



**SEAWORLD®
YAS ISLAND, ABU DHABI
ACCESSIBILITY GUIDE**





It’s great to have you here! This guide provides an overview of services and facilities available for People Of Determination who are visiting SeaWorld Abu Dhabi. We are committed to providing a safe and enjoyable environment for all guests. Please refer to Guest Services if you have any questions.

At SeaWorld Abu Dhabi we have programs in place to assist People Of Determination.

Our Ride Accessibility Program (RAP) matches the individual abilities of our guests to the requirements of each ride. When enrolled in the RAP, People Of Determination will be able to enjoy expedited access to our rides and attractions.

NOTICE:
The information in this guide is subject to change without notice. You may also contact a Rides and Attraction Operator regarding accessibility prior to boarding a particular attraction.

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Guest Services

Guest Services counters are located in Abu Dhabi Ocean just after the Park Entrance.



Parking

Parking is available at our car park. Guests with a people of determination pass displayed in their cars may park in the designated area.



Wheelchair and Stroller Rental

Wheelchairs and strollers can be rented near the front of the park from the shop called “Wheelchair/Strollers Rental” this is located at the Souk next to the prayer room. Wheelchairs and/or strollers are rented on a “first-come, first-served” basis. Guests may also use their own wheelchairs or electric chair vehicle’s. Guests using wheelchairs may join any admissions line to enter the park.



Restrooms

All restrooms are accessible to guests using wheelchairs and are marked with the wheelchair symbol throughout the park. The Mothers' Lounge is located on the right side of Lost & Found in Abu Dhabi Ocean. Manual flush toilets are available at these locations as well.



First Aid

SeaWorld Abu Dhabi’s First Aid clinic is located in Abu Dhabi Ocean next to the Guest Services counter. It is staffed by Registered Nurses and/or Emergency Medical Technicians. SeaWorld Abu Dhabi Staff throughout the park can call for assistance upon request.



Restaurants

While dining at our restaurants, please be well-versed that several of our food venues offer cafeteria-style service. For guests with special dietary needs, we suggest allergy friendly options throughout our park to match your needs. You may stop by any of our Food and Beverage outlets, to receive more information about allergens and culinary options when required.

For questions before you visit, please contact us at: <https://seaworldabudhabi.com/> or contact Yas Concierge. We also suggest you visit our F&B Outlets during non-peak hours or ahead of mealtime so that you can be efficiently assisted. Guests looking for a softer dining environment are encouraged to visit meal facilities during non-peak hours or ahead of regular mealtime.



Retail Stores

All retail outlets are wheelchair accessible. For assistance kindly speak to any of our team members



RIDE ACCESS INFORMATION

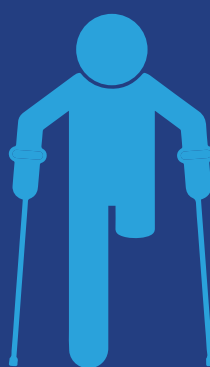
At SeaWorld Abu Dhabi, safety is the only consideration that takes precedence over fun! Thrilling rides, by their nature, create forces and speeds that may not be acceptable or tolerable to some guests and may cause injury to some riders with known or unknown pre-existing conditions.

Many theme park rides incorporate safety systems designed by the manufacturer to accommodate people of average physical stature and body proportion. These systems may place restrictions on the ability of an individual to safely experience the ride. In general, you should ride only if you are in good health. Do not ride if you know or suspect you may be pregnant, have high blood pressure, heart, neck or back problems, motion sickness, recent surgery, or any other medical condition that may be affected by the features of the ride. You should not ride if you have any impairment or condition that would prevent the intended use of seating and safety restraints as provided or inability to follow any safety requirement.

In order to ride, guests must be able to maintain the proper riding position throughout the ride and brace themselves upright in their seat, keeping their head upright and their back against the seatback. Guests must be able to use the restraint device properly and be able to hold on tight and keep their hands, arms, legs, and feet down and inside the ride at all times. Guests must be able to demonstrate a willingness and ability to comply with verbal and written rider requirements. The rider requirements and health restrictions are listed on the Ride Restriction Board at the entrance of each ride.

