





#### **Welcome to Sesame Place!**

We're glad you're here! This guide provides an overview of services and facilities available for guests with disabilities who are visiting Sesame Place. We are committed to providing a safe and enjoyable environment to all guests. Please refer to the Welcome Center if you have any questions.

At Sesame Place we have two programs in place to assist guests with disabilities. Our Ride Accessibility Program matches the individual abilities of our guests to the requirements of each ride. We also have our Special Access Program to assist guests in enjoying attractions throughout the park as some queue lines are not accessible to mobility-impaired guests. Both are described below.

Ride Accessibility Program (RAP): Is designed to allow guests to participate in the enjoyment of our parks as much as possible. The program was developed based on the requirements of the manufacturer and by analyzing the physical and mental attributes required to safely ride each ride. Each attraction was evaluated for the criteria necessary for an individual to ride safely. It is our policy to allow anyone to ride who meets all these requirements and is not a hazard to himself or others.

**Special Access:** Is designed to allow our guests to enjoy our attractions without waiting in queue lines due to certain disabilities. Guests will be placed in a Virtual Queue which equals the estimated wait time at that respective location. Guests have the ability to enjoy other attractions throughout the park during this time.





#### **VISUAL IMPAIRMENT**

#### Visual Impairment Assistance

Visually Impaired Guests must have someone (a companion or park team member) read the ride restrictions to them prior to boarding.

#### **CONTACT INFORMATION**

#### Questions or Comments?

Sesame Place strives to ensure all guests, including those with disabilities, have a safe and enjoyable experience. If you have suggestions, comments, or concerns, please stop by Guest Services during your visit or call 215-752-7070.

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# 2013 Accessibility Guide

# Guests wishing to use Special Access must enroll in our Ride Accessibility Program at the Welcome Center.

**NOTICE:** The information in this guide is subject to change without notice. Please feel free to visit the Welcome Center for current information on accessibility and services. You may also contact a team member regarding accessibility prior to boarding a particular attraction.

# The following procedures will be of assistance when utilizing our Ride Accessibility Program throughout the park:

- 1. Please enroll in our Ride Accessibility Program at our Welcome Center where you will receive a list of the rides and attractions you can safely enjoy based on your abilities. Once this is complete you will be able to utilize our Special Access program.
- 2. Proceed to the ride exit of the respective attraction with your RAP sheet and request a boarding time from the entrance team member. These attractions include Vapor Trail, Cloud Chaser, Blast Off, Flyin' Fish, and Peek-A-Bug. Our water attractions that utilize Virtual Queue on busier days are Sky Splash, Slimey Chutes, and Sesame Streak. The time provided on your RAP sheet will be based on the current estimated wait time.
- 3. We suggest you take a moment to enjoy our other attractions throughout the park while you wait in the virtual queue system.
- 4. For our other attractions we ask that you proceed to the ride exit/entrance (marked with disabled access sign) and inform the team member that you wish to ride. You will be asked to wait 1-2 ride cycles prior to boarding.
- 5. Only the number of guests listed on the RAP sheet (guest utilizing RAP and maximum of 3 additional) are able to board with the guest needing special access. Other party members should use the ride entrance.
- 6. The guest with the disability must ride in order for their party to take part in our Ride Accessibility Program.





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#### **HEARING IMPAIRED GUESTS**

#### **Telephones**

A Text Telephone Device (TTD) is located at the Welcome Center. Please see a team member for assistance. Public telephones accessible to guests using wheelchairs are provided just outside the main entrance. Some public telephones are equipped with a volume control.

#### Sign Language Interpretation

If you are reading this in preparation for your visit, American Sign Language interpretation can be provided at live shows with a minimum of two week's notice. Call 215-741-5385 for reservations. Every effort will be made to provide interpreting services with less than one week's notice, depending on the availability of the interpreter. Guests requesting this free service will be contacted prior to their visit.

#### **Show Scripts**

Scripts are available for the shows. Scripts can be obtained at the Welcome Center.





minutes before show time. Guests with disabilities should enter through the VIP entrance. Seating for guests with disabilities is available. Theater hosts are located throughout the theater to assist.

Located along the Neighborhood street, Move & groove with everyone's favorite furry friends when our parade marches down Sesame Street. Learn about letters, numbers, & friendship in 3 street-stopping performances that include 11 largerthan-life floats and a night parade that lights up the sky.

