

# DISABLED VISITORS POLICY

PORTAVENTURA WORLD HAS A GUEST SERVICE OFFICE FOR VISITORS WITH SPECIAL NEEDS  
where specific information is available to everyone who requires it.

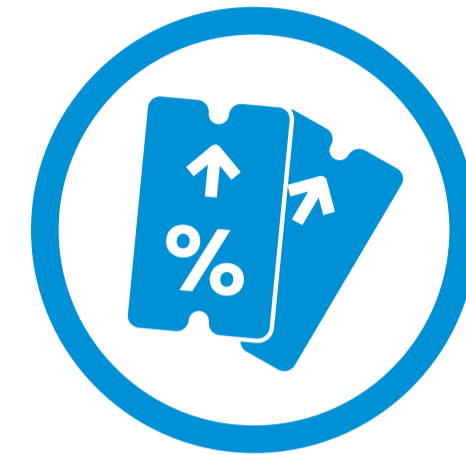
## OFFICE OBJECTIVES



**To assist**  
visitors with special needs,  
so that they get the most  
out of their visit.



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



**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.

## LOCATION



**The Guest Service  
Office for Visitors with  
Special Needs**  
is near the ticket booths,  
just before the entrance  
to the parks.

## TICKET PRICES AND TYPES

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

MINIMUM  
disability of **33%** \*

**Reduced rate**  
for visitors with special needs.

FROM **75%**  
disability\*

**Free entry to the three parks:**  
tickets must be collected from the Guest Service  
Office for Visitors with Special Needs.  
**Free pass:** can be collected from the Club  
PortAventura Office.

**Companions** must pay **standard rates.**

\* VISITORS WILL NOT BE ELIGIBLE IF THEY DO NOT PROVIDE DOCUMENTARY EVIDENCE.

## SPECIAL ACCESS TO THE ATTRACTIONS

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

MINIMUM ACCREDITED  
DISABILITY OF  
**33%**

**and recognised reduced  
mobility\***

MINIMUM ACCREDITED  
DISABILITY OF  
**33%**

**and neurodevelopmental  
disorder on the autism  
spectrum\***

DISABILITY OF AT LEAST  
**75%**

\* VISITORS WILL NOT BE ELIGIBLE IF THEY DO NOT PROVIDE DOCUMENTARY EVIDENCE.

### PERSONS IDENTIFIED WITH THESE WRISTBANDS:

**1.** Are able to access the attraction  
accompanied by a maximum of  
four companions. At least one of  
them must be an adult and fully  
able to take responsibility for  
assisting the disabled visitor.

**2.** Must follow the instructions  
given by staff at all times and  
comply with the restrictions and  
recommendations in place for  
each attraction.

**3.** For operational reasons, there  
may be a limit to the number of  
disabled visitors permitted to ride  
an attraction at any one time.



**Visitors who use any type of prosthetic limbs must ask  
PortAventura World staff if they are able to access the  
attraction.**

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.



 All necessary information and assistance is also available at the Guest Service Office for Visitors with Special Needs.

 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**