

# SAFETY & ACCESSIBILITY GUIDE



[seaworld.com.au](http://seaworld.com.au)

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# Welcome to Sea World

At Sea World, we aim for every guest's visit to be an exciting, fun-filled and unforgettable experience. This Safety and Accessibility guide includes information and helpful tips to assist our guests with planning their visit to the park and maximising their enjoyment of our various attractions, rides, services and amenities. Guests will find specific advice for individuals with disabilities, injuries and medical conditions in this guide, along with general park policies and guidelines.

We are committed to providing a safe environment to all who visit Sea World and work closely with the manufacturers of each of our rides to safely and efficiently accommodate the needs of all our guests where possible. We therefore recommend that guests contact our Guest Services team directly on (07) 5588 2178 to discuss any special requirements or requests prior to visiting.

## General

The rides and attractions at Sea World incorporate safety systems designed by manufacturers to accommodate people of average physical stature and body proportion. These safety systems may restrict some ride suitability due to the necessity of guests to be safely contained within a restraint. Specific features, ride suitability and safety requirements of each ride are detailed later in this guide.

In order to experience Sea World's rides and attractions, all guests must be able to maintain the proper riding position, meet the ride requirements, appropriately utilise the restraints systems and safely navigate evacuation stairwells and pathways. All guests must also be able to demonstrate a willingness and ability to comply with verbal and written rider requirements.

Sea World reserves the right to make the final determination regarding ride suitability in accordance with manufacturer's guidelines and Sea World Management team, based on the information provided by each guest (specifics of which are detailed above). Guests should visit Guest Services Prior to presenting to our attractions. Our friendly Guest Services team will assist in planning the best day possible, including introducing our communication wristband to ensure guests enjoy a comfortable and convenient experience in the park.

Please note that as manufacturer's recommendations change, so too may some information within this guide.

# What you need to know...

## Getting to Sea World

### Our Location & Hours of Operation

Sea World is located just 10 minutes North of Surfers Paradise at Main Beach or 60 minutes South of Brisbane Airport. Sea World is open every day of the year except Christmas Day 25th December. Opening hours 10.00am – 5.00pm normal trade

1.30pm – 5.00pm ANZAC day trade

Tel: (07) 5588 2178 Fax: (07) 5588 2424

Check out our website: [seaworld.com.au](http://seaworld.com.au)

### Accessible Parking

Reserved parking is available in the first row of the car park for guests whose vehicle displays a Disability Parking Permit. These spaces are clearly marked with the International Disability symbol.

There is also an accessible drop-off point near reception, please follow the signs as marked.



### Public Transport

Public bus facilities are available from the main entry of the car park (Sea World Drive) – approximately 120m from the main park entrance. Taxi facilities are available from the main entrance of the park. Translink can provide details regarding bus and train transport to and from the park. Gold Coast Cabs have vehicles which cater for guests using wheelchairs.

For bookings and enquires please contact the following:

- Translink 13 12 30 - [translink.com.au](http://translink.com.au)
- Gold Coast Cabs 13 10 08

Other suggested modes of transport are:

- Gold Coast Tourist Shuttle 1300 655 655



# Admission

## Entrance

Ticket booth 6 & 7 are accessible including the Paradise Room entry. Guests using wheelchairs receive priority entry at Admissions, due to the steep nature of the entrance, we recommend guest enter from the accessible drop off point near reception.

## Admission Price

Discounted single day entry admission rates are available upon presentation of a State or Commonwealth issued Disability Pension Card. Please present this card to the ticket booth cashier when purchasing admission tickets to obtain the discounted rate.

## Companion & Carer Admission

Guests who produce a Companion Card ([companioncard.gov.au/](http://companioncard.gov.au/)) are entitled to one (1) free of charge Companion Ticket so that their companion can provide care and support during the visit. Guests who produce a Carer's Card (or similar) issued by relevant State or Commonwealth authorities (as opposed to a Companion Card) will be entitled to a discounted admission rate.