Special Accessibility Viewing: There is special seating for quests in wheelchairs to view the parade. The area is located adjacent to the Men's restroom located by the river. Please arrive at least 20 minutes early. Please look for this symbol on our park map.



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## **GENERAL PARK INFORMATION**

Service animals are welcome at SeaWorld Parks & Entertainment facilities. Service animals are limited to dogs and miniature horses that have been individually trained to do work or perform task for the benefit of an individual with a disability. All service animals must remain on a leash or harness and may not be left unattended. Service animal behavior is the responsibility of the owner and will be asked to leave Sesame Place if their behavior becomes a threat to the safety of another guest or employee.

Service animals can be safely accommodated on the following rides and attractions:

- Big Bird's Court
- Monster Maze
- Sesame Playhouse
- Sand Castle Beach
- Sesame Neighborhood
- Sesame Studio
- Abby's Paradise Theater
- Monster Rock Theater

- 1-2-3 Smile With Me!
- Silly Sand Slides
- Big Bird's Balloon Race
- Flyin' Fish
- Grover's World Twirl
- Peek-A-Bug
- Sunny Day Carousel





Service animals may not enter any water attraction and cannot be safely accommodated on rides or attractions not listed above. Service animals are permitted in all restaurants and gift shops.

To experience a ride or attraction that does not permit service animals, the animal may be left with a non-rider. The guest attending the animal may then board the ride without waiting in line after the first guest assumes responsibility of the animal. Contact park Guest Relations for additional information.

#### "Break" Area for Service Animals

For your convenience, a Service Animal "Relief Area" is located at our picnic area in our general parking lot.

#### Guest Relations

Guest Relations is located just before the turnstiles at our front entrance.

#### **Guest Services**

Guest Services is located at the Welcome Center at the front of the park.

#### **Parking**

Parking is available in front of the main entrance on a first

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#### Elmo Rocks

Located in Monster Rock Theater, this show includes your favorite Sesame Street characters in our "Elmo Rocks!" show!

Special Accessibility Entrance: We ask that guests with disabilities arrive to the theater 20 minutes prior to show time. Guests with disabilities should enter through VIP entrance located by Trader Bert's. Seating for guests with disabilities is limited and available on a first come basis. Theater hosts are located throughout the theater to assist.

#### Elmo's World-Live

Located in the Sesame Studio, Elmo explores the concept of dance in this interactive stage show. Join our lovable Muppet in this entertaining and educational look at the world as only Elmo can spin it.

Special Accessibility Entrance: We ask that guests with disabilities arrive to the theater 20 minutes prior to show time. Guests with disabilities should enter through the main entrance to the theater. Seating for guests with disabilities is limited and available on a first come basis. Theater hosts are located throughout the theater to assist.

## Let's Play Together

Located in Abby's Paradise Theater, Come have a play date with your Sesame Street friends, and enjoy a heartwarming show all about the beauty of Friendship!

Special Accessibility Entrance: Theater opens approximately 15





### Slimey's Chutes

One and two person tubes carry riders down a small waterslide. Ride empties into 2  $\frac{1}{2}$  feet of water.

Restrictions: No hand-held infants. Two adults may not ride together.

## Snuffy's Slides

Guests slide down one of two fully enclosed slides.

Restrictions: One rider at a time, ages 12 and under only.

## Sky Splash

Giant raft-like tubes take up to six riders through water sprays, "sky pods", and water slides. Ride empties into three feet of water.

**Restrictions:** No hand-held infants. Up to six riders per tube, no more than four adults per tube.

#### ATTRACTION AND SHOW ACCESS INFORMATION

All theaters have seating for guests with disabilities. An Entertainment employee is located at the entrance to the theater and can provide any necessary assistance. Access to the upper level of the "Elmo's World-Live" show, located in the Sesame Studio, can be gained by use of the ramp located behind Big Bird's Balloon Race.

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come first service basis. Vehicles should display a disables permit to the tollbooth employee.

#### Wheelchair Renta

Limited quantities of wheelchairs and electric convenience vehicles are available on a first-come, first-serve basis. Wheelchair rental is located adjacent to Finder's Keepers, located just inside the main entrance, where both wheelchairs and ECV may be reserved. Please see a merchandise employee for details. Sesame Place encourages guests to bring their own wheelchairs.

