

GUIDE FOR OUR VISITORS WITH DISABILITIES



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INTRODUCTION

Dear visitor:

Parque de Atracciones wants your visit to be as comfortable, safe and fun as possible. For this reason we have published this guide, in which you will find the necessary information and recommendations to enjoy your visit to the park.

Please take into account the information and advice provided below.

For safety reasons, please be cautious when deciding whether or not to use any of the attractions.

It is recommended that people with disabilities access the attraction accompanied by a person who can help them if necessary. The attractions may have technical stops and may require the assistance of a companion to leave the attraction. In the case of people with some kind of mental disability, it is necessary that the visitor rides the attraction accompanied by a person he/she trusts, who can explain what is happening during the operation of the attraction and reassure him/her at all times. As always, we recommend caution when deciding to enjoy an attraction and if in doubt, consult the park staff.

Customers with severe amputations and/or prostheses should go to the Customer Service Office located at the main entrance of the Parque de Atracciones de Madrid, where they will be attended by the attractions department, who will recommend the rides they can enjoy in complete safety.

In any case, in order to make use of the facility, the operating procedure of the same cannot be changed.



GENERAL INFORMATION

PARKING LOT

The main parking lot is located in front of the main gate of the Amusement Park.

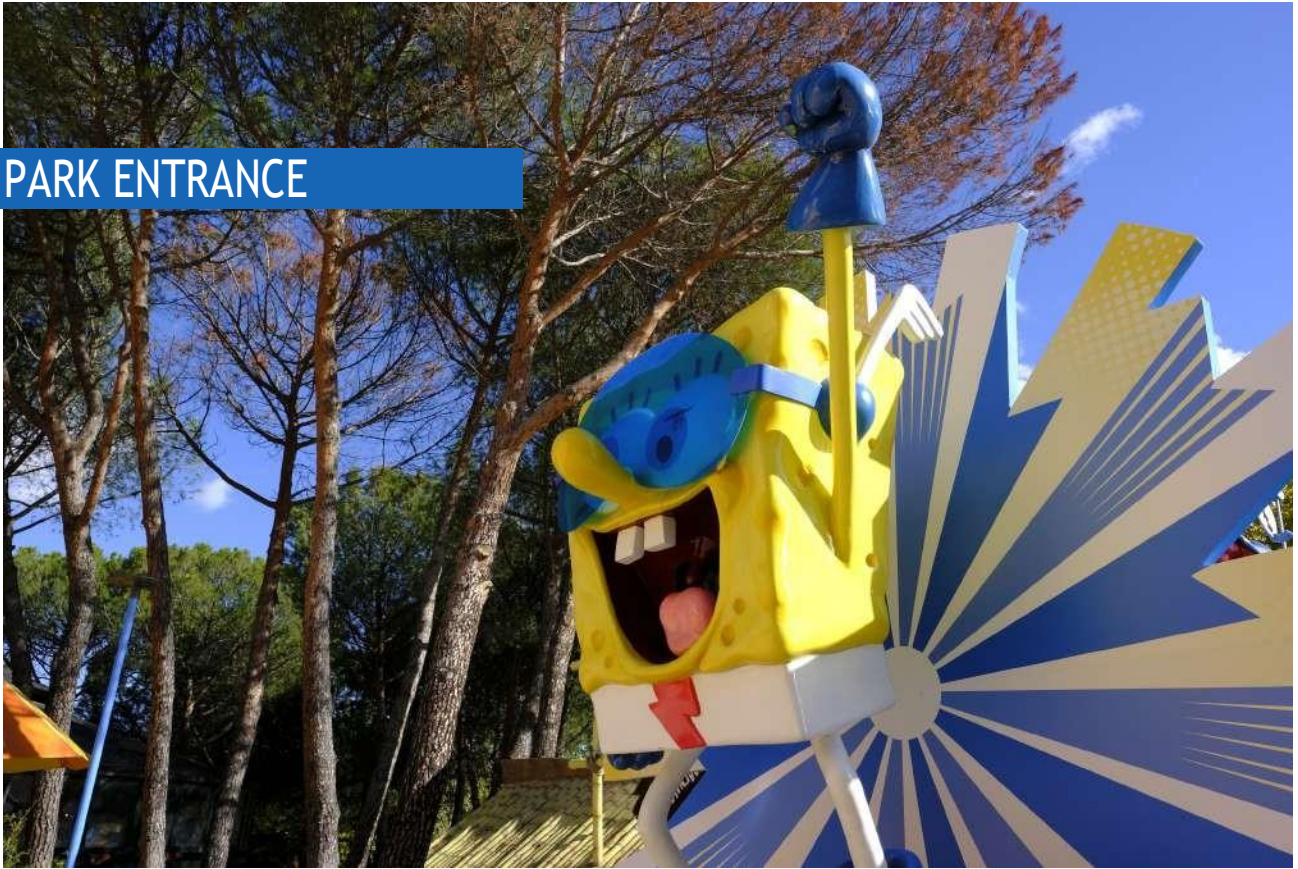
It has parking spaces reserved for people with disabilities, marked in blue and located in the areas closest to the entrance gate to the park.

