



SeaWorld

SAN ANTONIO

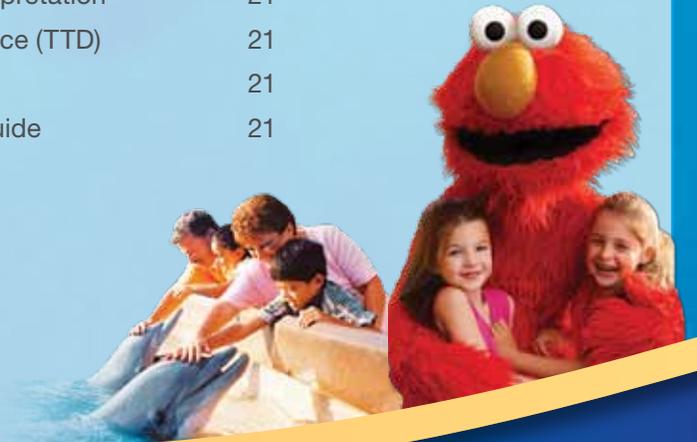
the voyage begins



Guest Safety & Accessibility Guide

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WELCOME TO SEAWORLD® SAN ANTONIO

We're glad you're here! This guide provides an overview of services and facilities available for guests with disabilities who are visiting SeaWorld San Antonio. We're committed to providing a safe and enjoyable environment for all of our guests. This guide is intended to supplement the SeaWorld San Antonio park map, which contains a variety of park information, an entertainment schedule, as well as preferred accessible paths of travel. Park maps are available upon arrival to the park.

Rides or attractions may be added or removed from SeaWorld San Antonio. If you encounter an area not covered by this guide, please feel free to ask a team member for information.

Many theme park rides incorporate safety systems designed by the manufacturer to accommodate people of average physical stature and body proportion. These systems may place restrictions on the ability of an individual to safely experience the ride. Extremely large or small individuals; guests who have or have had health concerns with their heart, back or neck; expectant mothers; people who have had recent surgery; or people with casts, braces, prosthetic or restrictive devices may not be safely accommodated by these systems. Height requirements and the level of developmental maturity usually associated with a certain height are based on the size needed for safety restraints to function properly.

If you have any questions or feel that you need assistance, please call Guest Correspondence at 210-523-3115 or visit Guest Services located at the Main Entrance. Our goal is to accommodate every guest so that they can safely enjoy any of SeaWorld's rides.

At SeaWorld San Antonio, we strive to provide equal access to attractions for every guest. Accessibility entrances (where necessary) are intended to provide equal access for guests unable to traverse the main entrances. These entrances are not intended for bypassing wait times.

Notice: *The information in this guide is subject to change without notice. Please contact a SeaWorld team member regarding accessibility prior to entering a particular attraction. You also may wish to visit Guest Services for current information on accessibility and services.*



RIDE ACCESSIBILITY PROGRAM

The Ride Accessibility Program (RAP) is designed to allow guests to fully participate and enjoy our parks while keeping in mind the safety requirements of our rides and attractions. The Program was developed based on the requirements of the manufacturer and by evaluating the physical and mental attributes required to safely ride each ride and participate in our other attractions. It is our policy to allow anyone to ride our rides and enjoy our attractions so long as they meet all of these requirements and such that it does not present a potential hazard to the guest or others.

To utilize the program, please visit Guest Services inside the Main Entrance. Our Guest Services team member will ask a series of questions designed to accurately advise our guests which rides they may ride. Based on each individual's abilities, the guest will be given a listing of rides and attractions they will be able to ride. Only the number of guests designated for each ride are able to board with the guest needing special access. Other party members should use the ride entrance. The guest with the disability must ride in order for their party to take part in the Ride Accessibility Program.

- ▶ **Steel Eel/Shamu Express:** RAP Guest + 1
- ▶ **Great White/Journey to Atlantis:** RAP Guest + 3
- ▶ **Rio Loco:** RAP Guest + 5

CRITERIA

The evaluation of each ride includes consideration of the following thirteen criteria which may be required to ride a particular ride safely.

Refer to the individual ride's information to determine criteria required for that ride.