All Sesame Place employees are trained to provide assistance to all our guests, which include helping a guest transferring to or from a wheelchair. However, they are not trained, and not permitted, to lift guests in and out of wheelchairs.

#### Segway

SeaWorld Parks & Entertainment is committed to providing guests a safe and enjoyable experience. Because of different pathway configuration and terrain as well as large crowds that include small children and strollers, we regret that we cannot permit the use of two-wheeled, self-balancing electric vehicles such as Segways. We are pleased to offer other forms of personal transportation, including electric convenience vehicles, 4 wheeled stand up electric convenience vehicles and standard wheelchairs and we encourage you to contact the Welcome Center with any questions.





#### Restrooms

All restrooms are accessible to guests using wheelchairs and are clearly marked with the disabled symbol throughout the park. Companion restroom facilities are located at the Rambling River restrooms, Captain Ernie's restrooms, and Dine with Me restrooms.

#### First Aid

Sesame Place First Aid station is located next to Cookie's Café. This office is staffed by Registered Nurses and Emergency Medical Technicians. Team members throughout the park will be happy to call for assistance upon request.

#### Restaurants

While dining at our restaurants, please be aware that most venues offer cafeteria-style service. An elevator is located in Cookie's Café and Elmo's Eatery for access to second level seating. Assistance is available upon request. For guests with special dietary needs, we offer a variety of allergy friendly options throughout our park. You may stop by the Welcome Center, or any of our meal facilities, to receive an Allergen Card with more detail on our Allergy Friendly program and offerings. We also suggest you visit meal facilities during nonpeak hours or ahead of meal time so that you can be efficiently assisted and served.

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## Bert and Ernie's Slip & Slide

Two twisting body flumes that empty into three feet of water.

Restrictions: No hand-held infants. Riders must be 42" or taller to ride. Single riders only, must sit or lie down feet first.

### Count's Splash Castle

Interactive pool area with multiple water slides. Stairwells are not mandatory for enjoying this attraction.

Restrictions: For all ages. Children under 5 must be accompanied by a supervising companion. No hand-held infants permitted on slides.

#### Sesame Streak

One and two person tubes carry riders through a tunnel of twisting turns. Ride empties into three feet of water.

Restrictions: No hand-held infants. All riders must be 36" or taller to ride. Riders between 36"-42" must ride with a supervising companion. Riders between 42"-48" may ride alone or with an adult. Two adults may not ride together.

## **Slippery Slopes**

Four speed slides empty riders into three feet of water.

Restrictions: No hand-held infants. All riders must be 42" or taller to ride. Single riders only, must sit or lie down feet first.





## **Teeny Tiny Tidal Wave**

This kiddie wave pool appears as a giant puddle created by a garden hose. Children of all ages will enjoy the main wave pool along with its wave cycle, as well as the two side wading pools with various sprayers.

**Restrictions: None** 

### **Vapor Trail**

A family roller coaster that sends you twisting and turning in all directions!

Restrictions: No hand-held infants. Riders must be 3 years of age or older. Children under 7 years of age must be accompanied by a supervising companion. Additional height restrictions are posted at the attraction.

Special Accessibility Entrance: Guests with disabilities may use the exit ramp located near Vapor Trail Photo after receiving permission from the ride host.

The following rides must be accessed by stairwells and may include the carrying of a tube. Guests that need assistance in accessing these rides should go to the Welcome Center located at the entrance to Sesame Place. An Operations team member will discuss options for accessing these rides.

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### **Gift Shops**

All gift shops are wheelchair accessible. Please ask any team member for assistance. 'Package Pick-up', available at all gift shops, provides guests the opportunity to shop throughout Sesame Place and have their purchases sent to Package Pickup, located at Locker and Stroller rental, for pick-up later in the day.

#### RIDE ACCESS INFORMATION

At Sesame Place safety is the only consideration that takes precedence over fun! Thrill rides, by their very nature, create forces and speeds that may not be acceptable or tolerable to some guests and may cause injury to some riders with known or unknown preexisting conditions.