This parking is completely free of charge. We advise you to use it for your convenience in accessing the park.

The ownership and management of this parking space corresponds to the Madrid City Council.



PARK ENTRANCE



Parque de Atracciones de Madrid offers a reduced fare for people with a disability equal to or greater than 33%. In addition, free admission will be provided to a companion.

To benefit from this special rate it is necessary to prove the degree of disability by means of a disability card and ID card or identity card.

When purchasing the ticket at the ticket office, visitors will be given a colored wristband.

This bracelet will allow access to the attractions without waiting in line for both the disabled person and a companion, through the special accesses properly marked.

The special access does not give the right to choose a seat.

Pass holders may request it at the park's Customer Service office.

For access to other events or facilities, please consult the Customer Service Office.



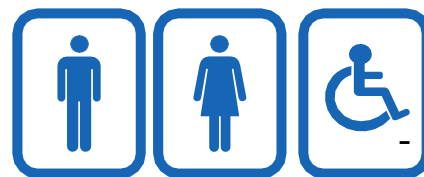
ENJOY OUR SPACE

All of our restaurants, theaters, stores and promenades in general are free of architectural barriers and guarantee optimal accessibility and comfort for people with disabilities.

Some attractions may have some restrictions and may not be accessible to people with disabilities, people with heart problems or pregnant women.

The reason for this is due to the safety conditions and operating procedures set by the manufacturers, as well as the evacuation methods in case of emergency.

WC



For greater comfort, there are 4 outdoor toilet areas throughout the site that are fully adapted and properly signposted:

- 1 in the Nickelodeon Land Zone
- 1 at the Main Gate
- 1 in the Zone of Tranquility
- 1 in the Nature Zone

All of the Amusement Park's restrooms are equipped with cabins adapted for people with disabilities.

Wheelchairs

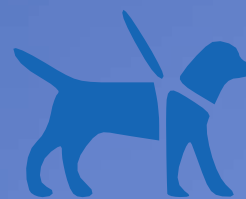


Parque de Atracciones de Madrid's grounds are very comfortable for wheelchairs as there are no steep slopes.

For safety reasons, it is forbidden to ride any attraction with a wheelchair.

If you wish, the park has a free wheelchair service available to customers who request it at the Customer Service Office at the main gate. A deposit is required to use this service.

GUIDE DOGS



It is forbidden to enter to Parque de Atracciones de Madrid with animals.

People with disabilities who are guide dog users may enter accompanied by their dog, which must be kept on a leash at all times.

Dogs that are not guide dogs, but are support for the mobility of people with disabilities may also enter the park.

It must be taken into account that it is necessary to present the documentation, as well as the prohibition for the guide dog to be in the attractions.

INFORMATION



Parque de Atracciones de Madrid has two Customer Service Offices. They are signposted throughout the enclosure and located at the entrances of the Park.

Any visitor can use them to attend to any doubt or need or to request the information they require.

SANITARY SERVICE



Parque de Atracciones de Madrid has a health service to assist visitors.

It is located next to the main gate of the park. It is marked with a blue cross.

Throughout the park there are signs for quick location.



ATTRACTIONS

MANY ATTRACTIONS AT YOUR DISPOSAL

Each attraction in the park is properly signposted. On each attraction, the rules of use that our visitors must respect, and the possible limitations or restrictions of the attraction for safety reasons, are visibly displayed. Before riding the attraction, it is very important that you read and respect the height and age indications, and the warnings.

Some of them have special access for people with disabilities. Always respect the indications of our staff, as their goal is the safety of all visitors.