Guests with casts or braces will be restricted from riding certain rides where the cast or brace may present a hazard to the guest or others.

If in doubt about your ability to safely experience a specific ride, please consult with our Guest Services staff or a Ride and Attraction Operator for more information.



Height Requirements

Height requirements are posted at each attraction. All guests, including those using wheelchairs, must have their heights checked and must meet the minimum height requirements.

Casts, Braces, And Walking Boots

Guests with any cast including a forearm cast, lower leg cast, full arm cast, full leg cast, or braced arm cast may be restricted from riding certain rides and should refer to the Individual Ride Information section of this guide for more information. Guests with walking boots and knee braces may be able to ride as long as the boot or brace fits comfortably into the ride unit and meets the ride safety requirements.

Prosthetic Devices and Amputation

Guests with any type of prosthesis may be restricted from riding certain rides. If permitted, riders must ensure it is properly secured before riding any ride and should refer to the Individual Ride Information section of this guide to determine their specific ability to experience any ride.

All guests must be able to board a ride themselves or with help from a member of their party. SeaWorld Abu Dhabi colleagues may not lift or assist in lifting anyone using a wheelchair. They can offer assistance steadying a guest that's transferring to or from a wheelchair.

The maturity level of any rider must be considered prior to riding.



Riders of Size

To ride, all seatbelts, lap bars, and shoulder harnesses must be positioned and fastened properly. Due to rider restraint system requirements, riders of size may not be accommodated on some of our rides. Larger guests may experience difficulty on some rides at SeaWorld Abu Dhabi. Test seats are located at the ride entrance of Hypersphere 360° and Manta. We recommend utilizing these before entering the ride queue. Our Rides and Attractions Operators may assist you by asking you to try out the seat.

General Ride Restrictions

Before experiencing a ride please note all safety warnings both verbal and written for each ride, such as

- Please wait for all rides to come to a complete stop before attempting to board.
- Please exercise caution in boarding each attraction, watching your head and step.
- Once you are seated, please secure your seatbelt, lap bar or shoulder harness, and keep them fastened until the ride comes to a complete stop.
- Face forward and remain seated in an upright position. Hold on until the ride comes to a complete stop.
- Always keep all parts of your body inside the ride.
- Where required ensure shoes are worn.
- You are responsible for your personal property.
- Food and beverages are not allowed in the rides/attractions.
- No smoking while in line or while riding. Smoking (including vaping) is prohibited, except in designated areas listed on the park map.

Definitions

Every ride entrance lists the height requirements and special instructions regarding the ride. SeaWorld Abu Dhabi uses the following terms:

Supervising Companion: A supervising companion is someone who physically and mentally meets all the requirements to ride the ride themselves and exhibits the maturity of someone 12 years of age or older.

Accompanied By: Whenever a guest needs accompaniment, the accompanying person must be 12 years or older, meet all the ride requirements, as well as be able to assist the guest. This includes helping the guests in the boarding and exiting of the ride, assisting the guest in maintaining postural control while riding, and assisting the guest in downstairs, catwalks, or ladders if needed.

Hand-held Infant: A hand-held infant is a child who is unable to walk to the ride unit independently or maintain independent seated postural control.

Functioning Extremity: A functioning extremity is a limb over which a person has control. A prosthetic device is considered a functioning extremity if it performs the function of the missing natural limb.

Ability to hold on or brace: Ability to use one's arms to maintain a grasp on an assist bar and support one's body during normal and emergency procedures on a ride and to use one's legs to brace to maintain a seated position during the forces of the ride.

Ridership Criteria

The ability for a Person of Determination to experience certain rides or attractions is evaluated based on criteria which may include manufacturer's requirements and other safety considerations. Some of those may include the following:

Ability to maintain the proper riding position throughout the ride. The guest must have the body and spinal control to maintain the proper riding position throughout the ride without the aid of other people or devices and be able to maintain the proper riding position even during bumping or other characteristic movements of the ride.