## Companion & Carer Assistance

At some rides and attractions it may be necessary for guests with limited mobility to be assisted into a ride vehicle. It is recommended that guests requiring mobility assistance plan to visit with a companion/carers who can physically assist when necessary. Unfortunately our team members are not able to physically assist guests into or out of ride vehicles, nor are they available to accompany guests for the duration of the day. In addition to visiting Guest Services to discuss the nature of our rides and attractions, we strongly recommend a companion/carers experience our rides/attractions first to gain an understanding of ride suitability.





# In-Park

## **Guest Services**

For any special assistance or information, please enquire at Guest Services or telephone (07) 5588 2178. Our friendly staff are able to offer expert assistance with individually tailored programs structured to maximise enjoyment whilst meeting guest's special requirements.

## **Wheelchair and Stroller Hire**

A limited number of wheelchairs and strollers are available for hire at Guest Services. Wheelchair hire is complimentary, however a form of ID is required. Guests wishing to hire a wheelchair are advised to pre-book by telephoning Guest Services on (07) 5588 2178 prior to arrival. Stroller hire is available for a \$20 non-refundable hire fee. These strollers are intended for children 6 months – 4 years and under 100cm.

## **Queue Assistance**

Parent swap, Companion and Queue Proxy services are available within the park for guests who are unable to stand in a queue for extended periods, or have children unable to experience a particular ride or attraction and require supervision. As personal situations and ride requirements vary, please visit Guest Services for specific information.

## **Guest Lockers**

Personal items may be stored in coin-operated lockers. Large Items that don't fit in a locker can be stored at Guest Services for a fee. Lockers can be found at these locations:

- To the left of the Seaworld Exit shop
- Left of Sea Jellies Illuminated Exhibit
- Adjacent Dockside Tavern
- Jet Rescue Coaster

## **Assistance Animals**

Assistance Animals are welcome throughout the park with the exception of restricted ride areas. Please note, assistance animals are not permitted to be left unattended. Please contact Guest Services for further assistance. Due to Sea World's quarantine status please ensure vaccinations are current.

## **First Aid**

Registered Nurses staff the First Aid Office (to the left of the Sea World Exit Shop). Personal medical equipment, e.g. ventilators and personal medication requiring refrigeration, may be stored and used at First Aid. PLEASE NOTE: First Aid does not supply equipment for everyday use.

## **Parent Nursing Rooms**

These rooms contain private feeding areas, changing facilities and microwaves and are located at:

- Top Terrace (to the left of the Sea World Exit Shop)
- Shark Bay

Baby change tables are located at:

- Castaway Bay inside ladies' and accessible bathrooms
- Nickelodeon Land mens' and ladies' bathrooms

Nappy dispensers and disposal units are located inside.

## **Restrooms**

- Castaway Bay
- Near Sea World Exit Shop (Ambulant Restroom)
- Shark Bay
- Penguin Encounter
- The Plaza
- Sea World Animal Adventures Change Room

A companion/carer restroom is available at First Aid (to the left of the Sea World Exit Shop)

## **Dining and Shopping**

All restaurants, eateries and shops are accessible. Dockside Tavern can be accessed by using the elevator located on the ground floor. Should you have specific dietary requirements please contact Guest Services prior to or during your visit.

## **Village Roadshow Theme Parks App**

To assist you in planning and getting the most out of your day, we recommend downloading the Village Roadshow Theme Parks app. Available to download for free from the Apple App Store and Google Play Store. Access interactive maps, upcoming shows and check wait times for your favourite rides.



# Guest comforts

 Guest Services


Wheelchair & Stroller hire


 Ray Reef Booth

 Accessible Toilets


 Ambulant Toilets

 Lost Property

 Restrooms

 Body Dyer

 ATM

 Parent's Room

 First Aid Office


 Water Fountain

 Animal Adventures

Change Rooms\*

 Showers

 Lockers

 Taxi/Bus

\* Please note the showers and change rooms located at N2 are for Animal Adventures participants only.



