To ride the attractions, people with disabilities can use the special accesses, so they can access the attraction without having to wait in the conventional queue. If there is a waiting time at the conventional entrance to an attraction, you must wait at least 15 minutes to get back on the attraction. This special access can also be used for one companion. The special access does not give the right to choose the position in the attraction.

Our attractions are classified in three "Sensation Levels", according to their speed and intensity:

Black: for the fastest and most "adrenaline-pumping" attractions.

Blue: for intermediate levels

Green: for calmer rides

No color: children's rides

The rules of use sign at the entrance of the attraction is constantly updated and is subject to the indications on each of them. Before riding the ride, check the level indicated by the color and decide if you can and should go on the ride. Pay more attention in the case of attractions classified with the "Black" Sensation Level. For safety reasons, it is imperative that you are able to maintain an upright position on the ride seat. Some of the rides have safety harnesses that will fully embrace and restrain you.





It is mandatory that the safety systems protect you perfectly to use each of the attractions. If you notice that the safety mechanisms do not fit or do not hold you perfectly, please inform the staff of the attraction promptly. It is very important that you make sure that, either by yourself or with the help of your companion, you can see, hear and fully understand the safety rules.

On some attractions you may need the help of your companion to access and exit the attraction.

Some of our attractions have strobe light effects, such as the 4D cinema. This information is posted at the entrance of each attraction. It is recommended that people with photosensitivity or subject to reactions due to light effects consult their doctor before visiting.

Remember never to take your arms or legs out of the ride vehicle or gondola. The following are the most important features of each of the park's attractions. We believe that these indications will make your visit more comfortable and safe.

SENSATION LEVEL BLACK

TOP SPIN

Minimum height: 1.40 meters / **Maximum height:** 1.95 meters.

It is one of our visitors' favorite attractions.

It stands out for its loopings, its speed of movement and the turns on itself. This attraction turns completely around. On some occasions, the visitor is suspended upside down for a few seconds.

LOOPING: Vertical circle that forms an O in which the attraction goes up and then goes down very fast.

ACCESS: The user must climb a ladder to enter and exit the attraction. It can be done alone or with the help of a companion.

SAFETY: It has safety harnesses. The harnesses must completely restrain the visitor.

MÁQUINA

Minimum height: 1.30 meters / **Maximum height:** 1.95 meters.

It is a giant circle that performs two movements.

The first movement is up and down, sideways, like the pendulum of a wall clock. The second movement is circular, on its axis, as if it were a pinwheel.

ACCESS: The user has to climb a ladder to enter and exit the attraction, either alone or with the help of a companion.

SAFETY: It has safety harnesses. The harnesses must completely restrain the visitor.



LANZADERA

Minimum height: 1.20 meters / **Maximum height:** 1.95 meters.

People between 8 and 10 years old must be accompanied by an adult. It is a free fall, from top to bottom. The fall distance is 63 meters, and the speed of 80km / hour, which lasts only 2 seconds.

ACCESS: Completely accessible.

SAFETY: It has safety harnesses. The harnesses must completely restrain the visitor.

HARNESS: Safety belt



ABISMO

Minimum height: 1.35 meters / **Maximum height:** 2.00 meters.

It is a roller coaster that forms many figures in the air. It has a 360-degree spin. There are falls of up to 49 meters high, and it reaches a speed of 100km/h.

TIRABUZÓN: It is a spiral shape, like a curl.

SAFETY: It has safety harnesses. The harnesses must completely restrain the visitor.

FOR YOUR SAFETY: If an emergency situation occurs, the park operators will stop the attraction. If this happens, the visitor can remain face up or face down for a while until the train is lowered to the ground.



TARÁNTULA

Minimum height: 1.20 meters / **Maximum height:** 1.95 meters.

It is a roller coaster that has a distance of 700 meters. It has a speed of 70km/h and its highest point is 25 meters.

SAFETY: It has safety harnesses. The harnesses must completely restrain the visitor.

FOR YOUR SAFETY: If an emergency situation arises, the train can remain stationary for a while at a certain height.

If the attraction has to be evacuated, people have to get out of the car with the help of our operators and go down a long walkway with steps.



TORNADO

Minimum height: 1.20 meters / **Maximum height:** 1.87 meters.

It is an 800-meter roller coaster. The train is attached to the rail from above and therefore visitors seem to be sitting in a flying chair.

SAFETY: It has safety harnesses. The harnesses must completely restrain the visitor.

