



Ride Access Pass Policy 2020 Version 1.0

Due to the Coronavirus pandemic and in order to maintain social distancing and to keep our team and guests safe we have had to limit the number of Access wristbands given out each day. They will be on a first come first served basis and you can pre book your space by emailing fun@crealy.co.uk and providing your proof of eligibility as mentioned below.

To comply with social distancing all rides cannot be accessed using your wristband at this time. As of 10th August 2020 the following rides are available for ride access pass;

- The Jolly Roger
- Junior Driving School
- Dino Jeeps
- Tidal Wave
- The Flying Dutchman
- Victorian Carousel
- Safari Express
- Aqua Blasters

We will endeavour to make more rides available as/when guidance from the government changes.

RIDE ACCESS WRISTBANDS

Owing to the sheer number of rides and attractions at Crealy Theme Park & Resort we have on average, very low queuing times. However, guests with particular special needs who are unable to queue may be eligible for a ride access pass. This would allow them and up to three accompanying helpers to enter via the ride exit area for ease of access

There are certain conditions which we recognise for automatic eligibility for the Ride Access Pass, which comprises of a BLUE wristband and a Ride Access Pass and we will accept the following documentation as eligibility:

1. Disability Living Allowance or Attendance Allowance (DLA) award letter (dated within the last 2 years) showing that you receive the higher rate mobility component.
2. Personal Independence Payment (PIP) letter (dated within the last 2 years) showing that you receive the enhanced mobility component.
3. Access card (Showing the Queue symbol) <https://www.accesscard.org.uk/>

If you believe that you are unable to stand in a queue line, and you do not have the required documentation, we are happy to arrange a Ride Access Pass upon presentation of a letter from your GP or Consultant on headed paper (dated within the last 2 years) which clearly states that you are unable to queue and why (we do not need a letter of diagnosis). This, or any of the documentation above, must be presented alongside valid photographic ID for the named recipient. We fully understand that we cannot determine the needs of any individual based upon a visual assessment nor assume that every guest with a developmental disability will experience difficulty queuing. We must insist that the letter from a medical professional states that you are unable to queue and why, rather than simply confirming your condition.

This includes (but is not limited to) people with the following conditions:

- Guests with visual impairments
- Guests with hearing impairments
- Type 1 Diabetes (including pump users)
- Type 2 Diabetes
- Asthma
- Epilepsy
- Guests with neurological, behavioural, emotional & social difficulties, including Autism, ADD, ADHD, ASD, ODD etc.

To apply for a Ride access pass please email the team fun@crealy.co.uk we will ask for your proof of eligibility and ID. Annual Pass holders will only need to prove eligibility once per 12 months, you will still need to book in advance by email.

Ride Access Pass is not valid on Vortex or any seasonal attractions.

USING YOUR RIDE ACCESS PASS

Near the exit to the ride there is a blue sign, please wait here for your ride operator to call you forward. The Ride access pass can only be used by the person wearing the BLUE wristband and they can be accompanied by up to three helpers. The operator will then mark your pass; you can re ride after one hour has passed. On busy days, please respect other riders, expect to wait for at least 1 ride cycle and only use the pass where necessary.

To comply with Social Distancing should another wristband wearer be waiting at your chosen ride ensure you maintain social distancing guidelines.