Weight distribution to allow the restraint device to function as designed. The weight distribution of the guest's body must not interfere with any of the ride or attraction's safety and restraint devices as they were designed.

Control of upper torso – including head and neck. The guest must have sufficient muscle control to support their head, neck, and upper torso in the proper position during the ride or attractions designed dynamic motions.

Ability to hold on with one functioning hand. A functioning hand is an upper extremity or prosthesis with fingers that have the ability to grasp the restraint device and exhibits good grip control; the ability to brace and is strong enough to maintain the proper riding position throughout the duration of the ride.

Ability to hold on with two functioning hands. Ability to hold on with two functioning hands as described above.

Ability to hold on with one functioning arm. A functioning arm is an upper extremity or prosthesis that has the ability to arm-grip the restraint device by wrapping the arm around the restraint device and is strong enough to allow the guest to maintain the proper riding position throughout the duration of the ride.

Ability to hold on with two functioning arms.

Ability to hold on with two functioning arms as described above.

Ability to brace self with one functioning leg.

Guest must have one functioning leg, natural or prosthetic, for bracing their body during the course of the ride or attraction.

Ability to brace self with two functioning legs.

Guest must have two functioning legs, natural or prosthetic, to be used for bracing their body during the course of the ride or attraction and maintaining balance when entering and exiting a ride or attraction.

Minimum of two functioning extremities.

Guest must have a minimum of two functioning extremities, natural or prosthetic (two arms, two legs, or one arm and one leg), to brace themselves during the ride and assist in entering and exiting the ride or attraction.

Minimum of three functioning extremities.

Guest must have a minimum of three functioning extremities, natural or prosthetic (two legs and an arm or two arms and a leg) to allow the guest to brace in a tripod manner during the ride.

Ability to enter and exit the ride without endangering self or others.

Guest must be able to enter and exit the ride without jeopardizing themselves or others and to assist with their own evacuation, if necessary. This may include entering through an exit or having someone aid him or her in boarding. If a guest has to be lifted in and out of a ride unit, they must be accompanied by a supervising companion who is accustomed to doing this. For the safety of ride or attraction operators and the guest, our operators are instructed not to perform this function.

Appropriate Observed Conduct.

Guests must demonstrate appropriate observed conduct by indicating a willingness and ability to understand, participate in, and follow all rider requirements. Appropriate observed conduct may include but not be limited to, maintaining the proper riding position, attention to and compliance with safety instructions, proper use of restraints and safety equipment and a willingness to participate in the attraction.

In addition to the basic physical and mental requirements defined above, each ride is evaluated relative to specific temporary conditions which may prevent a guest from safely riding a particular ride. Some of the specific conditions evaluated include:

- Cervical collar or neck brace
- Broken collar bone
- Full arm cast
- Braced arm cast
- Lower arm cast
- Full leg cast
- Lower leg cast

Bilateral abduction leg casts (brace between legs)
The suitability of safely carrying hand-held infants on each ride.

INDIVIDUAL RIDE INFORMATION

The following descriptions are designed to give you information on the type of actions caused by various rides along with their unique physical restrictions. If you enrolled in the Ride Accessibility Program, follow the directions listed under each ride below.



Eel Racer

Eel Racer is a family coaster located in Micro Ocean. Riders are seated in vehicles designed in the shape of an Eel. They are taken through the underwater world as the eel twists, soars and turns above the play structure and other rides in Micro Ocean

