



## ***GUESTS WITH DISABILITIES GUIDE***






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Additional information about LEGOLAND® Florida Resort, including our services for Guests with Disabilities can be found by visiting our website or by calling (877) 350-5346. All restrictions are also available for download from this website. This guide outlines specific information about each attraction, including height requirements and health restrictions.

LEGOLAND® Florida shops, restaurants, show venues and the majority of our rides and attractions are (ADA)  accessible to guests who use wheelchairs or are in need of specials services. Please use this guide in addition to the park map to ensure your safety and enjoyment on your visit.

# FREQUENTLY ASKED QUESTIONS & HELPFUL TIPS

## **What are some tips to prepare my family member with a disability for a trip to LEGOLAND® Florida Resort?**

Advanced planning is recommended for all Guests to LEGOLAND® Florida Resort. It is suggested that you review the planning tips offered in this guide. Additional information can be found by visiting our website at [www.LEGOLAND.com/Florida](http://www.LEGOLAND.com/Florida) or by calling +1 (877) 350-5346.

## **Where is Stroller/Wheelchair Rental?**

If your group needs to rent a stroller, wheelchair, or ECV/motorized scooter for the day, proceed to Stroller Rental located near the entrance of the park or reserve online at [www.LEGOLAND.com/Florida](http://www.LEGOLAND.com/Florida)

## **What if my family member with a disability has difficulty waiting in line or understanding the concept of time?**

To access our attractions, Guests with Disabilities have the option of our Blue HERO Pass or use our standard queue. To determine which option or options are best for your party, visit Guest Services located in The Beginning.

## **What should I do if my family member with a disability needs to remain in a stroller while in the attraction queues?**

Visit Guest Services located near the entrance of the park to receive a Stroller as Wheelchair tag to be placed on your stroller for easy identification.

## **Where can we go if my family member with a disability becomes over-stimulated or needs a break area?**

There are Quiet Rooms in the following locations: LEGOLAND Florida First Aid, DUPLO Schoolhouse Baby Care, LEGOLAND Florida Water Park Guest Services and First Aid.

## **Are restrooms available in the Resort and do you offer companion restrooms?**

Yes, there are multiple men's and women's restrooms facilities throughout the park. We also offer companion restrooms in selected locations.

## **How can I find out about food options/preparation methods for my family member who has specific dietary needs?**

Most of the restaurants in the Resort can accommodate most food allergies or intolerances. Please speak with the Chef or Manager on Duty at the restaurant. Guests with food allergies or intolerances are also allowed to bring food items into the Resort. Please inform a Model Citizen that someone in the party has a food allergy or intolerance. Note that Model Citizens are prohibited from storing, preparing, cooking or reheating any food brought into the Resort.

## **Are there any other tools or resources that LEGOLAND® Florida Resort offers for my trip planning or during my visit?**

If you have any questions or require information upon arrival at the resort, visit Guest Services near the main entrance.

# HOW TO PREPARE

1. Review this guide: This guide gives an overview of Resort and what to expect during your trip.
2. Create or review a visual schedule. Go over a timeline with your family member so he or she can learn the routine.
3. Choose a place on the map to meet in case you are separated: Be sure your family member is aware of the location and show it to them once you arrive. Continue to stress the importance of staying close together at all times.
4. Practice waiting in line: Waiting in line can be a big part of the LEGOLAND® Florida Resort experience. Practice waiting, if you can, either at home or lines at the grocery store, ice cream shop, etc.

# WHAT TO BRING

1. Bracelet or name tag with your family members name, a contact number for you and any other important things to know about your family member. Height Wristbands are available within guest services and have a location where you can add your phone number.
2. Ear Plugs or headphones. The parks can be very noisy in certain places.
3. A favorite device or activity. Bring your family member's tablet, video game, comic book or anything else you think might distract them and keep them occupied during any periods of waiting.
4. Reinforce good behavior: Trips to the parks can be long, so items that motivate your family member will be helpful in reinforcing good behavior so your family is able to enjoy a full day of fun!
5. A sensory toy, like a stress ball or other calming item. If your family member experiences sensory overload (sights, sounds smells and commotion could become an issue).

# WHEN YOU ARRIVE

**DRIVING:** Guests entering the Toll Plaza with an Accessible Parking Permit will be directed to the parking area for accessible parking.

**PARK ENTRANCE:** When you arrive after passing under the LEGOLAND® Florida Resort archway, you will approach the Theme Park entrance. At this point you can purchase your tickets from one of our admissions windows or proceed directly into the Park with your e tickets. Once inside the Park, you will see Guest Services on the right. Our Guest Services team will be able to answer all questions and distribute Hero Passes. It is recommended that tickets be purchased in advance to avoid the possibility of waiting at our turnstiles line outside of the Theme Park. Tickets for the Theme Park and Water Park, including Annual Passes, can be purchased in advance online at [LEGOLAND.com/Florida](https://LEGOLAND.com/Florida).

**SERVICE ANIMALS:** Service animals are welcome in most locations throughout the Resort and can accompany a Guest via the standard queue. Service animals must be on a leash at all times. Any show of hostile behavior towards other Guests or Model Citizens is unacceptable. Service animals may not be handled by or left with other Guests or Model Citizens.

**FIRST AID FACILITIES:** These are located near LEGO® Factory in Fun Town or near the Wave Pool at LEGOLAND® Florida Resort Water Park. EMTs are available for basic First Aid Assistance and can provide a place to store medication that requires refrigeration.

**RESTROOMS:** Each restroom in the park has one (ADA ) accessible stalls, as well as one (ADA) accessible stall in Baby Care Center in DUPLO® Schoolhouse.