Many theme park rides incorporate safety systems designed by the manufacturer to accommodate people of average physical stature and body proportion. These systems may place restrictions on the ability of an individual to safely experience the ride. In general, you should ride only if you are in good health. Do not ride if you know or suspect you may be pregnant, have high blood pressure, heart, neck or back problems, motion sickness, recent surgery, or any other medical condition that may be affected by the features of the ride. You should not ride if you have any impairment or condition that would prevent the intended use of seating and safety restraints as provided or inability to follow any safety requirement.





In order to ride, guests must be able to maintain the proper riding position throughout the ride and brace themselves upright in their seat, keeping their head upright and their back against the seatback. Guests must be able to use the restraint device properly and be able to hold on tight and keep their hands, arms, legs, and feet down and inside the ride at all times. Guests must be able to demonstrate a willingness and ability to comply with verbal and written rider requirements. The rider requirements and health restrictions are listed at the entrance of each ride.

Guests with casts or braces will be restricted from riding certain rides where the cast or brace may present a hazard to the guest or others. Please consult with our Guest Services staff for more information or if in doubt about your ability to safely experience a ride.

Sesame Place team members can offer assistance steadying a guest transferring to or from a wheelchair. They may not lift or assist in lifting anyone using a wheelchair. All guests must be able to board a ride themselves or with help from a member of their party.

#### **Height Requirements**

Height requirements are posted at each attraction. All guests, including those using wheelchairs, must meet the height requirement.

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### Peek-A-Bua

The ride consists of one large caterpillar car which moves in all directions on a mechanical track.

Restrictions: No hand-held infants. Children less than 42" must be accompanied by a supervising companion.

Special Accessibility Entrance: Guests restricted by a wheelchair may enter the line through a wheelchair accessible gate located at the entrance. For guests unable to wait in line, access through the exit gate is permitted after receiving permission from the ride operator.

### Sunny Day Carousel

A 28-foot carousel ride with 30 horses and two benches that spin in a counter-clockwise direction. This ride is designed for all ages.

Restrictions: No hand-held infants. Children less than 42" must be accompanied by a supervising companion.

Special Accessibility Entrance: Guests restricted by a wheelchair may enter the line through a wheelchair accessible gate located at the entrance. For guests unable to wait in line, access through the exit gate is permitted after receiving permission from the ride operator. Wheelchairs may be used on the ride platform itself. Please inform ride operator, so the entrance ramp may be accessed and proper accommodations can be met.





Restrictions: No hand-held infants. Children less than 48" must be accompanied by a supervising companion.

Special Accessibility Entrance: Guests restricted by a wheelchair may enter the line through a wheelchair accessible gate located at the entrance. For guests unable to wait in line, access through the exit gate is permitted after receiving permission from the ride operator.

#### Grover's World Twirl

A themed teacup ride that turns you 'round and 'round – as fast or as slowly as you want to go.

Restrictions: No hand-held infants. Children less than 42" must be accompanied by a supervising companion.

Special Accessibility Entrance: Guests with disabilities may use the exit gate located next to the operator's control booth after receiving permission from the ride operator.

#### **Nets and Climb**

Explore this three story high attraction by climbing nets, crawling through tunnels, and swinging on discs. There are eight different areas to enter/exit the attraction.

**Restrictions**: No height or age restriction for this attraction.

**Special Accessible Entrance**: Guests in wheelchairs may access the first level of the Nets and Climb by a ramp located behind Big Bird's Balloon Race.

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### Casts, Braces, and Walking Boots

Guests with a full arm cast, full leg cast, or braced arm cast may be restricted from riding certain rides and should refer to the Ride Information section of this guide for more information. Guests with walking boots and knee braces will be able to ride as long as the boot or brace fits comfortably in to the ride unit.

#### **Prosthetic Devices and Walking Boots**

Guests with any type of prosthesis should ensure it is properly secured before riding any ride and should refer to the Welcome Center to determine their specific ability to ride any ride.

#### **Guests of Exceptional Size**

In order to ride, all seatbelts, lap bars, and shoulder harnesses must be positioned and fastened properly.

#### **Ride Escorts**

Ride escorts may be required due to mechanical problems, weather conditions, or power interruption. If a ride escort is required, guests may need to negotiate stairs from the highest point of the ride and down steeply inclined catwalks or steps.

Guests requiring assistance during the ride escort may be escorted last in order to expedite the ride escort process. Only one mobility-impaired guest may ride the attraction at one time, unless they are in the same family. Please inquire about specific procedures prior to boarding a particular attraction.