1. **Ability to maintain the proper riding position throughout the ride.** Guests must have the body and spinal control to maintain proper riding position throughout the ride without aid of other people or devices.
2. **Weight distribution to allow the restraint device to function as designed.** The weight distribution of the guest's body must not interfere with any of the ride or attraction's safety and restraint devices as they were designed.
3. **Control of upper torso – including head and neck.** The guest must have sufficient muscle control to support their head, neck and upper torso in the proper position during the course of the ride.
4. **Ability to hold on with one functioning hand.** A functioning hand is an upper extremity or prosthesis with fingers that have the ability to grasp the restraint device and exhibits good grip control, the ability to brace and is strong enough to maintain the proper riding position throughout the duration of the ride.
5. **Ability to hold on with two functioning hands.** Ability to hold on with two functioning hands as described above.
6. **Ability to hold on with one functioning arm.** A functioning arm is an upper extremity or prosthesis that has ability to arm-grip the restraint device and is strong enough to allow the guest to maintain the proper riding position throughout the duration of the ride.

7. **Ability to hold on with two functioning arms.** Ability to hold on with two functioning arms as described above.
8. **Ability to brace self with one functioning leg,** natural or prosthetic, for bracing their body during the course of the ride.
9. **Ability to brace self with two functioning legs,** natural or prosthetic, to be used for bracing their body during the course of the ride and maintaining balance when entering and exiting a ride or attraction.
10. **Minimum of two functioning extremities,** natural or prosthetic (two legs, two arms or one arm and one leg), to brace themselves during the course of the ride and assist in entering and exiting the ride or attraction.
11. **Minimum of three functioning extremities,** natural or prosthetic (two legs and an arm or two arms and a leg), to allow the guest to brace in a tripod manner during the ride.
12. **Ability to enter and exit the ride without endangering self and/or others** and to assist with their own evacuation, if necessary. This may include entering through an exit or having someone aid him or her during boarding. If a guest has to be lifted in and out of a ride unit, this must be completed by a supervising companion who is accustomed to doing this. For the safety of ride operators and the guests, ride operators are instructed not to perform this function, except in children's ride areas.

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

In addition to the basic physical and mental requirements defined above, each ride was evaluated relative to a specific, temporary condition which may prevent a guest from safely riding a particular ride. The specific conditions evaluated were:

- ▶ Cervical collar or neck brace
- ▶ Broken collar bone
- ▶ Full arm casts
- ▶ Braced arm casts
- ▶ Lower arm casts
- ▶ Full leg casts
- ▶ Lower leg casts
- ▶ Bilateral abduction leg casts (brace between legs)
- ▶ The suitability of safely carrying hand-held infants on each ride was also evaluated



DEFINITIONS

Every ride entrance lists Height Requirements and special instructions regarding the ride. SeaWorld San Antonio uses the following terms:

▶ **SUPERVISING COMPANION:**

A supervising companion is someone who physically and mentally meets all the requirements to ride the ride themselves, is 14 years of age or older and exhibits the maturity of someone 14 years of age or older (subject to management approval).

▶ **ACCOMPANIED BY:**

Whenever a guest needs accompaniment, the accompanying person must meet all of the requirements, as well as the ability to assist the guest. This includes helping the guest in the boarding and exiting of the ride, assisting the guest in maintaining postural control while riding and assisting the guest down stairs, catwalks or ladders in case an escort is needed.

▶ **HAND-HELD INFANT:**

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

▶ **FUNCTIONING EXTREMITY:**

A functioning extremity is a limb over which a person has control. A prosthetic device is considered a functioning extremity.

▶ **ABILITY TO HOLD ON OR BRACE:**

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



GENERAL INFORMATION

DINING

While dining at SeaWorld San Antonio restaurants, please be aware that most venues offer cafeteria-style service with accessible queue lines. Table service is available upon request. Please ask any SeaWorld team member for assistance. Guests with reservations for “Dine With Shamu” who require wheelchair access have the option to be seated prior to the general seating time. Proceed as instructed to the designated meeting place at the east side of Shamu Theater. A SeaWorld team member will assist you from this point by taking you into the dining area. Service animals are permitted in all SeaWorld San Antonio restaurants. See Service Animals section for details.

For guests with special dietary needs, SeaWorld San Antonio’s designated Allergen Friendly location is Shamu’s Smokehouse. Although our meal facilities are prepared to assist you with your allergen needs, Shamu’s Smokehouse has been designated as the most fit restaurant because of its variety of menu options.



FIRST AID

First aid facilities staffed with Emergency Medical Technicians (EMT) are located behind Guest Services at the Main Entrance, behind Shamu’s Emporium and across from Rio Grille. SeaWorld team members throughout the park will be happy to call for assistance upon request.