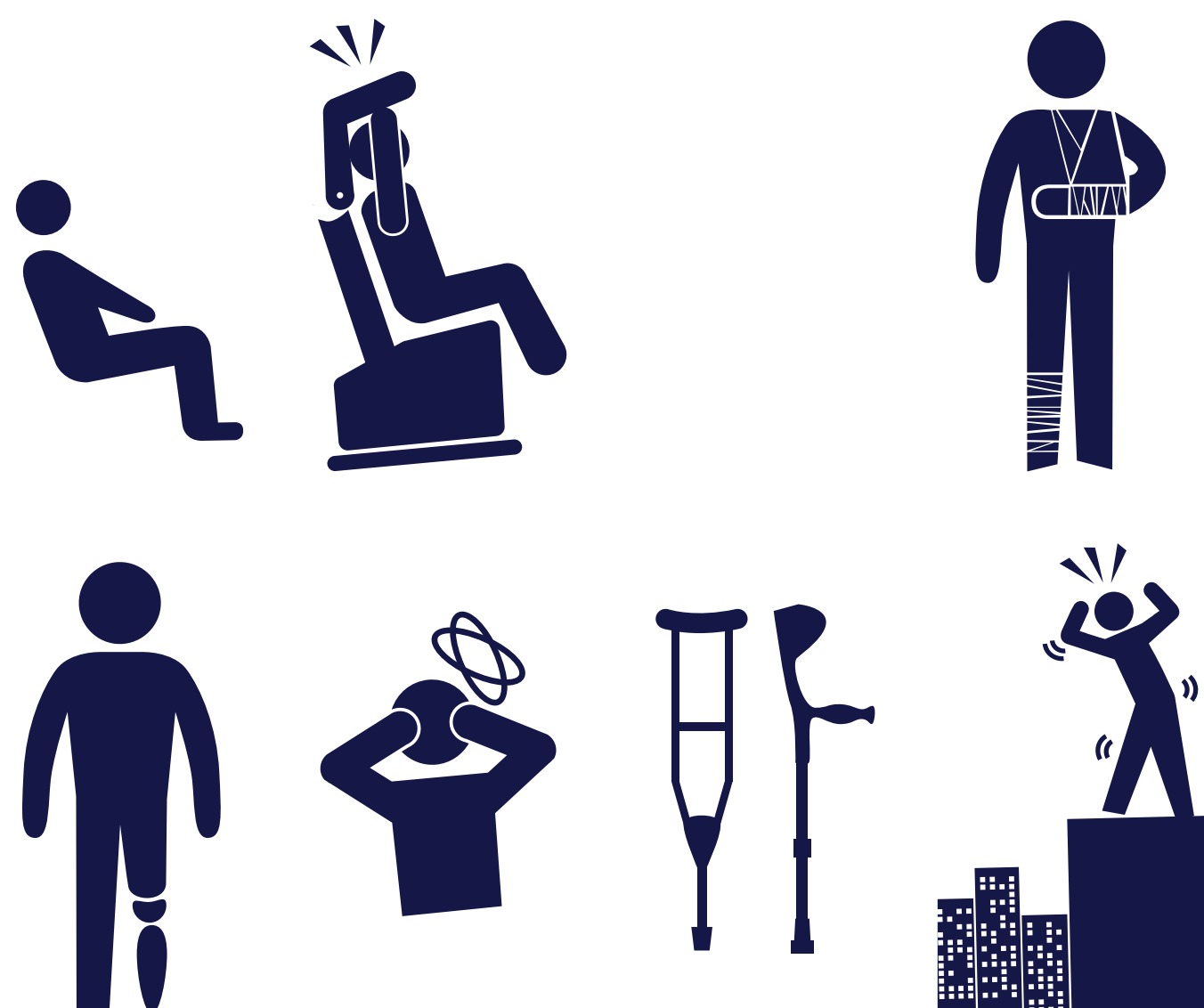
Ride Access: Mobility-impaired guests that would like to ride this attraction should access the ride via the ride exit. The operations Colleague at the entrance/ride platform will provide assistance and loading instructions as well as check for other eligibility criteria.

