

**PAULTONS
PARK**

2026

**ACCESSIBILITY
GUIDE**



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Welcome

Paultons Park welcomes visits from guests with access requirements and does everything possible to ensure a safe, enjoyable and accessible visit.

The Park has made a significant investment and will continue to do so to ensure that guests with access requirements are able to enjoy a rewarding day out and can access as many activities as possible.

Full details on the services and facilities available at Paultons can be found on our website:

paultonspark.co.uk/help/guests-with-access-requirements



Facilities & Services

Admission Rates

Paultons Park does not discriminate against guests with access requirements and therefore all guests visiting the Park require an entry ticket, excluding children under 1 metre in height who are admitted free of charge. Shoes must be worn.

We are pleased to be able to offer Essential Companion Tickets to Access Card holders, with +1 or +2 assigned. An Essential Companion Ticket permits entry for both the Access Card holder and their Essential Companion, under the one ticket, with a discount applied to the carer's entry.

For further details please visit paultonspark.co.uk/info/accessibility/essential-companion/



Parking

We have a large disabled parking area which is located close to the Park's main entrance and Guest Welcome area. This dedicated parking area can be easily found by following the clear signs from the main drive. Each individual bay is clearly marked. Max height of 2.4 metres. Parking for larger vehicles is available in our coach park adjacent to the disabled parking area.



First Aid Centre

Paultons has a dedicated First Aid Centre which is staffed by a Registered Nurse. This facility is located just inside the main entrance.

On busier days our Nurse is supported by trained First Aid Assistants. To complement this

resource a number of our staff working in various locations around the Park are also trained to provide assistance, as required, prior to the arrival of the Nurse.

We also administer our Queue Assist Pass (pre-booking required) and coordinate our Lost Children Procedure from the First Aid Centre.

Ear defenders are available to hire from here free of charge. Please note there is a limited stock of these and they are issued on a first come first served basis.





Toilets & Changing Facilities

The Park has ample toilet facilities all of which include facilities for our guests with access requirements. The location of the toilet facilities is shown on the Park Map and Guide. A downloadable version of the Park Map can be found on the free Paultons Park App. There are also directional signposts around the Park.

A changing places facility is available just inside the main entrance, adjacent to the main toilet facility. An automatic height-adjusting changing table, mobile hoist (sling to be provided by guests) and other suitable facilities are available for use by guests. Access to this facility is by a coded access door, the code for which is available from the First Aid Centre.



Baby Care Centres

Specifically designed for nursing parents, are located just inside the main entrance, Valgard, Lost Kingdom, Peppa Pig World, Tornado Springs, and adjacent to the Pirate Ship.



Baby Changing facilities

available in all male and all female toilet facilities located around the Park.



Wheelchair Users

The vast majority of the Park is very easy to access for wheelchair users. The only exception is the River Walk which is laid to compacted gravel. Wheelchair users are not required to book Queue Assist.

We recommend reporting to our First Aid Nurse

to obtain a wristband if the user is dependent on an adapted specialised buggy or has a level of mobility which enables a wheelchair to be left at the bottom of the exit ramp.

A limited number of manual wheelchairs are available on a free of charge hire basis and are to be collected from and returned to our First Aid Centre. Due to the limited supply, we suggest these are pre-booked for the day of your visit either by calling the Park on [023 8081 4442](tel:02380814442) or emailing enquiries@paultons.co.uk.

Electric mobility scooters are also available for hire from Guest Information and must be pre-booked via the website ahead of the visit date (charge applies).

Guests wishing to hire a wheelchair or mobility scooter must have sufficient mobility to walk from their vehicle to the First Aid Centre or Guest Information.

Food & Beverage/Shopping Facilities

All food and beverage outlets and shopping facilities are accessible to wheelchair users. If additional assistance is required, please do not hesitate to ask a member of our staff as they will be delighted to assist.

Guests with allergies to certain foods or with special dietary requirements should ask to speak to a member of the Food and Beverage Management Team for advice and alternative menu options which we would be pleased to make available on request. Allergen information can also be found on our online menus.

Any queries prior to your visit should be emailed to enquiries@paultons.co.uk (please allow at least 5 days for a reply).