GIFT SHOPS

All gift shops are accessible to guests using wheelchairs. Please ask a team member for assistance. “Package Pick-Up” provides guests the opportunity to shop throughout SeaWorld and have their purchases sent to the Main Mast gift shop for pick-up later in the day. Package Pick-Up is available at all SeaWorld gift shops.

GUEST SERVICES

Guest Services provides a variety of services including general information, show schedules, ticket information and assistance pertaining to guests with disabilities. Guest Services is located at the Main Entrance to the right of the SeaWorld Arches.

OXYGEN TANKS

Due to the dynamics and certain characteristics of the rides, oxygen tanks are only permitted on Big Bird’s Spinning Reef and Grover’s Round Up at SeaWorld San Antonio. Oxygen tanks are permitted inside the park and may be brought into merchandise shops, restaurants, exhibits and other enclosed facilities.

PARKING

Parking for guests with disabilities is located in Shamu’s Preferred Parking Lot near the Main Entrance on a first-come, first-served basis. Guests must have an authorized Disabled Parking placard or license plate. Disabled parking signs designate this parking area and some spaces are van accessible. All cars parked in this specially reserved disabled parking area without a permit are subject to applicable laws for removal/towing.

RESTROOMS

All restrooms at SeaWorld San Antonio are accessible to guests using wheelchairs and are clearly marked with the wheelchair symbol throughout the park. There is a companion restroom facility located next to Trader's Cove gift shop; you may also use the restrooms inside our first aid stations.

POWER DRIVEN MOBILITY DEVICES

SeaWorld San Antonio prohibits the use of one and two-wheeled vehicles (e.g. Segway®) within our park. Alternatives for guests who arrive at our park with one of these devices are manual wheelchairs, electronic convenience wheelchairs or stand-up Electronic Convenience Vehicles (ECV). A stand-up ECV is available at Guests Services and will be made available for a guest who reserves it in advance. Please make reservations for these vehicles a minimum of three days prior to your visit by calling 210-523-3165.

WHEELCHAIR RENTAL

Wheelchairs and Electric Convenience Vehicles (ECVs) may be rented at the ticket booths and Island Traders gift shop, located to the right of Guest Services inside the Main Entrance. Wheelchairs and ECVs are rented on a first-come, first-served basis and can be picked up at Island Traders. These units are also available for rental in advance online at www.SeaWorld.com.

SERVICE ANIMALS

Service animals are welcome at SeaWorld San Antonio. For the safety of all animals and to avoid confusion on the part of the animals, service animals will be required to remain at a minimum of six feet from SeaWorld San Antonio animals. As a safety precaution, guests with service animals will be directed to available seating away from the area where our sea life/animals are brought into close proximity to our guests. Service animals are the responsibility of the owner. All service animals must remain on a leash or harness at all times and cannot be left unattended. SeaWorld team members cannot assume responsibility of or for the animal. We suggest that while experiencing a ride, the animal should be left with a non-rider. Then, the guest who watched the animal may board the ride without waiting in line once the owner assumes responsibility of the animal.

Your Responsibilities:

- ▶ You are responsible for cleaning service animal waste.
- ▶ You are responsible for controlling your animal's behavior.
- ▶ If at any time your animal's behavior becomes a threat to the safety and well being of our guest or our animals, you will be asked to leave the facility or board the animal at our kennel.

GETTING AROUND THE PARK WITH A SERVICE ANIMAL

REST STOPS

Rest stops for your service animal are located by Sharks/ The Coral Reef, the patio area across from the Steel Eel and the locker area by the Great White. At these locations, SeaWorld provides disposable doggie bags.

RESTAURANTS

You and your service animal are welcome at all restaurants. Water for your service animal can be obtained at any of our dining facilities.

RIDES

If you choose to ride without your service animal, a non-riding member of your party must remain with your service animal. SeaWorld team members are not allowed to hold your service animal at any time, nor is it allowable to leave the service animal unattended. Service animals are allowed to ride:

- ▶ Rio Loco
- ▶ Grover's Round-Up
- ▶ Big Bird's Spinning Reef

SHOWS

For your convenience, there is clearly marked disabled seating, which may be used by individuals accompanied by a service animal. A word of warning: there are many seats marked "splash zone." Do not sit in those areas unless you and your service animal are prepared to get very wet. Service animals cannot occupy the front row seating area of the Sea Lion Stadium. The potential for a face-to-face encounter with a 600-pound sea lion in that area is very high. As with the other stadiums, you may utilize any other available seat at Sea Lion Stadium.