FOR YOUR SAFETY: If there is an emergency situation when the train goes up, visitors must be able to climb down the stairs with the help of emergency personnel. If the attraction has to be evacuated, people must exit the car with the help of our operators and go down a long walkway.

A low-angle shot looking up at a rotor ride with several green, spaceship-shaped cars hanging from a central hub against a clear blue sky.

SENSATION LEVEL BLUE

ROTOR

Minimum height: 1.10 meters

People under 1.40 meters must be accompanied by an adult.

It consists of several cars that look like spaceships. These ships rotate and swing at a height of 32 meters.

SAFETY: System of bars that close the car.

A wide shot of a Sillas Voladoras (Flying Chairs) ride. The ornate, colorful central structure is surrounded by many chairs hanging from chains, with several people riding. The ride is set in a park with trees in the background.

SILLAS VOLADORAS

People between 1.05 and 1.20 meters tall must be accompanied in a double chair by an adult.

It is like a merry-go-round in which there are chairs hanging from chains. These chairs rotate and rise for about 2 minutes and a half.

SAFETY: It has safety chains to hold the visitor. Due to the special characteristics of this attraction, people with mental disabilities must have a companion, being mandatory the use of double chairs.

A photograph of the TIFÓN roller coaster. The image shows a blue steel track structure with a large orange loop. A train of motorcycle-like seats is at the peak of the loop, with riders visible. The background shows green trees and a clear blue sky.

TIFÓN

Minimum height: 1.20 meters / **Maximum height:** 1.95 meters.

Visitors ride on motorcycle-like seats, and the attraction climbs up to 15 meters while the seats swing and rotate.

SAFETY: It has safety harnesses to hold the visitor and keep the back firm and safe.

A photograph of the ASERRADERO roller coaster. The image shows a wooden track structure with a large splash of water. The track is made of dark wood and is set against a backdrop of light-colored rocks. The water is white and foamy, indicating a high-speed descent.

ASERRADERO

Minimum height: 1.10 meters

People under 1.40 meters must be accompanied by an adult.

It is a roller coaster with canoes that go through a water channel that has two very refreshing descents.

FOR YOUR SAFETY: If an emergency situation occurs, you must evacuate and exit the ride.

If the attraction has to be evacuated, people have to exit the boat with the help of our operators and go down a long walkway with steps. For safety reasons and to facilitate rescue by technical stop, the number of disabled people who can be on the attraction at the same time is limited.

A photograph showing the back of a wooden roller coaster car with several passengers. The car is moving along a track against a clear blue sky. A blue banner with the text 'VÉRTIGO' is overlaid on the left side of the image.

VÉRTIGO

Minimum height: 1.10 meters

People under 1.40 meters must be accompanied by an adult. It is a roller coaster for the whole family.

It reaches a height of 15 meters, with many curves, ups and downs that are traveled at full speed. 400 meters of travel!

SAFETY: It has safety bars that the visitor must be able to hold firmly.

FOR YOUR SAFETY: If an emergency situation arises, the ride can stop for a few minutes at a certain height.

If the ride has to be evacuated, people have to get out of the car with the help of our operators and go down a long walkway with steps.

A photograph of a Star Flyer ride, a tall red metal structure with multiple arms extending outwards, each holding a small car. The ride is set against a clear blue sky with some green foliage in the foreground. A blue banner with the text 'STAR FLYER' is overlaid on the left side of the image.

STAR FLYER

Minimum height: 1.20 meters

People who do not reach 1.40 meters must be accompanied by an adult. It consists of chairs that hang as if they were swings. These chairs rotate like a merry-go-round, but at a height of 80 meters. The feet of the visitors are hanging in the air.

SAFETY: It has safety bars that hold the visitor's legs and keep them firmly in the seat.

FOR YOUR SAFETY: If an emergency situation arises, the chairs can remain stationary at a significant height for a few minutes while the system lowers them.

Due to the special characteristics of this attraction, people with mental disabilities must be accompanied by an must be accompanied by a companion.

A photograph of the TNT Tren de la Mina roller coaster. The structure is made of dark metal tracks and supports, with a train of white cars with black roofs at the top of a steep incline. The background shows some greenery and a stone wall on the left.

TNT TREN DE LA MINA

Minimum height: 1.00 meters

Minors under 1.20 meters must be accompanied by an adult.

It is a family roller coaster. When taking the curves, visitors will have the same sensation as in roller coasters for adults.

ACCESS: Minors with disabilities must be accompanied by an adult. To get on and off the ride there is a gap between the station and the train.