# Ride/Attraction Suitability

At Sea World our aim is to accommodate the needs of all our guests where possible while maintaining a safe environment. In order to maximise time and enjoyment, the following ride and attraction guidelines are provided for guests with disabilities, medical conditions and injuries however guests should visit the Guest Services office before presenting to our rides and attractions. Our experienced Guest Services team are available at any time to discuss ride suitability in consideration of ride/attraction manufacturer's guidelines. These standards and safety systems require all guests to maintain the proper riding position, meet the ride requirements, appropriately utilise the restraints systems and safely navigate evacuation stairwells and pathways. Following a conversation with Guest Services a communication wristband will be supplied to avoid any inconvenience or disruption to your day.

Regarding guests travelling with a companion/carer, it's strongly recommended that the companion/carer try our rides/attractions first. Express ride options are available for carers to assess if the ride is suitable for their client/s. This can be arranged by presenting the communication band to the Attraction Attendant at the ride with your companion/carer in attendance, for assistance.

The following symbols will be used throughout this guide:

	Guests within this range of height must be accompanied by a supervising companion (14+)
	Guests must be this height to experience this attraction
	Attraction is not suitable for guests with back, neck or similar physical conditions
	Attraction is not suitable for guests with heart disorders or high blood pressure
	Attraction is not suitable for guests who have had recent surgery or had a recent illness
	Attraction is not suitable for expectant mothers
	Attraction is not suitable for guests under the influence of alcohol, mind altering medication or drugs
	Attraction is not suitable for guests who have medical sensitivity to strobe effects or are susceptible to seizures
	Attraction is not suitable for those susceptible to motion sickness
	Attraction is not suitable for guests with pre-existing limb injuries
	Attraction is not suitable for guests with a pacemaker as this attraction contains magnetic devices with high fuelled strengths.
	Attraction is not suitable for guests with stitches

## Affinity Dolphin Presentation

Refer to the Village Roadshow Theme Parks App for presentation times.

Delight at this unique and wondrous presentation starring the world's most popular and endearing marine mammals.

Entrance doors open approximately 20 minutes before the presentation. Reserved accessible and priority seating is available within this venue; please approach the attendant at the entry who will direct you to a front row vantage point.

Please note some segments of the presentation feature music played at high volume which may discomfort those with sensitive hearing.

## Animal Exhibits

Accessible access is available to all animal exhibits, including upper and lower levels of Polar Bear Shores, Penguin Encounter, Shark Bay and Sea Jellies Illuminated.

## Castaway Bay: Battle Boats

The kids will love the splashtacular™ Battle Boats ride with over 80 awesome water cannons.

Safety restrictions require guests under 120cm tall to be supervised by a responsible adult (16+).



PLEASE NOTE: Due to the nature of this attraction, guests with the following conditions are not permitted to ride:



For safety purposes some restrictions apply to guests with pre-existing medical conditions, an amputation, amelia or prosthetic limbs. Please contact our Guest Services office for further information.

Access for guests using wheelchairs is via the main ride entrance. This attraction requires long hair to be tied back.

Some circumstances may require guests to exit outside of the usual load/unload locations.

## The Reef at Castaway Bay

Chill out in the shade while the kids cool down at one of Australia's largest aquatic adventure zones. The fully accessible interactive splash area features an array of water cannons, spouts and life-sized animal sculptures, and will provide hours of entertainment for the little ones. This attraction requires long hair to be tied back.

## Sky Fortress at Castaway Bay

Bring the family and experience the 5-storey climbing trail! Challenge yourself as you tackle this high climbing adventure trail, with tunnels, obstacles and bridges, it has something for everyone to enjoy! What are you waiting for? This attraction is designed for guests aged between the ages of 5-12 years old.