Height Restrictions: Guests must be at least 0.9 meters tall to ride. Guests below 1.2 meters tall must be accompanied by a supervising companion. maximum height for riders is 1.95 meters. No hand-held infants.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, sensitivity to strobe effects, prone to motion sickness, have a heightened sensitivity to dark enclosed places or any other impairment or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Restrictions:

1. Each rider must be able to remain seated up straight, keeping their head upright, their back and shoulders against the seat back
2. Hands, arms, legs, and feet down and inside the ride at all times.
3. Guests must be able to grip with one functioning hand, brace with one functioning leg and have a minimum of three (3) functioning limbs
4. Guests with a cervical collar or neck brace, broken collar bone, full arm cast, braced arm cast, or full leg cast must not ride.
5. Guests must have the ability to enter and exit the ride without endangering self or others. Please see an Operations Colleague at the ride if you have questions.





OctoZoom!

OctoZoom! Is a rocking tug ride that rocks back and forth and gently rotates guest in a boat mimicking the motions of an octopus at bottom of the ocean

Ride Access: Guests using wheelchairs should enter the ride via the exit or fast pass queue. The Operations colleague at the load platform will assist in answering any questions and checking eligibility.

Height Requirement: Guests must be at least 1.05m tall; guests below 1.20m need to be accompanied by a supervising companion. No hand-held infants.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Requirements:

1. Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back
2. Hands, arms, legs, and feet should be kept down and inside the ride at all times.
3. Guests with a cervical collar, neck brace or broken collarbone, full leg casts or braced arm cast will not be permitted to ride. All other types of casts not listed here are also not permitted.
4. Guests must be able to grip with one functioning hand and brace with one functioning leg. Two functioning hands are sufficient instead of one functioning hand and one functioning leg if the guest has a normal center of gravity and the lower extremities are sufficiently strong enough to maintain the proper riding posture under the dynamic conditions of the ride.
5. Amputations must be at the knee or below. Prosthetics on the lower limbs are not permitted.





Jelly Plunge

Jelly Plunge! Is a ride composed of a rotating tower with vehicle passenger units. Guest will be lifted to the apex of the tower before experiencing a series of bounces and twists.

Ride Access: Guests using wheelchairs should enter the ride via the exit or fast pass queue. The Operations colleague at the load platform will assist in answering any questions and checking eligibility.

Height Requirement: Guests must be at least 0.9 meters tall; guests below 1.20 meters need to be accompanied by a supervising companion. No hand-held infants.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Requirements:

1. Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back
2. Hands, arms, legs, and feet should be kept down and inside the ride at all times.
3. Guests with a cervical collar, neck brace or broken collarbone, full leg casts or braced arm cast will not be permitted to ride. All other types of casts not listed here are also not permitted.
4. Guests must be able to grip with one functioning hand and brace with one functioning leg. Two functioning hands are sufficient instead of one functioning hand and one functioning leg if the guest has a normal center of gravity and the lower extremities are sufficiently strong enough to maintain the proper riding posture under the dynamic conditions of the ride.
5. Amputations must be at the knee or below. Prosthetics on the lower limbs are not permitted.





Turtle twist

Turtle Twist is an interactive family ride that creates the experience of flying a hang glider. Guests can control their own experience by controlling the movement by tilting the wing up or down. Riders will be able to fly as high as 6.8m or low. The ride travels at a maximum speed of 20 km/h.

Ride Access: Guests using wheelchairs should enter the ride via the exit or fast pass queue. The Operations colleague at the load platform will assist in answering any questions and checking eligibility.

Height Requirement: Guests must be at least 1.05 meters tall; guests below 1.20 meters need to be accompanied by a supervising companion. No hand-held infants.

Ride Restrictions: For your safety, you should ride only if you are in good health. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, or medical condition that may be affected by the features of this ride or prevent the normal seating or use of the safety restraints as provided, shall not ride.

Physical Requirements:

1. Each rider must be able to remain sitting up straight, keeping their head upright, their back and shoulders against the seat back and their hands, arms, legs, and feet down and inside the ride at all times.
2. Guests with a cervical collar, neck brace or broken collarbone, full leg casts or braced arm cast will not be permitted to ride. All other types of casts not listed here are also not permitted.
3. Guests must be able to grip with one functioning hand and brace with one functioning leg. Two functioning hands are sufficient instead of one functioning hand and one functioning leg if the guest has a normal center of gravity and the lower extremities are sufficiently strong enough to maintain the proper riding posture under the dynamic conditions of the ride.
4. Amputations must be at the knee or below. Prosthetics on the lower limbs are not permitted.