Rest Areas

There are ample seating areas located across the Park. These take the form of benches and patio areas (a good proportion of which are under giant umbrellas that provide shade or shelter from the rain when required). There are also large undercover seating areas next to Grande Central, outside Wild Forest, outside The Feasting Hall, adjacent to Dino Dogs and adjoining the Route 83 Diner. Quieter areas such as our Japanese Garden, Jungle Falls and River Walk are also available.



Assistance Dogs

Only trained and experienced assistance dogs, capable of reacting appropriately and safely to any situation, are permitted on site here at Paultons Park.

We reserve the right to refuse access to untrained animals due to the health and safety risk they pose to both guests and staff. Dogs undergoing training will not be allowed inside the Park. Proof of training may be requested.

We have a designated grass fouling area located behind the Pavilion in John and Anne's Garden.

Ride Accessibility

Safety Statement

Every effort is put into the design of a ride to ensure they are accessible to all within Health and Safety parameters. However, certain rides and attractions can be physically demanding and vigorous. Not all rides are suitable for all guests and each has strict operating requirements based on the containment of the ride, the force of the ride and the evacuation procedure.

Paultons Park reserves the right to refuse admission to certain rides should it be felt there is a danger to a particular individual for whatever reason. Paultons Park has been advised by the Health and Safety Executive that refusal on the grounds of health and safety does not constitute discrimination.

Please refer to the Rides & Attractions Information section for details on each ride's accessibility.

Wheelchair Users

Wheelchair lifts are available at Storm Chaser, Farmyard Flyer and The Queen's Flying Coach Ride. Access to the rides is available via the exit gates for wheelchair and mobility scooter users. The exceptions are Drakon, Ghostly Manor, Splash Lagoon, Buffalo Falls, Viking Boats and Edge which all have steps or narrow passages and therefore require a certain level of mobility to gain access which varies dependent on the ride. Please refer to the individual Information Boards at the particular ride prior to contacting the Ride Operator.

Wheelchair users can stay in their chairs at the following rides and attractions:

- Victorian Carousel
- Rio Grande Train
- Gardens & Aviaries
- Penguin Island
- Discovery Trail
- Peppa Pig's House- (please contact the operator in Pedro Pony's Photo Kiosk to gain access)

We recommend reporting to our First Aid Nurse to obtain a wristband if the user is dependent on an adapted specialised buggy or has a level of mobility which enables a wheelchair to be left at the bottom of the exit ramp. Please note that there may be a short wait at a ride exit for a suitable and safe time to board/enter the attraction. Instructions will be given by the Ride Operator. During peak times, the ride operators will request a short break in between repeat goes.

In order to be supported in the event of an evacuation, wheelchair users must be accompanied by at least one helper over the age of 14 when using the rides. If the wheelchair user does not meet the restrictions to ride unaccompanied, they must be accompanied by a responsible adult aged 16 or over.

The maximum number of guests permitted to ride with a wheelchair user will vary from ride to ride dependent on the ride's compatibility and carriage capacity. Please note that the accompanying person aged 14/16yrs will need to be seated next to the wheelchair user in order to provide support in the event of a ride evacuation.

Broken Limbs

A guest with a limb in a plaster cast may be permitted to use a ride as long as they are able to adequately restrain themselves in a manner determined by the ride in question. The Ride Operator will be able to offer advice and their decision on whether the guest is able to use the ride is final.

Please refer to the Rides & Attractions Information section for details on each ride's accessibility.

Containment

The safety of our guests is always our top priority and access to a ride once safety requirements are met is subject to containment, i.e. whether a guest can safely be contained on the ride in the harnesses or straps.

If a person cannot be contained safely and comfortably on a ride in the harnesses or straps then regrettably use of the ride will be politely declined.

Footwear

We ask that shoes are worn when using the rides and attractions for health and safety reasons*. In the event that a medical condition prevents the wearing of shoes, please visit our First Aid Room and see the Nurse.

*Excluding George's Spaceship Playzone.