SAFETY: It has safety bars that hold the visitor's legs and keep them firmly in the seat.

FOR YOUR SAFETY: If an emergency situation arises, park operators will stop the ride. If the ride has to be evacuated, people have to get out of the car with the help of our operators and go down a long walkway with steps.

A photograph of the Los Fiordos water slide. A wooden boat filled with people is sliding down a steep, rocky-looking slide into a pool of water, creating a large splash. The background is lush green.

LOS FIORDOS

Minimum height: 1.10 meters

People who do not reach 1.40 meters must be accompanied by an adult.
When you get to the top, you fall down a fall, as if you were sailing down a river until you reach a lake.

ACCESS: Between the boat and the entrance area there is a gap.

SAFETY: It has safety bars that the visitor has to hold on to tightly.

FOR YOUR SAFETY: If there is an emergency situation, the boats can be stopped while going up the mountain. If the attraction has to be evacuated, people have to get out of the boats with the help of our operators and go down a long walkway without steps.



LOS RÁPIDOS

Minimum height: 1.10 meters

People under 1.40 meters must be accompanied by an adult. The visitor gets on a pneumatic boat.

The boats travel along the riverbed.

Sometimes the river current moves the boat from one side to the other.

ACCESS: The visitor must be able to board the boat.

FOR YOUR SAFETY: If an emergency situation arises, the boats may be stopped.

In that case, you must be able to get out of the boat and walk through a non-trafficable green zone.

NON-WALKABLE GREEN AREA: a place where you cannot walk comfortably.

SENSATION LEVEL GREEN

LA JUNGLA

No height limitation.

People under 1.40 meters must be accompanied by an adult. It is a boat tour through the interior of a jungle. You can see indigenous tribes, wild animals, temples...

ACCESS: You must be able to overcome a gap between the station and the boat.

FOR YOUR SAFETY: If the boats stop, it may take a few minutes for them to start up again and return to the station. The route is well lit.

GREEN AREA NOT PASSABLE: a place where you cannot walk comfortably.

ZEPPELIN

No height limitation.

People under 1.40 meters must be accompanied by a person of legal age. It is a train that is 10 meters above the ground. It runs almost all over the amusement park.

ACCESS: You must be able to overcome a gap between the station and the wagon.

FOR YOUR SAFETY: In emergency situations the visitor must be able to go down a moving staircase.

A close-up view of a carousel featuring several tiger figures. The tigers are painted in vibrant orange and black stripes, with some having their mouths open as if roaring. They are mounted on ornate, colorful metal frames. The background shows more of the carousel's structure and other figures.

TIOVIVO

No height limitation.

People under 1.10 meters must be accompanied by a person of legal age. It is a historical merry-go-round. It was first operated in 1929.

ACCESS: You must be able to climb a few steps to enter the carousel.

SAFETY: Visitors must hold on to the bars of the figures. If you can not, there is the possibility of climbing on the gondolas.

A large, colorful sign for Nickelodeon Land. The word 'nickelodeon' is in orange, lowercase letters, and 'LAND' is in large, green, 3D block letters. The sign is set against a background of a blue fence and a green archway. There are also some green stars on the sign.

FAMILY NICKELODEON LAND

Parque de Atracciones de Madrid has an area for children. In many of the attractions in this area, children can ride alone in complete safety.

When children ride alone, they must be able to maintain an upright position and be secured with seat belts. On some rides, children must be accompanied by an adult.



CAZAMEDUSAS DE PATRICIO

Minors under 1.20 meters must be accompanied by an adult.

ACCESS: Access to a gondola, which makes numerous turns at breakneck speed. The companion may have to assist the disabled person. You can ask our staff for help.

FOR YOUR SAFETY: Maintain proper posture and use the safety elements of the gondola. Do not stand up or put your arms or legs out.



TMNT ESCUELA DE CONDUCCIÓN

Circuit: **From 4 to 10 years old, between 1.05 m to 1.40 m.**

There are two stroller driving tracks. The child must be able to control the driving elements of the car.

FOR YOUR SAFETY: Not suitable for children with visual impairment or any other impairment that does not allow them to control the control elements of the car. Do not stand up or put out arms or legs.

Attraction for individual use. Access to companion is not allowed.



LA AVENTURA DE DORA

Minimum height: 0.90 meters

Minors between 0.90 and 1.30 meters in height must be accompanied by an adult.