ANIMAL ATTRACTIONS

BIRD EXHIBITS

The birds in the various exhibits around the park do not usually respond to the presence of service animals. If you become aware that the birds are becoming agitated or are possibly frightened by the presence of your service animal, please move away as quickly as possible.

DOLPHIN COVE

You are welcome to feed and interact with the dolphins at Dolphin Cove. Please do not allow contact between your service animal and the dolphins, and be sure to keep your service animal a minimum of six feet from the dolphins.

ROCKY POINT PRESERVE

Spend some smile-inspiring time watching and feeding seals and sea lions on the rugged Pacific shoreline we've built for them and their fun-loving otter friends. Please do not allow contact between your service animal and the seals, sea lions and otters.

AREAS

ANIMAL TOURS

All park guests are welcome to reserve an animal tour. If you are visiting areas with potential contact with the resident park animals, please prevent contact between your service animal and the resident animals. This is best accomplished by maintaining a minimum of 6 feet between your service animal and the park animals.



RIDES

Safety is the only consideration that takes precedence over fun. Thrill rides, by their very nature, create forces and speeds that may not be tolerable to some persons and may cause injury to some riders with pre-existing conditions known or unknown. We recommend that guests with the following conditions carefully heed all warning/restriction signs at each ride entrance.

- ▶ Guests who are pregnant
- ▶ Have high blood pressure
- ▶ Heart conditions
- ▶ Large or small body structure
- ▶ Guests with neck or back problems
- ▶ Those who have had recent surgery
- ▶ Guests with casts, braces, prostheses or other restrictive devices may not be safely accommodated on some of our rides

In addition, we recommend guests do not ride with any impairment or condition that would prevent the intended use of seating and safety restraints as provided, or are unable to follow any safety requirement.



SAFETY WARNINGS

BEFORE EXPERIENCING A RIDE PLEASE NOTE ALL SAFETY WARNINGS, BOTH VERBAL AND WRITTEN, FOR EACH RIDE, SUCH AS:

- ▶ Please wait for all rides to come to a complete stop before attempting to board.
- ▶ Please exercise caution in boarding each attraction, watching your head and step.
- ▶ Once you are seated, please secure your seatbelt, lap bar or shoulder harness and keep them fastened until the ride comes to a complete stop.
- ▶ Face forward and remain seated in an upright position.
- ▶ Keep all parts of your body inside the ride vehicle at all times.
- ▶ Shoes are required on all rides. At Great White, loose fitting shoes may be removed and placed in a basket in the station.
- ▶ Each ride has a posted restriction sign at the ride entrance. Please review these closely. If you have any questions, please see a SeaWorld team member for more details.

At all rides, including rides for small children, guests may need assistance from another member of their party in order to board safely. Those using wheelchairs will need to transfer from their wheelchair onto the ride and back into their wheelchair at the end of the ride. SeaWorld team members are neither trained nor permitted to assist. Therefore, we recommend that guests who need assistance plan their visit with someone who can physically assist them when necessary.

Ride escorts may be required due to a mechanical problem, weather condition or power interruption. If a ride escort is required, guests may need to negotiate stairs from the highest point of the ride and down steeply inclined catwalks or steps. Guests requiring assistance during the ride escort may be escorted last in order to expedite the ride escort process. Please inquire about specific procedures prior to boarding a particular attraction.



SAFETY REQUIREMENTS

GUESTS WITH LARGE OR SMALL BODY STRUCTURE:

In order to ride, all seatbelts, lap bars and harnesses must be positioned, fastened and fit properly. Due to rider restraint system requirements, guests with large or small body structure may not be accommodated on some of our rides.

LOOSE ARTICLES/CAMERA POLICY:

Loose articles are not permitted on or in the ride queue lines of Great White, Steel Eel or Shamu Express. Our operators may not hold loose items for guests. Please leave loose articles in a locker or with a non-rider.

For safety reasons, picture taking is not permitted on any ride. Due to the nature and dynamics of all rides and the potential for injury, unsecured cameras of any size are not permitted on the rides.



HEIGHT REQUIREMENTS:

Height requirements are posted at each attraction, entry plaza Height Check Station and at Guest Services.

- ▶ **GREAT WHITE**
Guests must be at least 54” tall to ride.
- ▶ **JOURNEY TO ATLANTIS**
Guests must be a minimum of 39” to ride. Guests between 39”-51” must be accompanied by a supervising companion.
- ▶ **RIO LOCO**
Guests must be at least 42” tall to ride.
- ▶ **SHAMU EXPRESS**
Guests must be at least 38” tall to ride. Guests between 38”-41” must be accompanied by a supervising companion.
- ▶ **STEEL EEL**
Guests must be at least 48” tall to ride.