Due to the dynamics and certain characteristics of the rides, oxygen tanks are not permitted on any ride. Oxygen tanks are permitted in theatres, exhibits, and other enclosed facilities.

BEFORE EXPERIENCING A RIDE PLEASE NOTE ALL SAFETY WARNINGS BOTH VERBAL AND WRITTEN FOR EACH RIDE, SUCH AS:

- Please wait for all rides to come to a complete stop before attempting to board.
- Please exercise caution in boarding each attraction, watching your head and step.
- Once you are seated, please secure your seatbelt, lap bar, or shoulder harness and keep them fastened until the ride comes to a complete stop.
- Face forward and remain seated in an upright position. Hold on until the ride comes to a complete stop.
- Keep all parts of your body inside the ride at all times.
- Shoes are required on all rides. Loose fitting shoes may be removed before riding Elmo's Cloud Chaser.
- You are responsible for your personal property.

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chair may enter the line through a wheelchair accessible gate located at the entrance. For guests unable to wait in line, access through the exit gate is permitted after receiving permission from the ride operator.

A larger than life bouncy air mattress.

Restrictions: Children are separated into two height groups: children 36" and under in one line and children between 37" and 44" in another line.

Special Accessible Entrance: Guests with disabilities may use the exit gate located at the entrance to the Bed Bounce after receiving permission from the ride host.

This interactive play structure allows children, 7 years and younger, to control water flow from many pipes, buckets and showers as Ernie relaxes in his bathtub.

Restrictions: None

An aerial spinning ride consisting of fourteen Flyin' Fish vehicles. Riders may raise and lower their fish with the push of a button.





Special Accessibility Entrance: Guests restricted by a wheel-chair may enter the line through a wheelchair accessible gate located at the entrance. For guests unable to wait in line, access through the exit gate is permitted after receiving permission from the ride operator.

#### Cookie Mountain

Children can climb a vinyl mountain. A small-carpeted slide is used to enter the mountain and assist in exiting.

Restrictions: Children are separated into two height groups: children 36" and under in one line and children between 37" and 44" in another line. Adults may walk around the base but may not climb on the mountain.

Special Accessibility Entrance: Guests with disabilities may use the exit gate located at the slide area of the mountain after receiving permission from the ride host.

#### Elmo's Cloud Chaser

An aerial rotational swing ride.

Restrictions: No hand-held infants. Guests must be 36 inches tall to ride. Seatbelts are recommended for all children and are required for riders between 36" to 42". Riders between 36" and 42" must ride with a supervising companion (at least 14 years old). To ride alone, riders must be 42" tall.

Special Accessibility Entrance: Guests restricted by a wheel-

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- Finish food and beverages before boarding.
- No smoking while in line or while riding. Smoking is prohibited throughout the park.

#### **DEFINITIONS**

Every ride entrance lists height requirements and special instructions regarding the ride. Sesame Place uses the following terms:

**Supervising Companion:** A supervising companion is someone who physically and mentally meets all the requirements to ride the ride themselves, is 14 years of age or older.

Accompanied By: Whenever a guest needs accompaniment, the accompanying person must meet all the ride requirements, as well as assist the guest. This includes helping the guests in the boarding and exiting of the ride, assisting the guest in maintaining postural control while riding, and assisting the guest down stairs, catwalks, or ladders in case of a ride escort.

*Hand-held Infant:* A baby or toddler who is unable to <u>take 3</u> <u>unassisted steps</u> to the ride or attraction independently and cannot maintain independent seated postural control. For water attractions, all riders must maintain independent postural control, as well as fit into a US Coast Guard Type II or III life vest.





**Functioning Extremity:** A functioning extremity is a limb over which a person has control. A prosthetic device is considered a functioning extremity.

Ability to hold on or brace: Ability to use one's arms to maintain a grasp on an assist bar and support one's body during normal and

emergency procedures on a ride and to use one's legs to brace to maintain a seated position during the forces of the ride.

#### Ridership Criteria

The evaluation of each ride considered the following thirteen (13) criteria which may be required to ride a particular ride safely.

Ability to maintain the proper riding position throughout the ride.