Play Areas

- Shipwreck Cove,
- Kelp Climb,
- Explorer's Sea Base,
- Submarine Docking and Launch Bay,
- Penguin Play

The above play structures are themed after various aspects of the Tropical Ocean, Endless Ocean, Polar Ocean and Micro Ocean realms. Guests are immersed in a world of wonder where play elements introduce the flora and fauna of the different ocean realms.

Shipwreck cove delves into the ruins of ship in the tropics turned into a playground. Explorer's Sea Base and Kelp Climb are residents of the MicroOcean Realm. Submarine Docking and Launch Bay offer an avenue into the Endless Ocean. Penguin Play is our flipper sized fun area at the Polar Oceans (Arctic and Antarctica).

Attractions Access: Guests enter the attractions via the main entrance. The Rides and Attraction Operator at the main entrance will assist in answering any questions and checking eligibility.

Height Requirement: The minimum height to go on the slides on the play structures is 1.10 meters. No height restrictions for other areas of the attractions. No hand-held infants.

Attractions Restrictions: For the safety of all guests, parents should accompany their children and supervise play. Children aged 6 to 12 are allowed in the play structures. Adults are not allowed in the attraction on their own. Guests who know or suspect that may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery, or medical condition that may be affected by the features of this attraction should refrain from engaging in motions, play or activities that may aggravate their conditions.

Physical Requirements: There are no physical restrictions for the play structure. Wheelchairs and other essential mobility vehicles may only be used to transport children to different play elements, they are however to be kept clear of rubber floors, nets, walkways, and vertical play elements. They cannot be brought inside the play elements. For more information refer to the Rides and Attraction Operators stationed at the attraction.



AMPHITHEATERS

ontact an Amphitheatre Host for assistance, if needed. Some seats in the theatre are marked as “Splash Zones”. If you enjoy being splashed during a show, inquire about these seats and with a little preparation you can share in this experience. Experienced “Splash Zoners” often have ponchos handy. Guests that wish to enjoy the splash zone must be able to walk up and down a flight of stairs.

Rocky Point Amphitheatre

Description: Seasonal shows and special events venue.

Access: Guests using wheelchairs may enter the amphitheater through the left or right entry ramps. Seating for guests using wheelchairs is available on the top row of the middle promenade. Please see a Rides and Attractions Operator on the promenade for assistance.

Tropical Amphitheatre

Description: Seasonal shows and special events venue.

Access: Guests using wheelchairs may enter the theater through the wheelchair accessible entry ramps located at the back of the amphitheater [gate #1, 2 & 3]. Seating for guests using wheelchairs is available on the same level of the middle promenade. Please see a Rides and Attractions Operator on the promenade for assistance.



SEGWAYS AND SERVICE ANIMALS

Due to the design and layout of SeaWorld Abu Dhabi, the only motorized mobility vehicle allowed are electric wheelchairs. Segways are not permitted. Service animals are not allowed inside SeaWorld Abu Dhabi. Guests who need use of other motorized vehicles should contact Yas Concierge at 600 511115 for advice on other accommodation.

HEARING IMPAIRMENT ACCOMMODATIONS

Sign Language Interpretation

Guests who need sign language should bring their own interpreter to the park. The interpreter will accompany the Person of Determination on all rides and attractions or where interpretation is needed. All other rides and attractions rules apply.

CONTACT INFORMATION

Questions or Comments? SeaWorld Abu Dhabi strives to ensure all guests, including those with disabilities, have a safe and enjoyable experience. If you have suggestions, comments, or concerns, please stop by Guest Services during your visit, visit the website:

<https://www.seaworldabudhabi.com/>

Contact Yas Concierge or call :

Within UAE	600 511115
Outside UAE	(+971) 2 496 8000