



## **WELCOME TO MAGIC SPRINGS THEME AND WATER PARK!**

We are glad you are here and hope you have an enjoyable, fun-filled day! We provide a safe, family-fun experience creating MAGIC MEMORIES that last a lifetime. This guide has been prepared to provide an overview of services and facilities available for our disabled Guests. Our goal is to make our park free of barriers and more accessible for all our Guests. Should you or a member of your party have questions, please do not hesitate to ask any of our Team Members to direct you to us. Our Guest Relations and Operations staff at the Front Gate is specially trained to answer your questions. We hope that you find this guide helpful and informative and that you enjoy your visit today. Please come back and visit us again soon!

### **ACCESSIBILITY**

Most of our theaters, attractions, restaurants and shops are accessible to wheelchairs. All rides however, require transfer to a ride or ride device. There are no attractions that allow a wheelchair to be on the ride itself. Transfers must be accomplished by the disabled person or with assistance of a member of his/her party. Magic Springs personnel are not trained in lifting or carrying persons with disabilities and are therefore not permitted to assist Guests on and off the rides.

Some ride entrances have narrow queues formed by railings that make wheelchair access difficult. In these situations, special access entrances are available to accommodate the mobility impaired and other disabilities. These special entrances are generally the ride exit.

### **RIDE REQUIREMENTS**

Guest safety is our number one priority. All Guests must meet minimum height and all other safety requirements of each attraction. These safety requirements are posted at the entrance to each ride. In some situations, Guests may not be permitted to board a ride in the interest of personal safety or

the safety of other Guests or employees. Guests must be able to utilize all safety restraints and devices as designed by the manufacturer and must have the ability to maintain the proper upright riding posture throughout the ride's duration. This includes but is not limited to hands on handlebars, feet on floor, and a proper upright riding posture.

Guests who are deaf, hearing-impaired or are unable to hear ride safety information communicated over a public-address system can request a written copy from the ride operator.

### **RIDE ENTRANCE**

Magic Springs provides mainstream access whenever possible, while recognizing that each attraction is different. Where it is not feasible to use the entrance, Guests will be allowed access through the exit. All other persons in the party will be required to wait in the regular queue line. When they reach the ride load area, they may join the party that arrived through the alternate entrance. The special access is meant to accommodate the needs of the disabled and not to bypass other Guests waiting in line.

### **GUEST RELATIONS**

Our Team Members are happy to answer any questions you may have. For more detailed information inquire at our Guest Relations office located at the main entrance.

### **RESTROOMS**

Most restrooms within the park are accessible by wheelchair. Restrooms can be found just inside the Front Gate and throughout the park. (See park map for locations.) For those restrooms that are not accessible, signage will direct you to the nearest accessible restroom.

## **WHEELCHAIRS**

Wheelchairs may be rented at The Sweet Shop located next to the Front Gate and Terrace Treats. Wheelchairs are available on a first-come, first-served basis. Guest may bring their own wheelchairs.

## **FIRST AID**

A licensed Emergency Medical Technician (EMT) is on site during park operating hours. Health Services is located near the Carousel.

## **THEATERS**

When arriving at our shows, please arrive at least 15 minutes early if you will need assistance from one of our Team Members. If you use a wheelchair, but are capable of transferring to a seat, we request that you do so to help us accommodate others who are in wheelchairs.

## **GUESTS USING SERVICE ANIMALS**

Service animals are welcomed in most locations of the park. However, our rides are not equipped or designed for the accessibility or safety of service animals. Therefore, someone in your party must be able to stay with the animal while you ride.

## **ACCESSIBLE PARKING**

We ask that Guests with some mobility park in the main parking lot if the distance from the gate makes it a feasible destination. The park does have wheelchair accessible parking by the main gate. We request that anyone who can park in regular parking do so.

Parking is available on a first-come, first-served basis. If the wheelchair area is full at the time of your arrival, members of your party can be dropped off at the main gate using the drop off area.

When you arrive at the parking lot toll booths, ask the Team Member for instructions on where to proceed for designated parking.

Our Team Members are trained to provide you with information regarding accessibility. If you require further assistance you may request through any Team Member to speak to a member of Management