Safety restrictions require:

- Appropriate clothing and footwear to be worn.
- Children to be supervised at all times.
- Guests over 160cm are not recommended to experience this attraction.

PLEASE NOTE: Due to the nature of this attraction guests with the following conditions are not permitted on this attraction.



For safety purposes some restrictions apply to guests with pre-existing medical conditions, an amputation, amelia or prosthetic limbs. Please contact our Guest Services office for further information.

### **PAW Patrol on Holiday Show**

PAW Patrol is on a roll as Chase and Marshall join you on holiday! They'll need you to become honorary members and join the team in case there's a yelp for help. Put your paws in the air, wag your tails and get ready to Pup Pup Boogie your way into a PAWsome holiday!

*Please plan to arrive approximately 15 minutes before the show. Approach the Show Attendant who will direct you to reserved accessible seating.*

### **Seal Guardians Presentation**

Embark on a journey to save the oceans with the all new Seal Guardians presentation at Seal Theatre. Join Professor Swells and his whacky team of Seal Guardians as they band together and enlist your help to save Sea Lab One and keep the ocean clean.

Entrance doors open approximately 20 minutes before the presentation. Reserved accessible and priority seating is available within this venue; please approach the attendant at the entry who will direct you to a vantage point. Assistance animals are only permitted at the back of the venue (see a venue attendant for guidance).

Please note some segments of the presentation feature sound effects and music played at high volume which may discomfort those with sensitive hearing.

### **Interactive Programs (Animal Adventures)**

Certain criteria must be met in order to participate in each of the Animal Adventures programs. They are strictly enforced to ensure the safety of our guests, staff and animals. All participation is subject to final assessment by the Senior Marine Mammal Trainer at the time of your attendance. Please check the criteria for each program. If at any time prior to the program commencing or during the program a participant is assessed by the Senior Marine Mammal Trainer as not being able to fulfil the criteria, they will be directed to leave the program immediately. Guests are asked to contact our Guest Services Department to determine their suitability to participate in the Animal Adventures programs. Kindly note that a limited number of customised programs are available for guests with certain requirements that may otherwise prohibit them from participating.



## Jet Rescue Coaster

Join the Sea World Rescue team on an exciting mission to save our precious marine life.

Safety restrictions prohibit guests under 125cm tall and over 196cm from experiencing Jet Rescue. Guests between 125cm and 135cm tall must be supervised by a responsible adult.

125cm  
196cm

PLEASE NOTE: Due to the nature of this attraction, the following restrictions apply:



For safety purposes some restrictions apply to guests with pre-existing medical conditions, an amputation, amelia or prosthetic limbs. Please contact our Guest Services office for further information.

Guests wishing to ride this attraction must have full upper body movement and coordination and be able to:

- transfer into the train either independently or with the assistance of a companion
- independently maintain an upright position whilst seated
- independently support head and neck for the duration of the ride
- secure the restraint mechanisms for individual riders

Some circumstances may require guests to exit outside of the usual load/unload locations. In these instances it may be necessary to negotiate a number of stairs after being exited from the attraction. It may also be necessary to exit the vehicle on the opposite side of the platform. For this reason it is important that a companion/carer is available to ride with the guest to assume responsibility should this occur.

## Nickelodeon Land

Nickelodeon Land is the home of your favourite Nickelodeon Characters. Nickelodeon Land features shows and 6 attractions!

All attractions in Nickelodeon Land have access for guests using wheelchairs via the main ride entrance.

PLEASE NOTE: Due to the nature of this attraction, the following restrictions apply:



For safety purposes some restrictions apply to guests with pre-existing medical conditions, an amputation, amelia or prosthetic limbs. Please contact our Guest Services office for further information.

Some circumstances may require guests to exit outside of the usual load/unload locations. In these instances it may be necessary to negotiate a number of stairs after being exited from the attraction. It may also be necessary to exit the vehicle on the opposite side of the platform. For this reason it is important that a companion/carer is available to ride with the guest to assume responsibility should this occur.