RIDE INFORMATION

GREAT WHITE®

The Great White is Texas' first inverted steel rollercoaster. Riders dangle their legs from ski-lift style seats and go heels-over-head five times during more than 2,500 feet of breathtaking loops, corkscrews and other thrilling maneuvers at high speeds.

HEIGHT REQUIREMENT:

Guests must be at least 54" tall to ride.

RIDE ACCESS:

Guests using wheelchairs should enter the ride through the exit located inside the Boardwalk Games Center and continue up the exit ramp to the unloading platform.

RIDERSHIP CRITERIA REQUIREMENTS:

In order to ride Great White, guests must meet the following Ridership Criteria previously defined: 1, 2, 3, 4, 10*, 12 and 13. Guests with any type of leg prosthesis or cast will not be permitted to ride based on manufacturers guidelines. Guests with chest dimensions approaching 52" can be accommodated with specified seats in rows four or five.

*(*A guest with double leg amputation below the knee may ride provided the guest has two functioning hands. A guest with a single leg amputation at the knee or below may ride provided the guest has one functioning hand and one functioning arm. A guest with a single arm amputation may ride provided the guest has one functioning hand and two functioning legs.)*

NUMBER PERMITTED:

Up to three additional riders may accompany the guest traveling in a wheelchair.

STEEL EEL®

Steel Eel is the Southwest's first hyper-coaster, with its pulse-pounding, 15-story initial drop at high speeds and no-stop peaks, valleys and camelbacks that create maximum "air time," or weightlessness, a hyper-coaster's signature feature.

HEIGHT REQUIREMENT:

Guests must be at least 48" tall to ride.

RIDE ACCESS:

Guests using wheelchairs should enter through the exit and continue up the exit ramp to the unloading platform.

RIDERSHIP CRITERIA REQUIREMENTS:

In order to ride Steel Eel, guests must meet the following Ridership Criteria previously defined: 1, 2, 3, 4, 5, 8, 11, 12 and 13.

NUMBER PERMITTED:

One additional rider may accompany the guest traveling in a wheelchair.



SHAMU EXPRESS®

Shamu Express is a mini-rollercoaster designed for small children that consists of six, two-passenger cars. Each car is designed to resemble SeaWorld's icon, Shamu.



HEIGHT REQUIREMENT:

Guests must be at least 38" tall to ride. Guests between 38"-41" must be accompanied by a supervising companion.

RIDE ACCESS:

Guests using wheelchairs should enter through the ride exit ramp and up to the unloading platform.

RIDERSHIP CRITERIA REQUIREMENTS:

In order to ride Shamu Express, guests must meet the following Ridership Criteria previously defined: 1, 2, 3, 4, 5*, 8, 11, 12 and 13.

*(*Two functioning hands are sufficient instead of three functioning extremities if the guest has a normal center of gravity and the lower extremities are sufficiently strong enough to maintain a proper riding posture under the dynamic conditions of the ride. Amputation must be at the knee or below.)*

NUMBER PERMITTED:

One additional rider may accompany the guest traveling in a wheelchair.



JOURNEY TO ATLANTIS®

Journey to Atlantis is a unique, super splash type water ride that travels up a 100 foot lift, has two rotating turntables that turn the boat more than 360 degrees in mid-air and a 100 foot drop. Journey to Atlantis also involves a free-floating boat vehicle that has motion subject to water flow and movement. Riders will get wet and possibly soaked.

HEIGHT REQUIREMENT:

Guests must be a minimum of 39" to ride. Guests between 39"-51" must be accompanied by a supervising companion.

RIDE ACCESS:

Guests using wheelchairs should enter through our main queue line to the disabled loading area located in the main loading station.

RIDERSHIP CRITERIA REQUIREMENTS:

In order to ride Journey to Atlantis, guests must meet the following Ridership Criteria previously defined: 1, 2, 3, 4, 8, 11, 12 and 13. Casts of any type are not permitted.

NUMBER PERMITTED:

Up to three additional riders may accompany the guest traveling in a wheelchair.



RIO LOCO®

Rio Loco, Spanish for “crazy river,” aptly describes this wild and wet river rapids ride. Six-person-circular rafts take riders churning down an 1,800 foot raging stream through a series of dips and bends and under a drenching waterfall. Rio Loco involves a free-floating ride vehicle that has motion subject to water movement. Riders and their belongings will get very wet and possibly soaked.