## Theme Park

Ride	Ride Type	Height Restriction	Access to Boarding	Boarding	Attraction Rating	Arm Cast	Braced Arm Cast	Upper Extremities	Lower Extremities
Carousel	Flat/Circular	7	Easy-via Exit Gate	Easy-Step	Mild Thrill			*	
Krazy Kars	Flat/Circular	13	Easy-via Exit Gate	Difficult-Stairs	Mild Thrill			*	
Diamond Mine Run	Family Coaster	1	Easy-via Exit Gate	Easy-Step	Mild Thrill		*	*	*
Kit n Kaboodle	Family Coaster	7	Easy-via Exit Gate	Easy-Step	Mild Thrill				
Bugga Booga Wheel	Ferris Wheel	7	Moderate-via Exit	Difficult- Stairs	Mild Thrill				
Lil Leapin' Lizards	Up & Down	14	Easy-via Exit Gate	Easy-Step	Mild Thrill				
Fearless Flyers	Flat/Circular	7	Easy-via Exit Gate	Easy-Step	Mild Thrill			*	
Looney Baloooney	Flat/Circular	7	Easy-via Exit Gate	Moderate	Mild Thrill				
Clown Around	Flat/Circular	3	Easy-via Exit Gate	Moderate	Mild Thrill			*	
Old No. 2 Logging Co	Log Flume	1	Moderate-via Exit	Difficult- Moving Ride	Moderate Thrill		*	*	*
Rum Runner	Flat/Swinging	8	Easy-via Exit Gate	Moderate-Step	Moderate Thrill			*	
Razorback Round-up	Flat/Impact	4	Easy-via Exit Gate	Moderate- Step	Moderate Thrill		*	*	*
Big Bad John	Roller Coaster	10	Easy-via Entrance	Moderate	Moderate Thrill		*	*	*
Arkansas Twister	Roller Coaster	5	Easy-via Entrance	Moderate	High Thrill		*	*	*
The Gauntlet	Roller Coaster	6	Easy-via Entrance	Moderate	High Thrill	*	*	*	*
The Hawk	Circling	5	Easy-via Exit Gate	Moderate	High Thrill		*	*	*
Plummet Summit	Water Ride	1	Easy-via Exit Gate	Moderate-Step	Moderate Thrill		*	*	*
Taxi Co.	Antique Cars	9	Easy-via Exit Gate	Moderate-Step	Mild Thrill			*	*
X-Coaster	Roller Coaster	6	Easy-via Exit Gate	Difficult- Step	High Thrill		*		*
Brain Drain	Free Fall	5	Easy-via Exit Gate	Moderate	High Thrill		*	*	*
SkyShark	Free Fall	10	Easy-via Entrance	Difficult-Stairs	High Thrill		*	*	*

\*indicates a person's **inability** to ride attractions

1- Must be 36" to ride. Under 4" must ride with an adult	6- Must be 52" to ride	11- Under 42" must be within arm's reach of an adult
2- Minimum is 42" Maximum is 48"	7- Under 42" must be with an adult	12- Must be under 42" to ride
3- Minimum is 36" Maximum is 48"	8- Between 42" & 48" must have an adult	13- Must be 32" to ride with an adult. 42" to ride alone
4- Must be 52" to drive and 48" to ride	9- Must be 48"to drive and 36" to ride	14- Must be between 36" and 52" to ride.
5- Must be 48" to ride	10- Must be 42" to ride	

**Arm Cast-** Guests with a full arm or braced arm cast are generally restricted from riding many attractions.

**Upper/Lower Extremities-** Guests without control of their upper or lower extremities are generally restricted from riding any attractions.

**Hearing Impaired-** Guests who are hearing impaired may ask for written ride instructions before boarding the ride.

**Amputations-** A guest with an amputated leg or amputated hand or arm are generally not restricted from riding any attractions.

# Water Park

Attraction	Ride Type	Height Restriction	Access to Boarding	Boarding	Attraction Rating	Arm Cast	Braced Arm Cast	Upper Extremities	Lower Extremities
Wave Pool	Pool	11	Easy	Easy	High Thrill		*	*	
High Sierra	Slides	5	Difficult-Stairs	Moderate	High Thrill	*	*	*	
Kodiak Canyon	Lazy River	11	Moderate	Easy	Moderate Thrill		*	*	
Grizzly Creek	Activity Pool	11	Easy	Easy	Mid Thrill		*	*	*
Bear Cub Bend	Kiddie Pool	12	Easy	Easy	Mild Thrill		*	*	
Seven Falls	Slides	5	Difficult-Stairs	Moderate	High Thrill	*	*	*	
Rapid Falls Raceway	Slides	10	Difficult-Stairs	Moderate	Moderate Thrill	*	*	*	
Lagoon Pool	Pool	11	Easy	Easy	Mild Thrill		*	*	
Boogie Blast	Surf Simulator	10	Easy	Easy	High Thrill	*	*	*	*
Splash Island	Interactive Play Structure	3, 11	Difficult-Stairs	Easy	Moderate Thrill		*		
Magic Spring	Pool	11	Easy	Easy	Mild Thrill		*	*	

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1- Must be 36" to ride. Under 4" must ride with an adult	6- Must be 52" to ride	11- Under 48" must be within arm's reach of an adult
2- Minimum is 42" Maximum is 48"	7- Under 42" must be with an adult	12- Over 48" must be accompanied by a child
3- Slide Height Requirements vary from 36" to 48"	8- Between 42" & 48" must have an adult	13- Must be 32" to ride with an adult. 42" to ride alone
4- Must be 52" to drive and 48" to ride	9- Must be 48" to drive and 36" to ride	14- Must be between 36" and 52" to ride.
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