This is a tour through a beautiful fantasy landscape. The companion may have to help the disabled person to access the vehicle. You can ask our staff for help.

ACCESS: To enjoy Dora's Adventure and board the ATVs, you must climb up and down two steps.

FOR YOUR SAFETY: Maintain proper posture and use the safety elements of the car. Do not stand up or put your arms or legs out.



LOS GLOBOS LOCOS

Minimum age: 4 years old

Minors under 0.90 meters must be accompanied by an adult.

ACCESS: Access to a gondola, which makes numerous turns. The companion may have to assist the disabled person.

FOR YOUR SAFETY: Maintain proper posture and use the safety elements of the attraction. Do not stand up or put your arms or legs out.



MAGNETO DE JIMMY NEUTRON

Children under 0.90 meters must be accompanied by an adult.

ACCESS: Access to a gondola, which goes up and down at high speed. The companion may have to assist the disabled person.

FOR YOUR SAFETY: Maintain proper posture and use the safety elements of the attraction. Do not stand up or put your arms or legs out.

In the event of a technical malfunction, the ride may take a few seconds to return to the loading area of the ride.



PADRINOS VOLADORES

Children under 1.05 meters must be accompanied by an adult.

ACCESS: Access to a gondola, which travels at high speed through a route full of dizzying curves. The companion may have to assist the disabled person. You can ask our staff for help.

FOR YOUR SAFETY: In the event of a breakdown, the ride may stop along the route and take a few minutes to return to the station. It may also happen that you have to get out of the gondola, always with the help of specialized personnel in emergency situations. Maintain proper posture and use the safety elements of the attraction.

Do not stand up or arms or legs out.



COCHE DE CHOQUE DE RUGRATS

Minimum height: 0.90 meters / **Maximum height:** 1.40 meters.

It is a bumper car track, where children can crash into other cars at a controlled speed.

FOR YOUR SAFETY: Not suitable for children with visual impairment or any other impairment that does not allow them to control the control elements of the car.

Do not stand up or put out arms or legs.

Attraction for individual use.

The access of the companion is only allowed in case of use of the same car.



AL BOSQUE CON DIEGO

No height limitation.

Children under 1.05 meters must be accompanied by an adult.

ACCESS: Children with disabilities must be accompanied by an adult. To enter and exit, a gap must be bridged between the station and the gondola.

FOR YOUR SAFETY: In the event of a breakdown, the ride may stop along the route and take a few minutes to return to the station. Do not stand up or put your arms or legs out.



NICKELODEON EXPRESS

No height limitation.

Minors under 1.20 meters must be accompanied by an adult.

ACCESS: Children with disabilities must be accompanied by an adult. To enter and exit, a gap must be bridged between the station and the train.

FOR YOUR SAFETY: In the event of a breakdown, the ride may stop along the route and take a few minutes to return to the station. You may also have to exit the train. Do not stand up or put your arms or legs out.

