes
Haunted House Monster Party													Lap Bar	Everyone	3.5 minutes
LEGO® City Deep Sea Adventure													None	Everyone	6 minutes
LEGOLAND® Express													None	Everyone	10 minutes
Autumn's Riding Adventure													Back Restriant	6-13yrs	2 minutes
Laser Raiders													Lap Bar	Everyone	2 minutes
Scarab Bouncers													Lap Bar	3-5yrs	10 minutes
Thunder Blazer													Lap Bar	3-5yrs	3 minutes
Desert Chase													None	3-5yrs	3.5 minutes
Aero Nomad													None	3-5yrs	1.5 minutes
Pirate Falls: Treasure Quest													Handrails	6-13yrs	1.5 minutes
Jolly Rocker													Lap Bar	6-13yrs	1.5 minutes
The Dragon													Lap Bar	6-13yrs	3 minutes
Merlin's Challenge													Lap Bar	3-5yrs	1.5 minutes
Dragon's Apprentice													Lap Bar	3-5yrs	2 minutes
LEGO® NINJAGO® The Ride													Lap Bar	6-13yrs	4 minutes
Destiny's Bounty													Lap Bar	6-13yrs	1.5 minutes
Spinning Spider													Handrails	6-13yrs	1.5 minutes
Hydra's Challenge													Handrails	Everyone	1.5 minutes
Fire & Ice Freefall													Lap Bar	Everyone	1.5 minutes
Flight of the Sky Lion													Seat Belt	Everyone	11 minutes
The Magical Forest													None	Everyone	N/A