Safety restrictions prohibit guests under or within the following height indications:

### **Doras Fiesta Carousel**

Guests under 107cm tall must be supervised by a responsible adult. Only guests between 107cm-138cm may ride a horse. Guests above 138cm are directed to sit on a carriage only.



### **Boots Banana Boogie**

Guests under 105cm tall must be supervised by a responsible adult.



### **SpongeBob's Boating School Blast**

Guests under 90cm tall are prohibited from riding. Guests between 90cm and 105cm tall must be supervised by a responsible adult.



### **Donatello's Ninja Flyers**

Guests under 110cm tall are prohibited from riding. Guests between 110cm and 120cm tall must be supervised by a responsible adult.



### **Bikini Bottom Crosstown Express & Patrick's Jellyfish Frenzy**

Guests under 120cm tall must be supervised by a responsible adult.



### **Thunder Lake Stunt Show**

See the high stakes showdown between the Sun State All Stars and the Bay City River Rats to decide once and for all who rules the iconic Sea World lake. Featuring world class action packed stunts performed by some of the best athletes in the country, this show is one you won't want to miss!

Entrance doors open approximately 20 minutes before the show. Accessible seating is available at the top of the venue.

Please note some segments of the show feature music played at high volume which may discomfort those with sensitive hearing. The show also features pyrotechnic special effects.

### **Storm Coaster**

Hold on tight as you face a 20 metre wave on dry land. Can you brave an extraordinary fire while drenched in water? Be prepared to ride the perfect storm, without a single cloud!

Safety restrictions prohibit guests under 110cm tall and over 200cm from experiencing the Storm Coaster. Guests between 110cm and 130cm tall must be supervised by a responsible adult.



PLEASE NOTE: Due to the nature of this attraction, guests with the following conditions are not permitted to ride:



For safety purposes some restrictions apply to guests with pre-existing medical conditions, an amputation, amelia or prosthetic limbs. Please contact our Guest Services office for further information.

Access for guests using wheelchairs is via the main ride entrance. Guests wishing to ride this attraction must have full upper body movement and coordination and be able to:

- transfer into the boat independently
- independently maintain an upright position whilst seated
- independently support head and neck for the duration of the ride
- upper and lower limb prosthesis must be removed; unless unable to be removed
- continually grasp the harness support with at least one fully functioning natural arm whilst bracing with two natural lower limbs (or)
- continually brace with one natural lower limb ensuring the harness must come into full contact with both natural lower limbs whilst grasping the harness support with two fully functioning natural arms
- secure the restraint mechanisms for individual riders

Some circumstances may require guests to exit outside of the usual load/unload locations. In these instances it may be necessary to negotiate a number of stairs after being exited from the attraction. It may also be necessary to exit the boat on the opposite side of the platform. For this reason it is important that riders can enter/exit the Storm Coaster independently, without the assistance of a carer or companion.

### **Teenage Mutant Ninja Turtles – Turtle Power**

Turtle Power is a show located on the Nickelodeon Stage. April finds herself in a tough spot when ninjas take her hostage at a New York City loading dock. Never fear though, the Turtles aren't far away when they arrive in the Shell Raiser to give her a hand with some Turtle Power!

Please plan to arrive approximately 15 minutes before the show. Approach the Show Attendant who will direct you to reserved accessible seating.

Please note some segments of the show feature sound effects and music played at high volume which may discomfort those with sensitive hearing.

### **Vortex**

Twist, turn and spin like never before on the Vortex, giving you the ultimate high-speed thrilling experience!

Safety restrictions prohibit guests under 140cm and 10 years of age and over 195cm from experiencing Vortex.



PLEASE NOTE: Due to the nature of this attraction, guests with the following conditions are not permitted to ride:



For safety purposes some restrictions apply to guests with pre-existing medical conditions, an amputation, amelia or prosthetic limbs. Please contact our Guest Services office for further information.

