PortAventura WORLD

Made to Remember

ACCESSIBILITY GUIDE

At **PortAventura World**, we are firmly committed to providing an accessible, safe, and comfortable experience for all our visitors.

With this goal in mind, we have established an access policy aimed at people with disabilities.

We continuously work to adapt our facilities, achieve fully accessible architecture, and consolidate our resort as a truly inclusive space.

We are pleased to offer you **personalised attention** tailored to your needs, so you can enjoy a welcoming and inclusive environment during your visit to PortAventura World.

This guide, together with the general park guide, will help you plan your visit and make the most of our attractions and services.

We wish you an unforgettable day at PortAventura World!

SERVICES FOR VISITORS WITH SPECIAL NEEDS

ADMISSION TICKETS AND SEASON PASSES

- SPECIAL RATE on admission tickets and Season Passes, upon presentation of proof of disability.

GUEST SERVICE TICKET BOOTHS FOR VISITORS WITH SPECIAL NEEDS

We are here to help and offer the following services:

- Purchase of discounted tickets, for holders of a disability certificate.
- Issuance of barrier-free access identification for visitors who meet the established requirements.
- Information about attractions, restaurants, shows and the most suitable services and facilities to use.

RESERVED PARKING AREA

For visitors with reduced mobility we have a reserved parking area close to the entrance.
One of the vehicle's occupants must be the holder of the official parking card, which must be clearly visible in the vehicle.

IDENTIFICATION REQUIREMENTS USING A WRISTBAND

The wristbands are valid only for PortAventura Park and Ferrari Land.

VISITORS WILL BE GIVEN AN ID WRISTBAND IF THEY MEET THE FOLLOWING REQUIREMENTS:

PIP THE DOCUMENT MUST INDICATE THAT IT CERTIFIES AT LEAST ONE OF THESE LEVELS*:	DLA * THE DOCUMENT MUST INDICATE:	BLUE BADGE*	PIP / DLA OR BLUE BADGE + OFFICIAL DOCUMENT CERTIFYING ONE OF THE ACCEPTED NEURODEVELOPMENTAL DISORDERS AND/OR AUTISM SPECTRUM DISORDERS*
Daily Living: Enhanced rate or Mobility: Enhanced rate	Care component: Highest rate or Mobility component: Higher rate	This document entitles the holder to receive the wristband	CHECK THE LIST OF ACCEPTED DISPORDERS MORE INFO HERE

Regulations on the use of the identification wristband:

1. Persons with disabilities and their companions must wear the accreditation wristband.
2. Wristbands will be fitted by authorised staff only, exclusively at the ticket offices for guests with special needs and at the Visitor Services Office in PortAventura Park and Ferrari Land.
   Loose wristbands will not be handed out.
3. Access is permitted with a maximum of four accompanying persons, and at least one of them must be an adult without a disability who is able to assist them if necessary.
4. Guests must follow staff instructions at all times and comply with the restrictions and recommendations established for each attraction.
5. For operational reasons, the number of persons with disabilities per ride may be limited.

ACCESS WITHOUT ARCHITECTURAL BARRIERS AND DESIGNATED AREAS AT SHOWS

BOOKINGS IN TABLE SERVICE RESTAURANTS IN LOCATIONS FREE FROM ARCHITECTURAL BARRIERS

***It is an essential condition to present original, official and valid documentation certifying this.**

Those persons who meet both conditions of legally recognised disability and accredited reduced mobility, or who have certain neurodevelopmental disorders that prevent them from accessing attractions independently through the corresponding queue lines, may access the attractions via the designated access points available at those attractions and shows where such access is possible, without prejudice to the waiting time at that moment. Should they, by personal choice, wish to access the attractions through the standard queue, they must at all times follow the instructions of the staff. Likewise, they must be accompanied by a maximum of four people, and obligatorily, at least one of them must be an adult in full capacity who can provide assistance, always following the instructions of PortAventura World staff. At the Special Needs Customer Service ticket offices, a personal and non-transferable identification will be provided to the accredited person and to a maximum of four companions for this access, upon presentation of the ticket or document certifying their legal status as a person with disability and reduced mobility or with certain neurodevelopmental disorders, as well as valid admission to PortAventura Park and/or Ferrari Land. PortAventura World reserves the right to verify compliance with these conditions at any time. Those attractions that are fully adapted and where there are no architectural barriers must be accessed via the main entrance, respecting the corresponding waiting time.

ATTRACTIONS WITHOUT ARCHITECTURAL BARRIERS

- 1 FURIUS BACO ◆
- 31 TUTUKI SPLASH ■
- 32 KONTIKI ■
- 60 LA GRANJA DE ELMO ●
- 61 EL SALTO DE BLAS ●
- 62 TAMI TAMI ■
- 63 WAIKIKI ●
- 66 COCO PILOTO ●
- 67 MARIPOSAS SALTARINAS ■
- 70 STREET MISSION ●
- 90 SHAMBHALA ◆
- 91 TEA CUPS ■
- 92 COBRA IMPERIAL ■
- 93 DRAGON KHAN ◆
- 94 ANGKOR ■
- 141 ARMADILLOS ●
- 142 EL DIABLO - TREN DE LA MINA ■
- 143 YUCATAN ■
- 144 SERPIENTE EMPLUMADA ■
- 145 HURAKAN CONDOR ◆
- 180 CAROUSEL ●
- 181 BUFFALO RODEO ●
- 182 TOMAHAWK ■
- 184 WILD BUFFALOS ■
- 185 CRAZY BARRELS ■
- 188 STAMPIDA ◆
- 190 UNCHARTED ■

Shambhala and **Stampida** are temporarily unavailable to visitors who use a wheelchair.

● Gentle rides
■ Moderate rides
◆ Thrill rides

RESTAURANS WITHOUT ARCHITECTURAL BARRIERS

- 17 RACÓ DE MAR
- 204 IRON HORSE
- SELF 161 LA CANTINA
- SELF 206 THE OLD STEAK HOUSE
- SELF 209 JEREMIAS' FOOD
- SELF 46 BORA BORA
- SELF 116 CANTON

FERRARI LAND

- SELF 46 PIT LANE
- 161 TRATTORIA MARANELLO

- Accessible toilets with adult changing table
- Wheelchair hire
- Mobility scooter hire
- Toilets (adapted for people with reduced mobility)
- Gluten-free food
- À la carte restaurants with reservation service
- First aid
- Travel by steam train between Mediterrània (Estació del Nord) 28, SésamoAventura (SésamoAventura Station) 89 and Far West (Penitence Station) 229.
- HEARING LOOP available

Some attractions, restaurants and other services may remain closed for technical, meteorological, or operational reasons. The information in this guide is subject to change without notice.

PORT AVENTURA ENTERTAINMENT, S.A.U. Tarragona Business Register, Folio 158, of Volume 2504 of Companies, Page no. T-40.500. Tax Ref. A63776306 - Av. Alcalde Pere Molas, km 2 s/n, Tarragona, Spain.

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WORLD

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Send us your inquiries in advance and we will provide you with the information you need to prepare your visit:
atencion-cliente.necesidades-especiales@portaventura.es

portaventuraworld.com