# MODEL CITIZENS

## WHY ARE WE CALLED MODEL CITIZENS?

We have chosen to call ourselves Model Citizens because this name is very powerful and has many interpretations that describe us, including:

MODEL CITIZEN is a resident of LEGOLAND® (a country just for kids!)

MODEL CITIZEN where “model” stands for the best (because only the best is good enough). We also act as Ambassadors who set an example for our guests with “Model Citizen” conduct and behavior.

MODEL CITIZEN plays on the word “model” which is related to LEGO® products, models and attractions within our Park.

## FIRST AID

Our First Aid facilities are staffed with professional paramedics. At LEGOLAND® Florida Resort, the primary first aid unit is located by the LEGO® Factory. At LEGOLAND® Florida Resort Water Park, it is near the Wave Pool. If you have any questions or need special assistance, ask any Model Citizen or stop by Guest Services inside the main entrance.

## BREAK AREA

Baby Care is located within the DUPLO® area of the Resort. This facility is great for taking a break and includes private rooms for nursing mothers, baby changing areas, quiet rooms and a companion restroom. This area is a place to relax and is typically a little less busy.

## ACCESSING ATTRACTIONS

The Resort offers a wide variety of rides and shows that Guests with Disabilities have several means of access **aVAIABLE** to in creating memorable moments.

**Rides:** To access our attractions, guests with disabilities have several options including use of the standard queue or our Hero Passes. To determine which option or options are best for your party, visit Guest Services **ES** **LO**ca ted near the entrance of the Resort.

**Shows:** We have Show Guides available throughout the park at the main entrance, retail stores, restaurants or in Guest Services. Lines begin forming at show venues leading up to the next show time. Seating opens about 10-15 minutes before each show starts.

How far in advance your party should arrive to queue depends on various factors, including the number of Guests visiting on a particular day. For additional information on how best to experience one of our shows, visit the Guest Services team located near the entrance of the Resort.

# AUTISM AND LEGO®

LEGO® System Based Social Skills has been proven to be an effective way for children with social difficulties associated with Autism, Asperger's Syndrome, Anxiety, Depression or Adjustment Disorders to improve their social interaction and communication skills. A variety of Attractions within the resort, including Imagination Zone, along with a variety of LEGO® Play areas and DUPLO® Tot Spots, offer hands-on activities that can help engage and soothe those with the above issues.

## ATTRACTIONS

For your safety, be sure to check the "Let's Have Fun and Be Safe" board located at the entrance of each ride. Please take a moment to read carefully before considering a ride or attraction for you and your child. For your safety, exceptions to the posted ride restrictions are not possible. Queues to all rides with the exception of Aquazone Wave Racers are wheelchair (ADA) accessible so that all Guests may wait together.

While our Model Citizens are more than happy to help you with specific access to special ride compartments, they are not permitted to lift or carry a Guest into or out of a ride. Family members and helpers are much better informed about your specific condition. Therefore, in case of any emergency or ride evacuation where you might require extra help or assistance, we ask that you be accompanied by someone who knows the best way to lift or carry you to ensure a safe evacuation.

## LOST PARENTS

If a member of your party gets lost or separated, immediately find a Model Citizen. It is recommended you have a photo of all members of your party on the day you visit. This helps ensure Model Citizens have a detailed description of the guest and their clothing. Having an easy means of communication, such as a cell phone, can help aid in the relocation process as well.

## HERO PASS (ASSISTED ACCESS PASS)

LEGOLAND Florida Resort offers a HERO Pass for those who may have difficulty waiting in line. This pass allows the guest assigned the pass immediate boarding through the exit along with one helper; however, the rest of the group is required to receive a reservation. Once a reservation time is set for an attraction, both the guests assigned the pass, and the rest of the group may return at the reserved time. This pass is valid for up to 6 people and can be picked up at Guest Services. The HERO Pass is assigned at the discretion of the LEGOLAND Florida Resort staff and may be revoked at any time if terms are violated.

The HERO Pass is not available at any waterpark attractions.

For more information, reach out to use at [LLF.experience@legoland.com](mailto:LLF.experience@legoland.com)



# AMERICANS WITH DISABILITIES ACT/ GUESTS WITH DISABILITIES REQUIREMENTS

Our attractions incorporate safety systems designed by the manufacturer to accommodate people of average physical stature and body proportion. These safety systems may place restrictions on the ability of an individual to safely experience the ride. This includes those with disabilities and they may not be permitted to participate in an attraction.

In order to ensure a safe and enjoyable experience for all guests, including guests with disabilities, we have established the acronym "HUGS" to assist with understanding the FOUR (4) basic requirements to experience most attractions. Some of the less-intense attractions may accommodate guests with disabilities. Below are the basic and standard ride requirements to experience our attractions.

- **HEAD UPRIGHT** – this means that the guest must have sufficient muscle control to support their head, neck, and upper torso in a standard forward-looking position during the movement of the ride vehicle.
- **UNASSISTED** – the guest must independently maintain oneself in an upright position while seated, without the aid of other people or devices. This includes keeping the proper riding posture during bumping or other characteristic movements of the ride. Certain Attractions, such as the Grand Carousel and The Royal Joust, may require an ability to form a saddle posture.
- **GRASP THE LAP-BAR** – the guest must have at least one upper extremity (arm) or prosthesis exhibiting good grip control with the ability to brace while allowing the guest to maintain proper riding position throughout the duration of the ride.
- **SUDDEN AND DRAMATIC MOVEMENT** – the guest must have sufficient awareness of the nature of the ride and the ability to sit upright and hold onto the restraint mechanism and/or brace during the dynamic motion of the ride.
- **RESPONSIBLE PERSON** – Some attractions only allow guests of certain ages to participate. Please see each attractions description for more information. A responsible person is a Guest who meets the unaccompanied height requirement who is capable of ensuring that the accompanied guest is following all rider instructions.

