



VISITORS WITH DISABILITIES POLICY

PORTAVENTURA WORLD HAS 3 GUEST SERVICE TICKET BOOTHS FOR VISITORS WITH SPECIAL NEEDS
where specific information is available to everyone who requires it.
Requirements are valid for customers residing in the UK

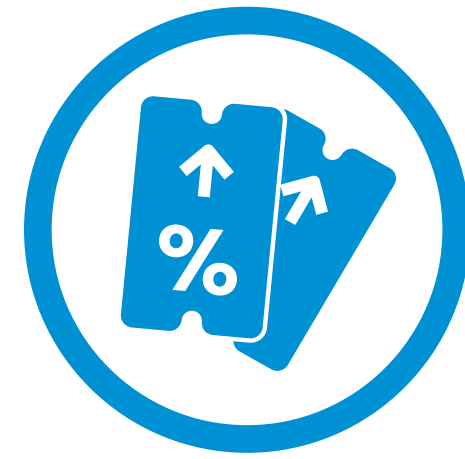
TICKET BOOTHS OBJECTIVES



To assist
visitors with special needs.



To provide information
about the most appropriate
rides, restaurants, shows,
services, and
facilities based on the
special needs of each of
visitors with disabilities.



To sell
tickets at a special rate.
See ticket prices, types, and
eligibility.

AVAILABLE SERVICES



Reservations in restaurants
with table service and free
from architectural barriers.



In addition...
People with food
intolerances can benefit
from our gluten-free
guide and special menus
available in table service
restaurants.



**Accessible parking
(reserved and monitored)**
It is essential to carry the
parking card issued to
people with disabilities and
reduced mobility.



**The first 3 ticket
offices/booths**
are exclusively for serving
visitors with special needs.
They are painted green,
and are located at the
entrance to the parks.

TICKET PRICES AND TYPES

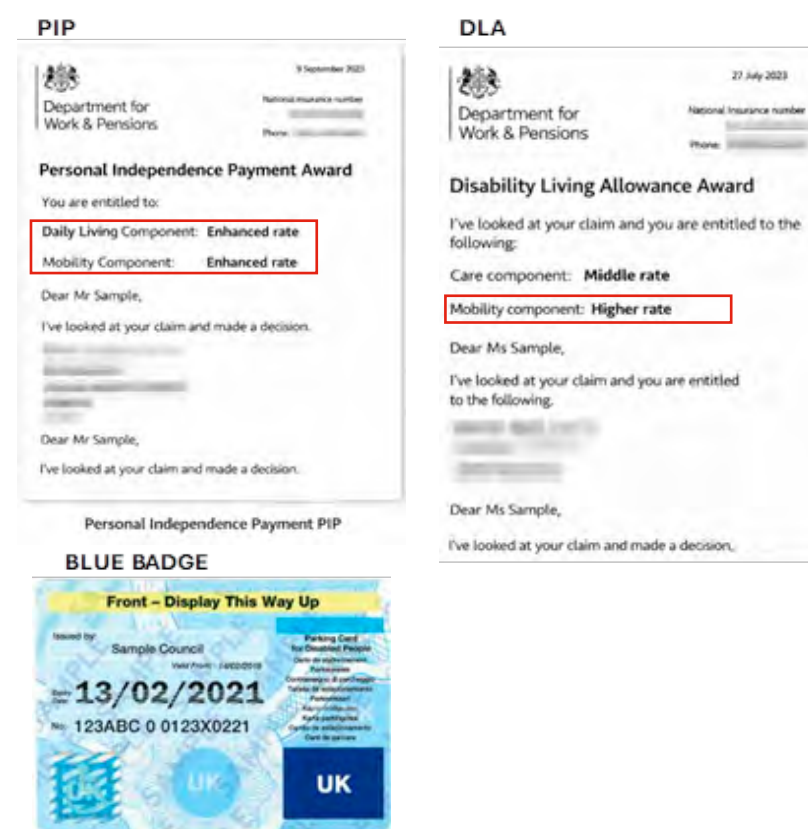
**BENEFIT FROM OUR SPECIAL RATES
IF YOU MEET ONE OF THE FOLLOWING REQUIREMENTS:**

**PERSONAL
INDEPENDENCE
PAYMENT
(PIP)***

**DISABILITY
LIVING
ALLOWANCE
(DLA)***

**BLUE
BADGE***

Reduced rate
for visitors with special needs.



Companions must pay **standard rates**.

*IT IS AN ESSENTIAL CONDITION TO PRESENT ORIGINAL, OFFICIAL AND VALID DOCUMENTATION CERTIFYING THIS.

SPECIAL ACCESS TO THE ATTRACTIONS

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*:

**Daily Living: Enhanced rate
or
Mobility: Enhanced rate**

DLA *
THE DOCUMENT
MUST INDICATE:

**Mobility component:
Higher rate**

BLUE BADGE*

**This document allows to
receive the wristband**

**PIP / DLA OR BLUE BADGE +
OFFICIAL DOCUMENT CERTIFYING
ONE OF THE ACCEPTED
NEURODEVELOPMENTAL DISORDERS
AND/OR AUTISM SPECTRUM
DISORDERS***

**CHECK HERE THE ACCEPTED
DISORDERS LIST**

*IT IS AN ESSENTIAL CONDITION TO PRESENT ORIGINAL, OFFICIAL AND VALID DOCUMENTATION CERTIFYING THIS.

PERSONS IDENTIFIED WITH THESE WRISTBANDS:

1. People with disabilities and their companions must wear the accreditation wristband.
2. Wristbands will be placed exclusively at the ticket offices for customers with special needs, by authorised staff. Loose wristbands will not be handed out.
3. They must be accompanied by a maximum of four people, and at least one of them must be a full-capacity adult able to assist them.
4. They must follow the instructions of the staff at all times and comply with the restrictions and recommendations established for each attraction.
5. For operational reasons, the number of people with disabilities on each ride of the attraction may be limited.



**Visitors who use any type of prosthetic limb must ask
PortAventura World staff if they are able to get on the
attraction or not.**

**SEE THE OPERATIONAL RULES
HERE**

ACCESSIBILITY GUIDE



Download our Accessibility Guide
to have all the necessary information and
to prepare for your visit to the resort.



i All necessary information and assistance is available at the exclusive ticket booths for visitors with special needs, which are green and located at the entrance to the parks.

✉ Send us your queries in advance and we will respond with the required information so that you can prepare for your visit: **atencion-cliente.necesidades-especiales@portaventura.es**