

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.

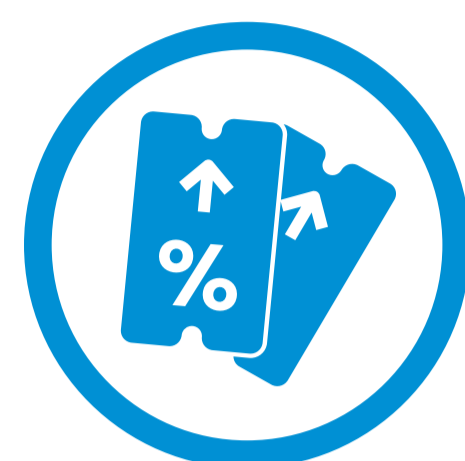
TICKET BOOTHS OBJECTIVES



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 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 green ticket booths exclusively for visitors with special needs located at the entrance to the parks.
Free pass: can be collected from the +PortAventura Club 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 certain neurodevelopmental and/or autistic spectrum disorders*.
See the list [HERE](#).*

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 visitors with disabilities permitted to ride an attraction at any one time.



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