# YOUR SAFETY IS IMPORTANT TO US!

**PLEASE READ AND FAMILIARIZE YOURSELF WITH THE SAFETY INFORMATION FOR EACH ATTRACTION, AS THEY ARE NOT THE SAME.**

## WHEELCHAIRS

Guests with non-motorized wheelchairs may participate in the list of attractions below. Please see a Model Citizen for direction. None of our attractions accommodate ECV/ electric wheelchairs.

- The Grand Carousel
- Imagination Zone
- Battle of Bricksburg

## EVACUATIONS

In the event of an evacuation, guests may be required to navigate catwalks or confined corridors, climb down stairs or ladders, or climb over obstacles. Please have a member of your party assist with evacuating, or wait in your ride unit for assistance from a Model Citizen.

## SERVICE ANIMALS

Service animals are welcomed on the list of attractions below. Service animals must be on the floor for the duration of the ride. Please note, Model Citizens are not allowed to assume responsibility for a service animal.

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• The Grand Carousel</li><li>• Pharaoh's Revenge</li><li>• Imagination Zone</li></ul> | <p>Relief Locations</p> <ul style="list-style-type: none"><li>• Mia's Area</li><li>• Water Park Entrance</li></ul> |
|---|--|

## EXPECTANT MOTHERS

LEGOLAND® Florida Resort recommends that expectant mothers not participate in any attraction. Safety systems and restraints may prevent expectant mothers from participating.

## OVERALL RESTRICTIONS

An attraction's safety systems may restrict who can/ cannot safely experience an attraction. This would include guests of exceptional size, height, weight, medical conditions, or other physical conditions. Eating, drinking, and smoking (including electronic cigarette devices) are not allowed on any attraction. Guests may not participate in any attraction while under the influence of drugs or alcohol. Participants must be in good health to experience any attraction. Guests must keep all hands, arms, feet, and legs inside the ride units.

## PROSTHETIC DEVICES

At all attractions, prosthetic devices must be secured, removed, or stored to prevent injuries to other participants or removed and stored. Certain hand, arm, leg, and joint elements may be required to participate. Specific information is provided in each attraction description, please see a Model Citizen for more information.

## WEATHER

Attractions may close at any time without notice due to rain, lightning, or wind.

## ATTIRE

All guests must be in proper attire before participating in any attraction, unless it is defined in the description. Proper attire includes wearing a shirt, pants, shorts, and shoes. Bathing suits are not allowed on any of the main park attractions.

## LOOSE ARTICLES

Loose articles and attire are defined as any item that is not securely attached to the rider. Below is a non-inclusive list of items that must be removed and stored either in pockets or the provided cubbies before guests may ride or participate: hats, nonprescription sunglasses, cameras or recording devices of any type even if it is attached to the guest, items of clothing tied around waist/body, bags or purses of any type or any size, cell phones and accessories, headphones, selfie sticks, lanyards, child leashes/harnesses, and fanny packs.



# SYMBOLS AND DEFINITION



Attraction is not recommended for guests who have medical sensitivity to strobe effects.



Guests may remain in their standard wheelchair throughout the attraction experience (This does not apply to Electric Convenience Vehicles (ECV) or motorized wheelchairs at any of the ride attractions).



Attraction is not recommended for guests who have medical sensitivity to strobe effects.



Guests must be able to transfer to the ride vehicle seating with assistance from another member of their party. Attraction attendants may not assist.



Attraction is not recommended for guests with back, neck, or similar physical conditions.



Attraction is not recommended for guests with back, neck, or similar physical conditions.



Attraction is not recommended for guests with recent surgery or other conditions that may be aggravated by this ride.



Attraction is not recommended for expectant mothers.



Attraction is not recommended for guests with a history of heart conditions or abnormal blood pressure.



Guests with service animals should see an attendant for access information.



Guests under the 48" height requirement must be accompanied by a responsible rider.



Guests wearing casts are not permitted on this attraction..



Attraction is not recommended for guests who are susceptible to fear of heights.



Attraction is not recommended for guests susceptible to motion sickness or dizziness.



Guests with service animals should see an attendant for access information.



Unaccompanied height 42"



Unaccompanied height 30"



Unaccompanied height 44"



Unaccompanied height 42"



Unaccompanied height 48"



Below this height must be accompanied by a responsible rider of this height or taller and must also meet the minimum height requirement.



Unaccompanied height 40"



Below this height must be accompanied by a responsible rider of this height or taller and must also meet the minimum height requirement.



Unaccompanied height 36"



Unaccompanied height 34"



Below this height must be accompanied by a responsible rider of this height or taller and must also meet the minimum height requirement.



Unaccompanied height 48"

## THE GRAND CAROUSEL

The Grand Carousel is a slow moving ride that spins counter clockwise. Guests can board a LEGO® horse, ride on a bench, or stand.

### *Participant Requirements:*

- All Guests may ride The Grand Carousel.
- Parents with hand-held infants must sit on a bench.
- Hand held infants and toddlers do not need shoes if being carried by an adult.
- Need shoes if riding on horse.
- Only children under 42" are required to wear a seatbelt on a horse.
- 14 Year old rule- Guests under 48" must be accompanied by a responsible person 14 years of age or older.



Cast Restrictions: If riding on horse must be able to grasp.

Prosthetic Restrictions: None

HUGS Requirements: None if riding on a bench.

HUGS if riding on a horse.

## DUPLO® TRACTOR

DUPLO Tractor is a slow moving tractor ride themed to the DUPLO® farm LEGO® sets.

### *Participant Requirements:*

- Hand held infants are not permitted on this attraction.
- Toddlers do not need shoes if being carried by an adult.
- 14 Year old rule- Guests under 42" must be accompanied by a responsible person 14 years of age or older.