Guests wishing to ride this attraction must have full upper body and lower body movement and coordination and be able to:

- transfer into the gondola independently
- independently maintain an upright position whilst seated
- independently support head and neck for the duration of the ride
- all leg prosthesis must be removed; riders must have two natural legs that must extend below knee with 90 degree bend to maintain correct rider position
- all arm prosthesis must be removed; riders must have one fully formed natural arm and hand with 3 natural fingers and other arm must exist below elbow to maintain correct rider position
- secure the restraint mechanisms for individual riders

Some circumstances may require guests to exit outside of the usual load/unload locations. In these instances it will be necessary to independently negotiate a ladder after being exited from the attraction.

## Leviathan

Rising from depths of The New Atlantis, discover the mighty Leviathan, the world's greatest family rollercoaster. Feel the thundering 90 second quest across wooden terrain, through exhilarating banked turns, crossovers, drops and dips. Conquer the all new Leviathan, rising soon at Sea World.

Safety restrictions prohibit guests under 122cm tall and over 200cm from experiencing the Leviathan. Guests between 122cm and 140cm tall must be supervised by a responsible adult.



PLEASE NOTE: Due to the nature of this attraction, guests with the following conditions are not permitted to ride:



For safety purposes some restrictions apply to guests with pre-existing medical conditions, an amputation, amelia or prosthetic limbs. Please contact our Guest Services office for further information.

Access for guests using wheelchairs is in the ride queue area via Fast Track. Ride access via stairs only. Wheelchairs may be used in the queue however must be left at the ground floor and collected upon exiting the ride. Guests wishing to ride this attraction must be able to independently and comfortably



manoeuvre staircases.

They must also be able to:

- transfer into the train independently
- independently maintain an upright position whilst seated
- independently support head and neck for the duration of the ride
- if removable, remove upper and lower limb prosthesis
- continually grasp the harness support with at least one fully functioning natural arm whilst bracing with two natural lower limbs (or)
- continually brace with one natural lower limb ensuring the harness must come into full contact with both natural lower limbs whilst grasping the harness support with two fully functioning natural arms
- navigate evacuation pathways and staircases
- secure the restraint mechanisms for individual riders

Some circumstances may require guests to exit outside of the usual load/unload locations. In these instances, it may be necessary to negotiate a number of stairs after being exited from the attraction. It may also be necessary to exit the train on the opposite side of the platform. For this reason, it is important that riders can enter/exit Leviathan independently, without the assistance of a carer or companion.

## Trident

Take to the skies and discover the world of New Atlantis atop Sea World's newest and tallest landmark, the magical Trident. Towering in the heart of The New Atlantis, defy gravity as you soar and spin freely 42 metres above the realm of the utopian destination. Will you rise to be a protector of the deep? Rule the all new Trident, rising soon at Sea World.

Safety restrictions prohibit guests under 105cm tall from experiencing Trident. Guests between 105cm and 140cm tall must be supervised by a responsible adult.



PLEASE NOTE: Due to the nature of this attraction, guests with the following conditions are not permitted to ride:



For safety purposes some restrictions apply to guests with pre-existing medical conditions, an amputation, amelia or prosthetic limbs. Please contact our Guest Services office for further information.

Access for guests using wheelchairs is via the exit gate. Guest must wait at the gate for an attendant to direct to the correct location. Some circumstances may require guests to exit outside of the usual load/unload locations.

Access for guests using wheelchairs is via the main ride entrance. Guests wishing to ride this attraction must have full upper body movement and coordination and be able to:

- transfer to the seat independently
- independently maintain an upright position whilst seated
- independently support head and neck for the duration of the ride
- create a 90-degree angle at both knees

### **AND REMEMBER**

Team Members at Sea World are more than happy to assist in any way possible. We are committed to ensuring that our guests enjoy an inclusive, exciting, safe and entertaining theme park experience that will always be remembered.



