

# Clarence Pier – Special Assistance Policy 2025

## Amusement Park

A carer must be over 16 years and be capable of assisting the guest who holds the disability. The carer must understand the disabled persons condition and assist them in managing it for the duration of the visit (example, if the disabled person finds communication difficult due a diagnosed medical condition, the carer would be expected to take responsibility for ensuring the disabled person is aware of all relevant safety information displayed on our signage.

Our company operates the following policy for carers and their disabled passenger;

**Disabled passengers must be accompanied by a carer on all rides.** (height & passenger restrictions still apply)

**Carers must be accompanied by a disabled passenger on all rides.** (height & passenger restrictions still apply)

One complimentary £30 day rider wristband or one free token when accompanying a full paying passenger with any of the following documentation; disability living allowance book (dated within the last 12 months), attendance allowance book, Personal Independence Payments, The Access Card, invalidity benefit book, visual impairment registration card, current blue badge or a letter from a GP/consultant confirming the need for a full-time carer (dated within the last 12 months).

Each disabled person must provide the correct documentation to receive a carers wristband or free token.

The complimentary wristband or tokens cannot be used in conjunction with any other offer.

The free carer's token does not apply when purchasing '50 tokens for £25' special offer or '10 rides for £15.

It is the carer's responsibility to ensure that the passenger in their care is both mentally and physically able to ride. Only you know your passenger's limitations!

Our company accepts no liability and we will do all we can to make your visit a safe and enjoyable one. Certain rides in the park are quite demanding physically and we therefore reserve the right to refuse admission to these rides, where we believe there may be a danger, for whatever reason. Refusal to allow admission does not constitute discrimination, when based on health and safety guidelines, and we trust that that you will respect these decisions in the interests of guest safety.

The following rides are unsuitable for passengers with both mental/physical disabilities that prevent them from physically evacuating the ride in an emergency; Mad Mouse Rollercoaster, Tidal Wave Rollercoaster and Canyon River.

If you would like further advice on your passenger suitability to ride specific rides, please ask to speak to the manager.

## Upside Down House

The Upside Down House is unsuitable for visitors with both mental/physical disabilities that prevent them from entering the house. Access to the upper floor is restricted to able-bodied visitors who are physically able to climb the spiral staircase. Due to site limitations, The Upside Down House is not wheelchair accessible.

Reviewed – 29/02/2025

### Putt Hutt

The Putt Hutt is unsuitable for visitors with both mental/physical disabilities that prevent them from entering the attraction. Access to the upper floor is restricted to able-bodied visitors who are physically able to climb the staircase. A stairlift is available to visitors with limited mobility.

For health and safety reasons: wheelchairs, electric mobility scooters or pushchairs cannot be allowed on the course and must be left at the entrance at your own risk.

Carers go free when accompanying one full paying adult or child with any of the following documentation: disability living allowance book (dated within the last 12 months), attendance allowance book, Personal Independence Payments, The Access Card, invalidity benefit book, visual impairment registration card, current blue badge or a letter from a GP/consultant confirming the need for a full-time carer (dated within the last 12 months).

### Arcades

Our arcades are located on the ground floor and are easily accessible for wheelchairs and mobility scooters. Ramps are in place where needed.

### Wimpy

Access to the upper floor is restricted to able-bodied visitors who are physically able to climb the staircase. A stairlift is available to visitors with limited mobility. For food allergies, see wall posters or ask for the manager.

### Assistance Dogs

We recognise that some guests with a disability rely on an assistance animal.

We only allow assistance dogs into our arcades, Wimpy and The Putt Hutt. No other animal is allowed.

Clarence Pier is a unique environment and has crowded spaces, secure entrances and exits, unusual lighting, noises, smells, special effects, and involves interaction with a range of mechanical devices. Please bear this in mind before you decide to visit with your assistance dog.

However, please note that the following requirements apply to your assistance/guide dog: it must be attached to a non-extendable lead at all times whilst inside our amusement park, arcades, Wimpy or The Putt Hutt, it cannot be left unattended at any time, there are no facilities/areas for it to expel waste, waste collection/disposal is the owner's responsibility at all times and no dogs are allowed to enter any ride gondolas or carriages.

Guest safety is of paramount importance, and we reserve the right to rely on this principle in deciding entry to our Amusement Park and its facilities. We may ask guests to discuss their needs and how these are assisted by an assistance/guide dog before entry.

We recognise the following types of assistance dogs: guide dogs, hearing dogs, medical alert dogs, allergy detection dogs, mobility assistance dogs, autism assistance dogs or psychiatric assistance dogs.

Unfortunately, UK law does not recognise emotional support dogs as assistance dogs.