Cast Restrictions: No restrictions

Prosthetic Restrictions: Riders are allowed to ride as long as height requirement is met and prosthetics are securely fastened, or prosthetics are removed and stored.

HUGS Requirements: HUGS

## MIA'S RIDING ADVENTURE

Mia's Riding Adventure is an extreme attraction targeted towards teenagers and adults with sudden stops, drops, and fast-moving rotation.

### *Participant Requirements:*

- All guests must be in good health and free of any neck, back or heart problems.
- Participants must be able to fit within the restraint mechanisms and use the equipped safety devices.
- Height: Min: 48"  
Unaccompanied: N/A



Cast Restrictions: No full arm or leg cast. Partial casts allowed, however they must not sit next to someone (i.e. half cast on right arm, no one should sit on their right side).

Prosthetic Restrictions: Riders must have two natural complete legs, and one natural arm that can continuously grasp. Prosthetic devices must be securely fastened or removed and stored.

HUGS Requirements: HUGS

## DUPLO® TRAIN

DUPLO® Train is a slow-moving train ride themed to the DUPLO® LEGO® sets.

### *Participant Requirements:*

- Hand held infants are not permitted on this attraction.
- Toddlers do not need shoes if being carried by an adult.
- Height: Min. N/A  
Unaccompanied: 34"

Cast Restrictions: No restrictions, but must fit inside ride restraint and ride vehicle.

Prosthetic Restrictions: Riders are allowed to ride as long as height requirement is met with securely fastened prosthetics or removed and stored.

HUGS Requirements: HUGS



## DUPLO® SCHOOLHOUSE

DUPLO® SCHOOLHOUSE is an indoor air conditioned play area for younger guests. Baby care/ nursing mother's rooms and quiet rooms are located in the back of the building.

### *Participant Requirements:*

- Children must be supervised at all times.
- DUPLO® Schoolhouse is recommended for guests 2-5 years of age.
- Select age appropriate equipment for each child.
- Please keep children off of rooftops.
- One child at a time on the slides. Slide feet first only. Do not slide with child in lap.
- Remove drawstrings and cords to prevent entanglement of clothing.
- No running
- ECV not allowed inside.

Cast Restrictions: None

Prosthetic Restrictions: None

HUGS Requirements: HUGS

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## DUPLO® SPLASH

DUPLO® Splash is an outdoor water play area themed to the DUPLO® sets.

### *Participant Requirements:*

- Children must be supervised at all times.
- Participants must shower before entering the play area
- Do not swallow or drink the water, it is recirculated
- All children in diapers must wear water swim diapers
- Guests with diarrhea may not enter.
- Appropriate swim wear or clothing is required.

Cast Restrictions: None

Prosthetic Restrictions: None

HUGS Requirements: None

## MASTERS OF FLIGHT

Masters of Flight is a LEGO Movie themed ride where guest board onto a triple decker couch and travel through the awesome LEGO Movie world!

### *Participant Requirements:*

- Minimum height accompanied: 40 inches, must be accompanied by a responsible person 14 years or older  
Unaccompanied height: 52 inches
- Not recommended for expectant mothers, elderly guests, guests with vertigo or guests with heart, neck, back or bone problems or injuries.
- For those with hearing impairments, a closed captioning option is available upon request. Please ask the ride operator for more information relating to a closed captioning option for those with hearing impairments.

Cast Restrictions: Full leg casts not permitted

Prosthetic Restrictions: Riders must have 2 natural legs to the end of the seat and one natural or prosthetic arm that can continuously grasp. All prosthetic devices must be securely fastened or removed and stored. Must be able to meet HUGS.

HUGS Requirements: HUGS

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## BATTLE OF BRICKSBURG

Battle of Bricksburg is an interactive battle boat ride where guests use water cannons to activate targets and battle with other boats on the track!

### *Participant Requirements:*

- Height: Min. N/A, must be HUGS to ride  
Unaccompanied: 48"
- Children under 48 inches must be accompanied by a responsible person 16 years or older.
- Not recommended for expectant mothers, guests with neck, back shoulder problems or injuries.
- Certain ride vehicle are wheelchair accessible
- ECVs or electric wheelchairs are not permitted.  
Guests must be able to transfer out of ECVs.

Cast Restrictions: Full leg casts not permitted

Prosthetic Restrictions: Riders must have one full constructed natural or prosthetic leg and one natural or prosthetic arm that can continuously grasp. Participants that do not meet these requirements but still meet HUGS must stay fully seated for the duration of the ride.

HUGS Requirements: None

## UNIKITTY'S DISCO DROP

Unikitty's Disco Drop is a thrilling, twisting, bouncing drop tower ride that takes guests to the top of Cloud Cuckoo Land while experiencing Unikitty's extreme moods!

### *Participant Requirements:*

- Height: Min. 40", must be accompanied by a responsible person 14 years or older  
Unaccompanied height: 48 inches
- Not recommended for expectant mothers, elderly guests, guests with vertigo, guests with heart, neck, back or bone problems or injuries.

Cast Restrictions: Leg casts of any type are not permitted

Prosthetic Restrictions: Guest must have 2 natural legs to the end of the knee cap and one natural arm that can continuously grasp. Prosthetic must be securely fastened or removed and stored.

HUGS Requirements: HUGS

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## BENNY'S PLAYSHIP

Benny's Playship is a LEGO Movie themed attractions where guests board a spaceship climbing to great heights and slide down into hyperspace!

### *Participant Requirements:*

- Recommended for children ages 3 to 12.
- Parents must supervise children at all times
- Child harnesses may not be worn in the play area.
- Must remove all loose clothing, jewelry and articles from pockets.
- Proper attire including shirt, pants and shoes required.