HEIGHT REQUIREMENT:

Guests must be at least 42” tall to ride.

RIDE ACCESS:

Guests using wheelchairs should enter through the Easy Access gate located to the left of the ride entrance in the Rio Grille dining area. Guests should use the Call Box for assistance.

RIDERSHIP CRITERIA REQUIREMENTS:

In order to ride Rio Loco, guests must meet the following Ridership Criteria previously defined: 1, 2, 3, 4, 5*, 8, 11, 12 and 13.

*(*Two functioning hands are sufficient instead of three functioning extremities if the guest has a normal center of gravity and the lower extremities are sufficiently strong enough to maintain a proper riding posture under the dynamic conditions of the ride. Amputation must be at the knee or below.)*

NUMBER PERMITTED:

Up to five additional guests may accompany the guest traveling in a wheelchair.



SESAME STREET BAY OF PLAY

Sesame Street Bay of Play is 3 acres of exciting rides, shows and play areas located in the center of SeaWorld San Antonio that features Elmo, Big Bird and all of their friends.

ABBY CADABBY'S ROCKIN' WAVE

A rockin' ride that creates a wave effect by rocking forwards, backwards and sideways.

HEIGHT REQUIREMENT:

Guests must be at least 42" tall to ride alone. Guests under 42" must be accompanied by a supervising companion. Infants may not ride. Parents may ride with their children.

RIDE ACCESS:

Guests with wheelchairs may enter the ride through the exit gate.

RIDERSHIP CRITERIA REQUIREMENTS:

In order to ride Abby Cadabby's Rockin' Wave, guests must meet the following Ridership Criteria previously defined: 1, 2, 3, 4, 5*, 8, 12** and 13**.

*(*Two functioning hands are sufficient instead of three functioning extremities if the guest has a normal center of gravity and the lower extremities are sufficiently strong enough to maintain a proper riding posture under the dynamic conditions of the ride. Amputation must be at the knee or below.)*

*(**An accompanying supervising companion may assist if they fit the criteria for the category.)*

NUMBER PERMITTED:

Up to three riders may accompany the guest traveling in a wheelchair.

GROVER'S ROUND UP

A colorful carousel ride with Sesame Street friends.

HEIGHT REQUIREMENT:

Guests must be at least 42" tall to ride alone. Guests under 42" must be accompanied by a supervising companion. Hand held infants may ride on the bench seats.

RIDE ACCESS:

Guests with wheelchairs may enter the ride through the exit gate.

RIDERSHIP CRITERIA REQUIREMENTS:

Grover's Round Up is a fully accessible ride. Guests in wheelchairs may ride in our specially designed chariot that allows a rider to safely load in their wheelchair and ride experiencing the same motions as a carousel horse. In order to ride on one of the horses, guests must meet the following Ridership Criteria previously defined: 1, 3, 4, 8*, 12** and 13.

*(*Guests must have the ability to straddle the unit.)*

*(**An accompanying supervising companion may assist if they fit the criteria for the category.)*

NUMBER PERMITTED:

One additional rider may accompany the guest traveling in a wheelchair.



BIG BIRD'S SPINNING REEF

A delightfully playful Ferris Wheel family ride.

HEIGHT REQUIREMENT:

Guests must be at least 36" tall to ride alone. Guests under 36" must be accompanied by a supervising companion. Infants may not ride. Parents may ride with their children.

RIDE ACCESS:

Guests with wheelchairs may enter the ride through the exit gate.

PHYSICAL REQUIREMENTS:

In order to ride Big Bird's Spinning Reef, guests must meet the following Ridership Criteria previously defined: 1*, 3*, 4*, 8*, 12* and 13*.

*(*An accompanying supervising companion may assist if they fit the criteria for the category.)*

NUMBER PERMITTED:

Up to two additional riders may accompany the guest traveling in a wheelchair.



ELMO'S DOLPHIN DIVE

A kid-friendly vertical drop that soars up and down like dolphins do in the water.

HEIGHT REQUIREMENT:

Guests must be at least 36" tall to ride alone. Guests under 36" must be accompanied by a supervising companion. Infants may not ride. Parents may ride with their children.

RIDE ACCESS:

Guests with wheelchairs may enter the ride through the exit gate.

PHYSICAL REQUIREMENTS:

In order to ride Elmo's Dolphin Dive, guests must meet the following Ridership Criteria previously defined: 1, 3, 4*, 8*, 12* and 13*.