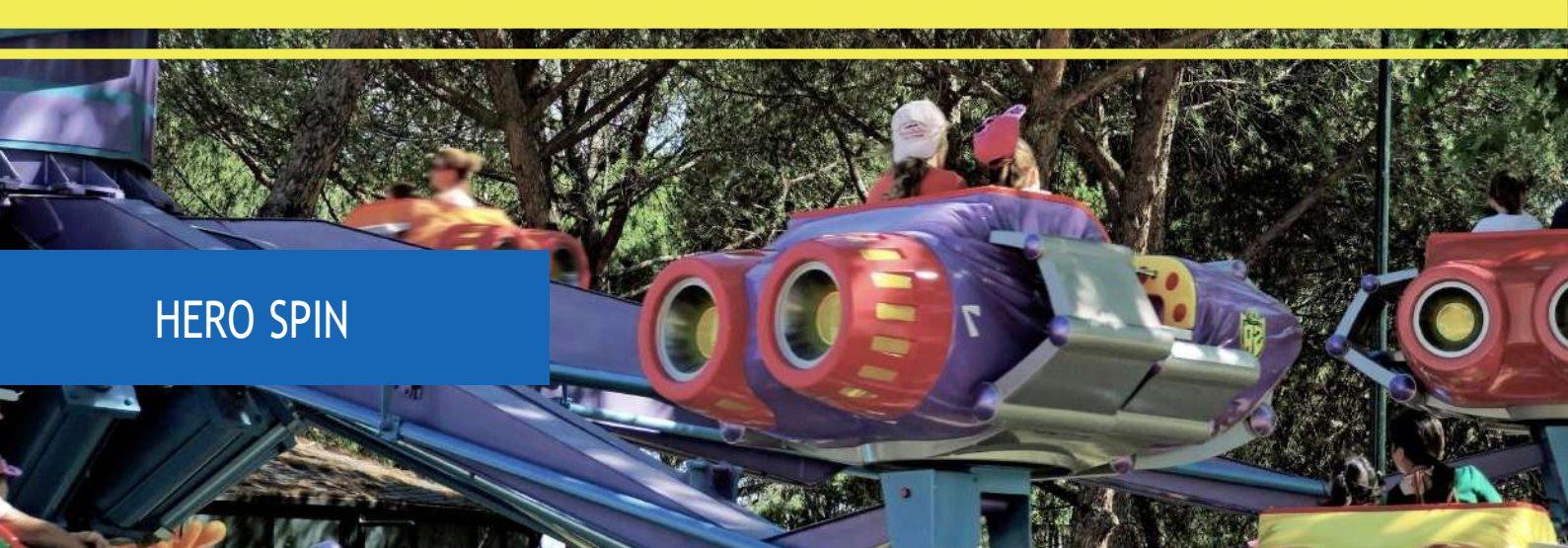


SPLASH BASH

Minimum age: 3 years old. Children under 6 accompanied

Minimum height: 95 cm. Accompanied children under 1.20 m.

ACCESS: Passengers must be able to maintain an upright posture at all times. They must be able to hold on with one upper extremity and support themselves with both feet or hold on with both extremities and support themselves with one foot..



HERO SPIN

Minimum height: 0.90 meters.

Persons under 1.40 meters must be accompanied by a person of legal age. It consists of independent ships that move in a circle.

The ships are attached to arms that make them go up and down as they move.

ACCESS: You must be able to climb a few steps to get into the ships. You can ask the park staff for help.

SAFETY: It has bars that keep you firmly in the seat.

FOR YOUR SAFETY: If an emergency situation arises, park operators will shut down the ride. It may take a few minutes to lower the craft to the ground.



PATRULLA CANINA

Minimum height: 0.90 meters

Children under 1.20 meters must be accompanied by an adult. This is a family roller coaster, oriented to children.

ACCESS: Children with disabilities must be accompanied by an adult. To enter and exit, a gap must be bridged between the station and the train.

FOR YOUR SAFETY: In the event of a breakdown, the ride may stop along the route and take a few minutes to return to the station. You may also have to get out of the train, always with the help of park staff, and go down some stairs to the station. Do not stand up or put your arms or legs out.

THEATERS



i Let the show begins!

Parque de Atracciones de Madrid has a theater, as well as a 4D cinema and a simulator

GRAN TEATRO AUDITORIO



ACCESS: The ramp has adapted access. You can identify it thanks to the sign

It is an entrance for the exclusive use of people with disabilities and their companions.

RESERVED SPACES: There are 20 places reserved for wheelchair users. Upon arrival at the auditorium, we recommend that you contact the park staff to facilitate your entry.

TOILETS: The adapted toilets are located next to the reserved spaces, and are marked with their corresponding symbol.

FOR YOUR SAFETY: In case of emergency, people with disabilities will exit the theater through the same door they entered. This door has access ramps.



CINE 4D

ACCESS: The access to the theater is adapted. It is an adapted and signposted entrance hall.

RESERVED SEATS: There are 5 reserved seats for wheelchair users. It has a special signposted access. At the door you can press a button that announces your presence to the operators of the attraction, who will help to accommodate people.

TOILETS: Please note that this theater does not have toilets inside.

FOR YOUR SAFETY: In case of emergency, people with disabilities will exit the theater through the same doors they entered.

It is recommended that you ask for assistance from Park staff.



VIRTUAL SIMULATOR

Minimum height: 1.22 meters / **Maximum height:** 1.98 meters.

ACCESS: The access to the simulator is the one used by all the public. It is an adapted and signposted entrance hall.

RESERVED SPACES: It has reserved places for wheelchair users. Upon arrival at the attraction, we recommend that you contact the park staff to facilitate your entry.

TOILETS: Please note that this theater does not have toilets inside.

FOR YOUR SAFETY: In case of emergency, people with disabilities will exit through the designated exit.

It is recommended that you ask for help from the park staff.

ENJOY IT!