Cast Restrictions: None

Prosthetic Restrictions: None

HUGS Requirements: None

## THE DRAGON

The Dragon is an indoor/outdoor steel roller coaster that features a hilarious, behind-the-scenes view of life within the enchanted LEGOLAND® Castle.

### *Participant Requirements:*

- Guests of exceptional size may be prohibited from participating
- Height: Min. 40"
- 14 Year old rule: Guests under 48" must be accompanied by a responsible person 14 years of age or older.



Cast Restrictions: Guest with full leg and/ or full arm casts are not permitted to participate.

Prosthetic Requirements: Riders must have two natural legs to the end of the seat, OR one natural leg to the end of the seat and one fully constructed natural or prosthetic leg (secured). Additionally, riders must have one natural or prosthetic arm that can continuously grasp. Riders must fit securely within the ride restraint mechanism. All prosthetic devices must be securely fastened or removed and stored.

HUGS Requirements: HUGS

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## ROYAL JOUST

Royal Joust is a horse ride located in LEGO® Kingdoms that gallops around a track that winds in and out of a jousting arena.

### *Participant Requirements:*

- Guests must be between the ages of 4-12 to participate.
- This attraction has a weight limit of 170 pounds per participant.
- Height: Min- 36"  
Unaccompanied: N/A
- Ages: 4-12

Cast Restrictions: Guest with full leg and/ or full arm casts are not permitted to participate.

Prosthetics Restrictions: Riders must be able to form a saddle posture and meet all height requirements while wearing prostheses. Riders must have one natural or prosthetic arm that can continuously grasp. Prosthetics must be securely fastened or removed and stored.

HUGS Requirements: HUGS



## MERLIN'S CHALLENGE

Merlin's Challenge is a caterpillar ride that spins in a clockwise motion and progressively speeds up. Participant Requirements Children riding with adults must be seated in the inside position.

### *Participant Requirements:*

- Children riding with adults must be seated in the inside position.
- Height: Min. 36"
- Unaccompanied: 48"
- 14 Year old rule: Guests under 48" must be accompanied by a responsible person 14 years of age or older.

Cast Restrictions: Guest with full leg and/ or full arm casts are not permitted to participate.

Prosthetic Restrictions: Riders must have one natural or prosthetic arm that can continuously grasp and two natural or prosthetic legs OR

Riders must have two natural or prosthetic arms that can continuously grasp and one of the following two combinations to ride:

- one natural or prosthetic leg, or
- two natural legs until the front edge of the seat.

All natural or prosthetic arms and legs must be "functional", unless noted otherwise.

Functional means, extremities that enable fixation, bracing or support during the ride

HUGS Requirements: HUGS

## LOST KINGDOM ADVENTURE

Lost Kingdom Adventure is an interactive dark ride where guests compete for the highest score by shooting laser blasters at a variety of colored/ animated targets throughout the ride.

### *Participant Requirements:*

- Guests with conditions that may be triggered by strobe lighting effects should not ride
- Height: Min. 30"
- Weight may not exceed 880 lbs
- Not recommended for photophobia or vertigo
- 14-Year-old rule: Guests under 42" must be accompanied by a responsible person 14 years of age or older.



Cast Restrictions: Full leg casts must securely fit within the ride restraints.

Prosthetics Restrictions: Riders must have one natural leg to the end of the seat and one natural or prosthetic arm that can continuously grasp. Prosthetics must be securely fastened or removed and stored.

HUGS Requirements: HUGS

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## BEETLE BOUNCE

Beetle Bounce is a "frog hopper" ride that thrills younger riders using negative "G-Force" or airtime. Guests board one of two ride units and are pulled to the top of the 15' tower and bounced up and down creating a weightless sensation.

### *Participant Requirements:*

- Riders must be able to fit within the ride restraint mechanisms.
  - Only one adult is allowed per tower
  - Height: Min. 36"
- Unaccompanied: N/A



Cast Restrictions: Guest with full leg and/ or full arm casts are not permitted to participate.

Prosthetic Restrictions: Riders must have two natural legs to the end of the seat and one natural or prosthetic arm that can continuously grasp. Prosthetics must be securely fastened or removed and stored.

HUGS Requirements: HUGS

## SAFARI TREK

Safari Trek is a slow moving car ride where Guests travel through a LEGO® jungle and can get a close up look of life sized LEGO® animals.

### Participant Requirements:

- Height: Min. 34"  
Unaccompanied: 44"
- 14 year old rule: Guests under 44" must ride with a responsible person 14 years or older.



Cast Restrictions: Full leg casts must securely fit within the ride restraints.

Prosthetic Restrictions: Rider must have one natural or prosthetic arm that can continuously grasp. Prosthetics must be securely fastened or removed and stored.

HUGS Requirements: *HUGS*

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## COASTERSAURUS

Coastersaurus is a classic wooden roller coaster designed to thrill riders with steep drops and fast turns.

### Participant Requirements:

- This attraction may not accommodate guests with certain body dimensions
- Height: Min. 42"  
Unaccompanied: N/A



Cast Restrictions: Guest with full leg and/ or full arm casts are not permitted to participate.

Prosthetic Restrictions: Riders must have two natural legs to the end of the seat, OR one natural leg to the end of the seat and one fully constructed natural or prosthetic leg (secured). Additionally, riders must have one natural or prosthetic arm that can continuously grasp. Riders must fit securely within the ride restraint mechanism. All prosthetic devices must be securely fastened or removed and stored.

HUGS Requirements: *HUGS*

## LEGO® NINJAGO®: THE RIDE

Ninjabo®: The Ride is an interactive dark ride where guests must use their ninja moves to battle enemies in a competition for the highest score.

