



# WELCOME



At PortAventura World we like to take care of you, and that's why we do everything possible so that everyone can enjoy a world of unique experiences.

**We are continuously working to adapt our facilities** so that PortAventura Park is fully accessible on an architectural level so you can enjoy it as much as possible.

We are delighted to give you **personal attention** to meet all of your needs, so you can enjoy a welcoming and inclusive atmosphere at PortAventura World.

This guide, together with the park guide, will help you to plan your visit and get the most out of the attractions and services.

**We wish you an unforgettable day at PortAventura Park!**

## TICKETS AND SEASON PASSES\*

- SPECIAL RATES on tickets and season passes.
- Free pass for visitors with at least 75% disability.

## GUEST SERVICE TICKET BOOTHS FOR VISITORS WITH SPECIAL NEEDS

We are here to help and offer the following services:

- Collection of discounted tickets, previously booked online, for holders of a 33% minimum disability certificate.
- Issue of ID passes for access without architectural barriers for visitors with reduced mobility or certain neurodevelopmental disorders\*\*\*.
- Information about attractions, restaurants, shows and the most suitable services and facilities to use.

## RESERVED PARKING AREA WITH SURVEILLANCE

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

## ACCESS WITHOUT ARCHITECTURAL BARRIERS TO THE ATTRACTIONS\*\*

Visitors with disabilities and reduced mobility or those who suffer from certain neurodevelopmental disorders\*\*\* may access attractions without architectural barriers and may be accompanied by a maximum of 4 people (at least 1 must be an adult and capable of taking care of the visitor with reduced mobility).

ID passes will be issued at the Guest Service ticket booths for Visitors with Special Needs, granting ease of access. You must show your park ticket, hotel key or annual pass, together with a document that proves your legal status as a person with a disability and reduced mobility or suffering from a neurodevelopmental disorder.\*

## RESERVATIONS IN TABLE SERVICE RESTAURANTS IN LOCATIONS FREE FROM ARCHITECTURAL BARRIERS

\* **Required Documentation:** Certification of at least 33% disability. Disabled visitors with reduced mobility must provide documentary evidence of their condition.

\*\* For attractions where there are no architectural barriers, access will be through the main entrance, observing the corresponding waiting time. For operational reasons it may be necessary to limit the number of disabled visitors on the same attraction cycle. Any person whose disability poses a serious impediment to getting on and off the attraction may repeat the ride a maximum of one additional time. Identity wristbands that are tampered with, torn, written on and/or misused will be withdrawn and not returned.

\*\*\* Proven with the relevant documentation.

## SERVICES FOR VISITORS WITH REDUCED MOBILITY

	Discounts on tickets and season passes
	Guest service ticket booths for visitors with special needs
	Reserved parking area with surveillance
	Access without architectural barriers to the attractions
	Access without architectural barriers and designated areas at shows
	Bookings in table service restaurants in locations free from architectural barriers

# ACCESSIBILITY GUIDE



**Made to Remember**

[portaventuraworld.com](http://portaventuraworld.com)



## ATTRACTIONS WITHOUT ARCHITECTURAL BARRIERS



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

See the information displayed at the entrance of each ride for restrictions on height and use.

## RESTAURANTS WITHOUT ARCHITECTURAL BARRIERS

- |                       |                                |
|-----------------------|--------------------------------|
| 17 RACÓ DE MAR 🍴      | SELF 206 THE OLD STEAK HOUSE 🍴 |
| 204 IRON HORSE 🍴      | SELF 209 JEREMIAS' FOOD 🍴      |
| SELF 161 LA CANTINA 🍴 | SELF 46 BORA BORA 🍴            |
- 
- FERRARI LAND**
- |                    |                        |
|--------------------|------------------------|
| SELF 46 PIT LANE 🍴 | SELF 116 CANTON 🍴      |
| 161 CAVALLINO 🍴    | LALIGA TWENTY NINE'S 🍴 |

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



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.