Cognitive Requirements

For their own safety all passengers must be able to perceive the concepts of risk and danger, and understand that they must remain seated and follow instructions at all times whilst using a ride or attraction. Consideration should be given to potential evacuation scenarios which, while rare, can be lengthy procedures. If there are any doubts as to a passenger's cognitive ability, then for their own safety they must be accompanied by a responsible adult, or must not use a ride. Please note that this judgement must be the responsibility of the individual passenger, parent or carer, as it is impossible for our Operators to assess an individual's cognitive abilities. For more information on each individual ride please scan the QR code at the back of this guide.

Queue Assist Scheme

The Queue Assist Scheme is available to guests who experience difficulties with queuing.

This includes, and is not limited to, understanding the concept of queuing, having problems with everyday social interaction, having a limited capacity to follow instructions or understanding the emotional feelings of others or becoming agitated or distressed having to wait for extended periods of time.

Queue Assist Passes must be booked online in advance using a valid Access Card ID with any of the below symbols: standing and queueing, urgent toilet needs, difficulty standing or difficulty in crowds.

Accepted Access Card ID Symbols:    

How to apply:

If an Access Card is not held with the above symbols please apply by registering Access Requirements with Nimbus Disability (operators of the Access Card), allowing up to 5 days processing time. An Access ID will be sent by email and will be valid for 3 years.

- **How to book:**

Queue Assist Passes must be booked online in advance via the website paultonspark.co.uk/help/queue-assist-pass using valid Access Card details. The visit date must be selected.

An email confirmation with a QR coded voucher attached will be generated for the selected date.

To ensure that Paultons Park can provide a high-quality experience, we need to limit the number of groups who have access to the Queue Assist Scheme each day. In doing this, we ensure that we are giving the best possible day out at the park, with minimal queuing.

How to collect the Queue Assist Pass:

On arrival at the Park, please present your QR voucher to the Nurse in First Aid. The guest (or carer) will be issued with a Queue Assist Pass which will be date stamped, logged and initialled by the Nurse and is only valid for the one-day visit.

How to use the Queue Assist Pass:

On arrival at one of the listed rides, the wristband holder or carer should hand the Queue Assist Pass to the Ride Operator who will hole-punch the appropriate part of the pass.

The next time that a listed ride can be accessed using the scheme will be written on the pass, based on the queue time for the current ride, and handed back to the wristband holder or carer.

All of the Park's other rides (not listed on the Queue Assist Pass) can be accessed at any time via the exit gates on presentation of the Queue Assist Pass together with the wristband.

Important Information

- The wristband holder may enter the rides as detailed on the ride information boards, albeit in the majority of cases this will be via the exit gates where the guest needs to make their presence known to the Ride Operator.
- The only exceptions are Buffalo Falls, Cat-O-Pillar and Dino Chase where guests should report to the adjacent photography kiosk.
- The wristband holder must be accompanied by at least one helper over the age of 14. If the guest does not meet the restrictions to ride unaccompanied, they should be accompanied by a responsible adult aged 16 or over.

- The maximum number of guests permitted to ride with the wristband holder will vary from ride to ride dependent on the ride's compatibility and carriage capacity. Details for each ride and attraction are listed under the specific Rides & Attractions Information section. Please note a maximum of one carer is permitted on George's Dinosaur Adventure, Splash Lagoon, Buffalo Falls and Al's Auto Academy.
- The wristband holder MUST be present on the ride at all times.
- Queue Assist users may have to wait at a ride exit for a suitable and safe time to board/enter the attraction. Instructions will be given by the Ride Operator.
- The rides listed on the Queue Assist Pass can only be accessed under the scheme once per day and are subject to time constraints.
- The Queue Assist Scheme does not apply to character meet and greets, shows, George's Spaceship Playzone, Peppa Pig's House or any of the Park's Special Events.
- The Park staff are always on hand to assist and offer advice but for the safety of all concerned are not able to assist with lifting a guest on or off of a ride.
- The Ride Operator's decision is final as to whether a guest is able to use a ride.



Please scan the QR code above for full
accessibility information for individual rides.
paultonspark.co.uk/rideaccessibility





PAULTONSPARK.CO.UK



Where to find us:
Sat Nav – SO51 6AL
Exit 2, M27 – Ower, Nr Romsey, The New Forest, Hampshire