### Participant Requirements:

- Guests of exceptional size may be prohibited from participating.
- Guests with a condition that may be triggered by strobe lighting effects should not ride.
- Toddlers don't need shoes if being carried by an adult.
- Height: Min. N/A  
Unaccompanied: 48"
- 14 year old rule: Guests under 48" must be accompanied by a responsible person 14 years of age or older.
- for those with hearing impairments, a closed captioning option is available upon request. Please ask the ride operator for more information relating to a closed captioning option for those with hearing impairments.

Cast Restrictions: Full leg casts must securely fit within the ride restraint.

Prosthetic Restrictions: Rider must have one natural or prosthetic arm that can continuously grasp. Prosthetics must be securely fastened or removed and stored.

HUGS Requirement: *HUGS*

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## TECHNICYLE

Technicycle is a zany pedal-powered spinning machine that shoots riders into the air.

### Participant Requirement:

- Maximum two guests per ride unit.
- Weight of guests may not exceed 275 pounds.
- Height: Min. 36"  
Unaccompanied: 48"
- 14 Year old rule: Guests under 48" must be accompanied by a responsible person 14 years of age or older.



Cast Restrictions: Guest with full leg and/ or full arm casts are not permitted to participate.

Prosthetic Restrictions: Riders must have two natural legs to the end of the seat and one natural or prosthetic arm that can continuously grasp. Prosthetics must be securely fastened or removed and stored.

HUGS Requirements: *HUGS*

## AQUAZONE WAVE RACERS

Aquazone Wave Racers is a family-friendly hydro slider water carousel, which is operated in a water basin. Aquazone Wave Racers is a standing attraction to create the feeling of water skiing.

### *Participant Requirements:*

- Riders must remain standing for the duration of the ride.
- Guests may get wet, possibly soaked.
- Height: Min. 40"  
Unaccompanied: 52"
- Slide feet first only
- 14 Year old rule: Guests under 52" must be accompanied by a responsible person 14 years of age or older.



**Cast Restrictions:** Casts of any type are not permitted to participate.

**Prosthetic Restrictions:** Riders must have one natural or prosthetic arm that can continuously grasp and one of the following two combinations to ride:

- two natural or prosthetic legs, or
- two natural legs until the front edge of the seat  
OR Riders with Two natural or prosthetic arms that can continuously grasp and one of the following three combinations to ride.
- one natural or prosthetic leg, or
- one natural leg until the front edge of the seat, or
- two natural paralyzed legs at least until the front edge of the seat.

All natural or prosthetic arms and legs must be "functional", unless noted otherwise.

Functional means, extremities that enable fixation, bracing or support during the ride.

Prosthetic limbs must be securely tied to the body or removed and stored.

HUGS Requirements: HUGS

## THE GREAT LEGO® RACE (NON-VR)

The Great LEGO® Race is an exciting wild- mouse style rollercoaster that thrills riders with large drops, hair-pin turns, and thrill inducing fun!

### *Participant Requirements:*

- Guests must remain fully seated with the lap bar down and secured keeping all hands, arms, and legs inside the ride vehicle.
- Height: Min. 42"  
Unaccompanied: 48"
- 14 Year old rule: Guests under 48" must be accompanied by a responsible person 14 years of age or older.



**Cast Restrictions:** Guest with full leg and/ or full arm casts are not permitted to participate.

**Prosthetic Restrictions:** Riders must have one natural or prosthetic arm that can continuously grasp and one of the following two combinations to ride:

- two natural or prosthetic legs, or
- two natural legs until the front edge of the seat  
OR Riders with Two natural or prosthetic arms that can continuously grasp and one of the following three combinations to ride.
- one natural or prosthetic leg, or
- one natural leg until the front edge of the seat, or
- two natural paralyzed legs at least until the front edge of the seat.

All natural or prosthetic arms and legs must be "functional", unless noted otherwise.

Functional means, extremities that enable fixation, bracing or support during the ride.

Prosthetic limbs must be securely tied to the body or removed and stored.

HUGS Requirements: HUGS

## COAST GUARD ACADEMY

Coast Guard Academy is an attraction that enables guests to experience actual driving and steering of a boat through a course. Each LEGO® themed boat is battery powered and runs individually and freely without any external control.

### *Participant Requirements:*

- Drivers must be able to use the pedal and steer the boat.
- Sight impaired guests must be accompanied by a helper.
- Weight of guests may not exceed 400 pounds per boat.
- Drivers must be courteous and not bump other boats.
- Height: Min. 34"
- Unaccompanied: 48"
- 14 Year old rule: Guests under 48" must be accompanied by a responsible person 14 years of age or older.

Cast Restrictions: Full leg casts are prohibited.  
Prosthetic Restrictions: Riders are allowed to ride as long as the appropriate height requirement is met with prosthetics securely fastened or removed and stored. One natural or prosthetic arm capable of grasping. Must be able to meet HUGS requirement to ride.

HUGS Requirements: HUGS

## LEGO® CITY FIRE RESCUE ACADEMY

LEGO® City Rescue Academy is an interactive guest powered attraction in which guests compete against one another to either put out a simulated fire, or catch a robbery in progress.

### *Participant Requirements:*

- A maximum of four guest may participate in a single vehicle
- This is a physically demanding experience! Guests must be able to physically pump vehicle and water pump.



Cast Restrictions: All casts must securely fit within the ride restraints.

Prosthetic Restrictions: Guests must have two natural legs to the end of the knee cap and one natural arm that can continuously grasp. Prosthetics must be securely fastened or removed and stored.

HUGS Requirements: HUGS

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## JR. DRIVING SCHOOL

Junior Driving School is an attraction that enables children to experience actual driving and steering of a car through a course that is shaped in an oval. Each LEGO® themed car is battery powered and runs individually and freely without any external control.

