



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



ENTRADES I PASSIS DE TEMPORADA

- SPECIAL RATE on admission tickets and Season Passes, upon presentation of proof of a minimum 33% disability.
- Free pass and free admission from 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, for holders of a 33% minimum disability certificate.
- Issuance of barrier-free access identification for visitors with reduced mobility and for people with certain neurodevelopmental disorders, provided that the specified requirements are met.
- 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.



IDENTIFICATION REQUIREMENTS USING A WRISTBAND

The identification wristband will be issued provided that the following requirements are met:

MINIMUM CERTIFIED DISABILITY OF

33%

AND RECOGNISED REDUCED MOBILITY

MINIMUM CERTIFIED DISABILITY OF

33%

AND SUFFERING FROM CERTAIN NEURODEVELOPMENTAL DISORDERS RELATED TO THE AUTISM SPECTRUM*

DISABILITY EQUAL TO OR GREATER THAN

75%

Regulations on the use of the identification wristband:

1. Persons with disabilities and their companions must wear the accreditation wristband.
2. Wristbands will be placed exclusively at ticket offices for guests with special needs by authorised staff. Loose wristbands will not be handed out.
3. Access is permitted with a maximum of four accompanying persons, and at least one of them must be an adult fully capable of providing assistance.
4. Guests must follow staff instructions at all times and comply with the restrictions and recommendations established for each attraction.
5. For operational reasons, the number of persons with disabilities per ride may be limited.



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.

Those persons who meet both conditions of legally recognized disability and accredited reduced mobility, or who have certain neurodevelopmental disorders that prevent them from accessing attractions independently through the corresponding queue lines, may access the attractions via the designated access points available at those attractions and shows where such access is possible, without prejudice to the waiting time at that moment. Should they, by personal choice, wish to access the attractions through the standard queue, they must at all times follow the instructions of the staff. Likewise, they must be accompanied by a maximum of up to four people, and obligatorily, at least one of them must be an adult in full capacity who can provide assistance, always following the instructions of PortAventura World staff. At the Special Needs Customer Service ticket offices, a personal and non-transferable identification will be provided to the accredited person and to a maximum of four companions for this access, upon presentation of the ticket or document certifying their legal status as a person with disability and reduced mobility or with certain neurodevelopmental disorders, as well as valid admission to PortAventura Park and/or Ferrari Land. PortAventura World reserves the right to verify compliance with these conditions at any time. Those attractions that are fully adapted and where there are no architectural barriers must be accessed via the main entrance, respecting the corresponding waiting time.

ATTRACTIONS WITHOUT ARCHITECTURAL BARRIERS

- | | | |
|---------------------------|-----------------------------------|--------------------------|
| 1 FURIUS BACO ◆ | 70 STREET MISSION ● | 144 SERPIENTE EPLUMADA ■ |
| 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 | 204 IRON HORSE | SELF 206 THE OLD STEACK HOUSE |
| SELF 161 LA CANTINA | SELF 46 BORA BORA | SELF 209 JEREMIAS' FOOD |
| SELF 46 PIT LANE | SELF 116 CANTON | |
| 161 CAVALLINO | | LALIGA TWENTY NINE'S |

FERRARI LAND

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



Made to Remember

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

portaventuraworld.com

