



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, reduced mobility, and certain neurodevelopmental disorders. **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 **personalized 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



### 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.



### WRISTBAND IDENTIFICATION

People with disabilities, reduced mobility, or certain neurodevelopmental disorders\*\*\* (such as autism spectrum disorder or documented Down syndrome) will receive a special wristband that allows **access to attractions via entrances without architectural barriers**. Important: This wristband should not be considered an Express access to the attractions. Each person with a disability **may enter the park with up to 4 companions**, of whom at least one must be an adult without disability. Four additional wristbands will be provided to identify these companions.



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

The person with a disability may **access each attraction with a maximum of 2 companions per turn**, chosen from the 4 identified with wristbands. Companions may vary at each entry to the attraction. After the first use, both the person with a disability and their companions must wait for the time indicated by the operations staff before riding again. This time will correspond approximately to the standard queue wait time for the attraction. There is no limit to the number of times they can enjoy the attraction during the day, provided the established waiting intervals are respected.



### ACCESS WITHOUT ARCHITECTURAL BARRIERS AND DESIGNATED AREAS AT SHOWS



### BOOKINGS 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.

## ATTRACTIONS WITHOUT ARCHITECTURAL BARRIERS

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

- Gentle rides
- Moderate rides
- ◆ Thrill rides



## RESTAURANTS WITHOUT ARCHITECTURAL BARRIERS

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

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 2.504 of Companies, Page no. T-40.500. Tax Ref. A63776306 - Av. Alcalde Pere Molas, km 2 s/n, Tarragona, Spain.

- 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



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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](mailto:atencion-cliente.necesidades-especiales@portaventura.es)

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