### *Participant Requirements:*

- Participants must be 3-5 years old.
- Wreck less drivers will not be tolerated.
- Drivers must be able to reach the pedals and steer the car.
- This attraction is not recommended for sight impaired guests.

Cast Restrictions: Full leg casts must securely fit within the ride car.

Prosthetic Restrictions: Riders are allowed to ride as long as age requirement is met with securely fastened prosthetics.

HUGS Requirements: HUGS



## DRIVING SCHOOL

Driving School is an attraction that enables children to experience actual driving and steering of a car. Each LEGO® themed car is battery powered and runs individually and freely without any external control.

### *Participant Requirements:*

- Participants must be 6-13 years old.
- Wreck less drivers will not be tolerated.
- Drivers must be able to reach the pedals and steer the car.
- This attraction is not recommended for sight impaired guests.

Cast Restrictions: Full leg casts must securely fit within the ride car.

Prosthetic Restrictions: Riders are allowed to ride as long as age requirement is met with securely fastened prosthetics.

HUGS Requirements: HUGS

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## KID POWER TOWERS

Kid Power Towers consists of three towers in which guests pull themselves to the top and free fall back to the bottom.

### *Participant Requirements:*

- This attraction is intended for children/1 adult per bunch
- Guests must fit securely within the restraint mechanism
- Height: Min. 38"  
Unaccompanied: 48"
- 14 Year old rule- Guests under 48" must be accompanied by a responsible person 14 years of age or older.

Cast Restrictions: Guest with full leg and/ or full arm casts are not permitted to participate.

Prosthetic Restrictions: Riders must have two natural legs to the end of the seat and one natural or prosthetic arm that can continuously grasp. Prosthetics must be securely fastened or removed and stored.

HUGS Requirements: HUGS

# LEGOLAND® FLORIDA WATER PARK

## Complimentary Life Vests

Weaker swimmers, non-swimmers and those under 42 inches tall are recommended to wear a life vest. Only U.S. Coast Guard approved Type II and Type III life vests are permitted in LEGOLAND® Florida Water Park. Complimentary life vests are provided throughout LEGOLAND® Florida Water Park and are U.S. Coast Guard Approved.

## BUILD-A-RAFT RIVER

Families can imagine, design and build a unique LEGO® vessel and set afloat on a maiden voyage around the 1000-foot-long lazy river.

### Participant Requirements:

- Guests can have a raft or swim. Children 12 or under are recommended to be accompanied by an adult.



### CAST RESTRICTIONS: None

Prosthetic Restrictions: None

HUGS Requirements: HUGS

## LEGO WAVE POOL

Families can catch a gentle wave or simply cool off in this perfectly sized wave pool where the waves are just big enough for all ages to enjoy.

### Participant Requirements:

- Children under 6 Years old are recommended to be accompanied by an adult and are not recommended to go past the black line at 3ft 4inches deep.



### CAST RESTRICTIONS: None

Prosthetic Restrictions: None

HUGS Requirements: None

## DUPLO® SPLASH SAFARI

Toddlers will rule at this water play area with shorter slides and interactive, larger-than-life DUPLO® creatures.

### Participant Requirements:

- Children must be able to walk three steps unassisted.



Cast Restrictions: All casts of any kind are not allowed on the slides.

Prosthetic Restrictions: Prosthetics are not permitted on the slides.

HUGS Requirements- HUGS

## JOAKER SOAKER

A fun, interactive playground with various lengths, heights and types of slides that offer something different for every member of the family. Guests can wade in the surrounding pool and be surprised with a torrential spill from a 300-gallon bucket.

### Participant Requirements:

- Guest must possess at least three (3) naturally fully formed and functioning extremities absent of prosthetic devices.
- Guest must possess physical and cognitive abilities to hold themselves in a feet first position throughout the ride.



36"

Cast Restrictions: All casts of any kind are not permitted on the slides.

Prosthetic Restrictions: Prosthetics are not permitted on the slides.

HUGS Requirements: See requirements above

## TWIN CHASERS

Friends ride tubes 375 feet down an intertwining pair of enclosed water slides before plunging into a refreshing pool below.

### Participant Requirements:

- Guests must transfer from a wheel chair and ascend or descend the steps of the pool and the tower.
- Children under 48" must wear a U.S. Coast Guard approved life jacket.



Cast Restrictions; Partial casts and braces are permitted if they are covered by an approved covering. (i.e rash guard, or compression sleeve). Waterproof coverings made of rubber or gel like materials are not permitted. Full arm and/or leg casts are not permitted.

Prosthetic Restrictions: Riders must be able to maintain their position within the tube with hands that can hold both handles firmly (i.e. capable of grasping).

Prosthetic devices are permitted; however, exposed metal or sharp surfaces must be covered by an approved covering (i.e., rash guard, neoprene sleeve, compression sleeves, etc.). All prosthetic devices must be securely fastened or removed and stored.

HUGS Requirements: HUGS

## SPLASH OUT

The thrill seekers of the family can ascend to the tallest point of the water park attraction and choose from one of three unique slides, then speed down a 60-foot drop and "splash out" into the water below.

### Participant Requirements:

- Guests must transfer from a wheel chair and ascend or descend the steps of the pool and the tower.
- Guests are not allowed to wear any type of socks or shoes, including water shoes, down the slides.



Cast Restrictions: Casts and braces are not permitted.

Prosthetic Restrictions: Riders must be able to maintain proper riding position, ridden legs first, lying flat on your back with legs crossed and arms folded across the chest. Guest must possess 3 naturally fully formed and functioning extremities, absent of prosthetic devices.

HUGS Requirements: HUGS

# ENTERTAINMENT

## SHOWS

Guests with hearing impairment interpreters are available when requested two weeks prior to park visit. Please call 877-350-5346

### FUN TOWN THEATER

*Indoor Venue* (Fun Town Theater is (ADA) accessible with indoor seating. Strobe lighting and 4-D effects are used in these theaters.)