The guest must have the body and spinal control to maintain the proper riding position throughout the ride without the aid of other people or devices and be able to maintain the proper riding position even during bumping or other characteristic movements of the ride.

Weight distribution to allow the restraint device to function as designed.

The weight distribution of the guest's body must not interfere with any of the ride or attraction's safety and re-

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### Big Bird's Balloon Race

A 40-foot high balloon tower ride that carries you up in one of eight balloon baskets - providing a bird's eye view of the park.

Restrictions: No hand-held infants. Children less than 42" tall must be accompanied by a supervising companion.

Special Accessibility Entrance: Guests with disabilities may use the exit gate located next to the operator's control booth after receiving permission from the ride operator.

### **Big Bird's Rambling River**

A gentle inner tube ride through a winding river filled with surprises. Guests are assisted onto tubes located at two separate entrances.

Restrictions: No hand-held infants.

Special Accessibility Entrance: Guests with disabilities may load onto a tube at the exit to the river ride. This area is located in front of the Sesame Seaport and can be accessed by a gate after receiving permission from the ride host.

#### Rlast-Off

This "rocket ship" reaches a height of approximately 40 feet before bouncing back to Earth.

**Restrictions:** No hand-held infants. Children less than 42" must be accompanied by a supervising companion.





In addition to the basic physical and mental requirements defined above, each ride was evaluated relative to specific temporary conditions which may prevent a guest from safely riding a particular ride. Some of the specific conditions evaluated were:

Cervical collar or neck brace

Broken collar bone

Full arm cast

Braced arm cast

Lower arm cast

Full leg cast

Lower leg cast

Bilateral abduction leg casts (brace between legs)

The suitability of safely carrying hand-held infants on each ride

# **INDIVIDUAL RIDE INFORMATION**

The following descriptions are designed to give you information on the type of actions caused by various rides along with their unique physical restrictions. If you enrolled in the Ride Accessibility Program, follow the directions listed under each ride below.

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straint devices as they were designed.

### Control of upper torso - including head and neck

The guest must have sufficient muscle control to support their head, neck and upper torso in the proper position during the ride or attractions designed dynamic motions.

### Ability to hold on with one functioning hand

A functioning hand is an upper extremity or prosthesis with fingers that have the ability to grasp the restraint device and exhibits good grip control; the ability to brace and is strong enough to maintain the proper riding position throughout the duration of the ride.

### Ability to hold on with two functioning hands

Ability to hold on with two functioning hands as described above.

## Ability to hold on with one functioning arm.

A functioning arm is an upper extremity or prosthesis that has the ability to arm-grip the restraint device by wrapping the arm around the restraint device and is strong enough to allow the guest to maintain the proper riding position throughout the duration of the ride.

## Ability to hold on with two functioning arms

Ability to hold on with two functioning arms as described above.





### Ability to brace self with one functioning leg

Guest must have one functioning leg, natural or prosthetic, for bracing their body during the course of the ride or attraction.

### Ability to brace self with two functioning legs

Guest must have two functioning legs, natural or prosthetic, to be used for bracing their body during the course of the ride or attraction and maintaining balance when entering and exiting a ride or attraction.

### Minimum of two functioning extremities.

Guest must have a minimum of two functioning extremities, natural or prosthetic (two arms, two legs, or one arm and one leg), to brace themselves during the ride and assist in entering and exiting the ride or attraction.

## Minimum of three functioning extremities

Guest must have a minimum of three functioning extremities, natural or prosthetic (two legs and an arm or two arms and a leg) to allow the guest to brace in a tripod manner during the ride.

# Ability to enter and exit the ride without endangering self or others.

Guest must be able to enter and exit the ride without jeopardizing themselves or others and to assist with

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their own evacuation, if necessary. This may include entering through an exit or having someone aid him or her in boarding. If a guest has to be lifted in and out of a ride unit, they must be accompanied by a supervising companion who is accustomed to doing this. For the safety of ride or attraction operators and the guest, our operators are instructed not to perform this function, other than in children's ride areas.

### Appropriate Observed Conduct

Guest must demonstrate appropriate observed conduct by indicating a willingness and ability to understand, participate in, and follow all rider requirements. Appropriate observed conduct may include but not be limited to, maintaining the proper riding position, attention to and compliance with safety instructions, proper use of restraints and safety equipment and a willingness to participate in the attraction.