*(*An accompanying supervising companion may assist if they fit the criteria for the category.)*

NUMBER PERMITTED:

One additional rider may accompany the guest traveling in a wheelchair.

SPLISH N' SPLASH

Beat the heat with 22 water elements such as bubblers, geysers, jets, dumping buckets and more.

HEIGHT REQUIREMENT:

N/A

ACCESS:

Guests with wheelchairs may enter through either of the two entrances.

PHYSICAL REQUIREMENTS:

N/A

NUMBER PERMITTED:

N/A

LIL' BIRD'S SPLASH

A fun water play area with bubblers and fountains designed for toddlers 3 years old and under.



HEIGHT REQUIREMENT:

N/A

ACCESS:

Guests with wheelchairs may enter through the entrance.

PHYSICAL REQUIREMENTS:

N/A

NUMBER PERMITTED:

N/A

TOTS AHOY

A dry play area designed specifically for toddlers 3 years old and under.

HEIGHT REQUIREMENT:

N/A

ACCESS:

Guests with wheelchairs may enter through the entrance ramp.

PHYSICAL REQUIREMENTS:

N/A

NUMBER PERMITTED:

N/A

PLAYGROUND

A tree-house style play element in addition to slides, climbing features and a wall of activities make up the Playground area located within Sesame Street Bay of Play.



HEIGHT REQUIREMENT:

N/A

ACCESS:

Guests with wheelchairs may enter through the entrance.

PHYSICAL REQUIREMENTS:

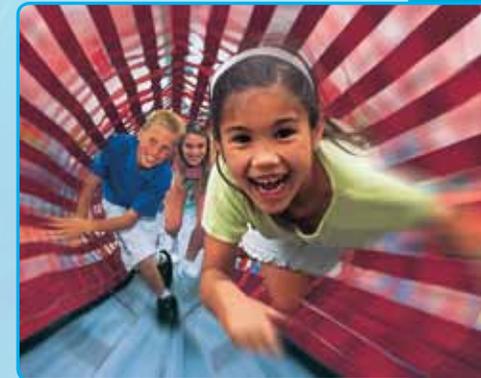
N/A

NUMBER PERMITTED:

N/A

NET CLIMB

Climb, crawl and explore in the 3-story net climb and slides.



HEIGHT REQUIREMENT:

N/A

ACCESS:

Each location requires guests traveling in wheelchairs to transfer out of the wheelchair and climb up or down the nets.

PHYSICAL REQUIREMENTS:

In order to climb the nets at Sesame Street Bay of Play, guests must meet the following Ridership Criteria previously defined: 1*, 3, 4, 8, 12* and 13*.

(*An accompanying supervising companion may assist if they fit the criteria for the category.)

NUMBER PERMITTED:

N/A

ATTRACTION ACCESS INFORMATION

Seating for guests using wheelchairs is available at each stadium and theater. All exhibits are accessible to guests using wheelchairs. All of our theaters and stadiums are wheelchair accessible via the main entrances. If at any time you feel that you are unable to traverse an entrance, please ask a SeaWorld team member for assistance.

Many of our guests enjoy being splashed during a show. The chilly, man-made salt water can range in temperature from 50 to 72 degrees Fahrenheit. With some preparation, you can share in this experience. All video camera, electric wheelchairs and other sensitive equipment need to be protected. Experienced “splash zoners” often have ponchos or towels handy. Splash zones are not wheelchair accessible.

ANIMAL TOURS

SeaWorld San Antonio offers a chance for guests to get up-close and personal to many of our marine life through a variety of animal tours. Tours are walking tours and may require assistance for guests in wheelchairs.

For more information please visit the Reservation Center located at the front of the park.

AVIARIES

SeaWorld San Antonio is proud to be the home of many species of exotic birds. There are walk-up aviaries located throughout the park.

BELUGA STADIUM

Guests using wheelchairs may enter the stadium via either the lower left and right pathways or the center ramp for promenade seating. Please see a SeaWorld team member at any entrance for assistance.

DOLPHIN COVE

Both children and adults enjoy feeding and touching playful Atlantic bottlenose dolphins at Dolphin Cove. Narrators from SeaWorld’s Animal Care Department are available to answer questions about the popular marine mammals.

At the north end of this habitat, there is an elevated portion of ramped pathway for our guests in wheelchairs to enjoy the dolphins.

INTERACTION PROGRAMS

SeaWorld San Antonio offers a chance for guests to get up-close and personal to many of our marine life.