- 4D movies are every thirty minutes starting at 11am but are subject to change pending park hours or seasonal events.
- Shows in the Fun Town Theatre contain strobe light effects and other lighting effects.
- Guests in wheelchairs please proceed up the Hero Access Ramp. A model citizen will direct you to designated seating area.
- Sensory friendly shows are available at 3:30pm, 4pm, and 4:30pm.
- For those with hearing impairments, a closed captioning option is available upon request. Please ask the show attendant for more information relating to a closed captioning option for those with hearing impairments.

### PIRATE'S COVE SKI STADIUM

*Covered Outdoor Venue / queue line covered.*

- Brickbeard's Watersports Stunt Show – 25 minutes
- Pirate Ski Show contains loud noises, fireworks and smoke effects.
- Guests in wheelchairs please proceed up the Hero Access Ramp. A model citizen will direct you to designated seating area. Elevator is available.

### CHARACTER MEET AND GREET

Various meeting locations include:

- The Beginning
- Fun Town 4D Theater
- The World of Ninjago

### FIREWORK SEATING

Guests in wheelchairs proceed to main entrance or to lawn seating area. A citizen will direct you to designated seating area. (The Firework wheelchair seating is only available for event fireworks and not for standard ski show).



# SERVICES FOR GUESTS WITH DISABILITIES AT LEGOLAND® FLORIDA RESORT HOTEL

Please be advised that strobe lighting and musical effects are used inside of the elevators.

LEGOLAND® Florida Resort Hotel offers accessible rooms and services to make your stay Brick-Tackular!

## **ACCESSIBILITY ROOM FEATURES:**

LEGOLAND® Florida Resort Hotel offers accessible rooms with features for guests with disabilities, including:

## **WHEELCHAIR ACCESSIBLE ROOMS:**

Extended bathrooms for wheelchairs access with tubs and hand rails Roll in showers for full access wheel chairs with Shower seat Hearing Accessible rooms

## **ACCESSIBLE PATHS OF TRAVEL:**

LEGOLAND Florida Resort Hotel includes accessible paths of travel from arrival to the lobby area, as well at to accessible Guest Rooms, restaurants, and shops including:

Restrooms in the main lobby Castle Play Area

LEGO® Club Room

LEGOLAND® Florida Resort Hotel Boardwalk Bricks Restaurant

Skyline Lounge

Reception Check-In

## **ACCESSIBILITY FOR LEGOLAND® FLORIDA RESORT HOTEL POOL:**

LEGOLAND Florida Resort Hotel offers accessible pool entrance including:

Ramp access with security gate to control access Zero entry level access as well as an ADA lift

## **HOTEL POOL SLIDE:**

The Hotel Pool slide is located at the LEGOLAND Hotel Pool Area. This ride has a water flow of 800 gallons per minute to propel riders through the slide to a stand-alone run-out lane.

Riders must be at least 40" tall to ride

Cast Restrictions: Partial casts and braces are permitted if they are covered with an approved covering (i.e rash guard, or compression sleeve). Waterproof coverings made of rubber or gel like materials are not permitted. Full arm and/or Leg casts are not permitted.

Prosthetic Restrictions: Arms to the elbow acceptable. Fully formed legs, natural or prosthetic. Prosthetic devices must be covered by an approved covering. (i.e. rash guard, neoprene sleeve, compression sleeve). Any exposed metal parts on the prosthetic must be covered by the sleeve. If prosthetic does not meet these requirements it can be retrieved by a lead or a member of the guest's party.

## **SERVICE ANIMALS:**

Service Animals are welcome at LEGOLAND® Florida Resort and can use our dedicated Doggy Waste Stations for relief as long as the owner picks up after the animal and leaves the area clean. Relief areas include the theme park and other Guest accessible areas.

## **HOW TO BOOK AN ACCESSIBLE ROOM:**

Please contact (LEGO® Number) to book your reservations. Guests under 18 years of age must have parent or guardian permission to call.


# SHOPS

All shops are wheelchair accessible. Please notify one of our Model Citizens if you need assistance.

Guests are welcome to bring their own stroller, ECV or wheelchair to LEGOLAND® Florida, however no other wheeled personal transportation devices (i.e. bicycles, skateboards, hoverboards or segways) are permitted.

Strollers, wheelchairs and ECVs are available for rent on a first-come, first-served basis. Stroller pricing is \$14 for single seat stroller and \$20 for double seat stroller. Please refer to website for pricing. Please visit Stroller Rental at the front of the park for further information.

# FOOD & BEVERAGES

All restaurants are wheelchair (ADA)  accessible. If assistance is needed, please notify one of our Model Citizens.

ALLERGY GUIDELINES--Outlets are listed and indicated whether there are menu items (unpackaged) that contain any of the 8 major allergy groups. Although item menus as listed may contain an allergen, in some locations accommodations can be made upon request. Please see below the chart which locations can accommodate specific allergy requests. Guests requiring allergy accommodations should specify this at the food location.

- **LEGOLAND COFFEE CO:** Items can be made to accommodate all 8 allergy groups and vegetarian requests.
- **GRANNY'S:** Dairy can be eliminated from menu item.
- **DRAGON'S DEN:** Has gluten free buns available on request; dairy allergies can be accommodated.
- **FUN TOWN PIZZA AND PASTA BUFFET:** Has gluten free crusts available upon request; Can make pizza without cheese on request.
- **PANINI:** Gluten free bread available on request; dairy allergies can be accommodated.
- **PEPPER & RONI'S**
- **BURGER KITCHEN**
- **ICE CREAM HUT**
- **KICKIN' CHICKEN CO.**