BELUGA INTERACTION PROGRAM

This program is able to accommodate guests with disabilities who can maneuver themselves throughout the park and during their beluga interactions. In addition, SeaWorld team members are more than happy to help steady a guest, secure safety equipment and store wheelchairs if necessary; however, SeaWorld team members are not permitted to physically lift a guest. Guests with a disability requiring assistance should plan to visit the park with someone who can physically assist them.

SEA LION INTERACTION PROGRAM

This program is able to accommodate guests with disabilities who can maneuver themselves throughout the park and during their sea lion interactions. In order to reach this habitat area, guests may need to climb (or be assisted) up several stairs and transfer to and from a golf cart. SeaWorld team members are more than happy to help steady a guest, secure safety equipment and store wheelchairs if necessary; however, SeaWorld team members are not permitted to physically lift a guest. Guests with a disability requiring assistance should plan to visit the park with someone who can physically assist them. If you feel you will be unable to traverse the stairs or transfer to a golf cart, please notify your trainer during class time for an alternate route.

NAUTILUS AMPHITHEATER

Guests using wheelchairs may enter through any of the venue's entrances. Seating is available in the front or rear of the theater. Please see a SeaWorld team member at any entrance for assistance.

PENGUIN ENCOUNTER

Hundreds of penguins frolic in an Antarctic environment where temperatures hover near freezing and snow falls daily no matter the season. Another nearby habitat houses alcid, aquatic birds of the Northern Hemisphere.

This is a walk-through exhibit with access to all areas. Some of this exhibit has a cross-sloped pathway. A moving escalator is available; however, it is not recommended for use with wheelchairs.

ROCKY POINT PRESERVE

Guests can observe and feed seals and sea lions in an outdoor habitat simulating the rocky and rugged Pacific coastline.

There are several glass cutouts in the walls around these pools to allow easy viewing.

SEA LION STADIUM

Guests using wheelchairs may enter the stadium via either the lower left and right pathways or the main entrances for promenade seating. Please see a SeaWorld team member at any entrance for assistance. Guests with service animals will be directed to available seating away from the area where a sea lion is brought into the stadium during the show as a safety precaution.

SEA STAR THEATER

Guests using wheelchairs may enter the theater via the side entrance door located off the main pathway. Seating is available along the center row of the theater. Please see a SeaWorld team member for assistance.

SHAMU THEATER

Guests using wheelchairs may enter the theater via the left, right or center ramps. Seating is available along the promenade on both sides of the theater. Please see a SeaWorld team member for assistance.

SHARKS/THE CORAL REEF

This multi-aquarium experience takes visitors on a mystical underwater adventure. A 400,000-gallon shark habitat brings guests face-to-tooth with some of the ocean's most mysterious creatures.

Nearby, in a 300,000-gallon coral reef setting, thousands of fish from the Indian and Pacific oceans create a living rainbow of colors. Moray eels reside in another aquarium. This is a walk-through exhibit with access to all areas. Some of this exhibit has a cross-sloped pathway.

SKI STADIUM

Experience the ultimate in extreme, high-energy water sport action! World-class athletes compete in heart-stopping, big-air presentations at Ski Lake.

Seating for guests using wheelchairs is available on the top row of the main promenade, as well as the front rows of the stadium. Please see a SeaWorld team member on the promenade for assistance.

GENERAL INFORMATION

SIGN LANGUAGE INTERPRETATION

If you are reading this in preparation for your visit, interpretation can be provided at live shows with a minimum of two week's notice. Every effort will be made to provide interpreting services with less than two week's notice, depending on availability of interpreters. Call 210-523-3165 for reservations. Guests requesting this service will be contacted prior to their visit.

TEXT TELEPHONE DEVICE (TTD)

A Text Telephone Device (TTD) is located at Guest Services at the Main Entrance.

WRITTEN AIDS

Guest Assistance Packets containing attraction dialogue and narration are available. Please ask a SeaWorld team member about availability prior to experiencing an attraction or show. To obtain a complete listing of where packets are available, please visit Guest Services. To ensure the availability for all guests, please return written aids to Guest Services at the conclusion of the attraction/show experience.

VISUALLY IMPAIRED GUIDANCE

Assistance can be provided for park guidance with a minimum of two week's notice. Every effort will be made to provide guidance with less than two week's notice, depending on availability of team members. Call 210-523-3165 for reservations. Guests requesting this service will be contacted prior to their visit.

