

HELLO FOLKS!



PRIORITY BOARDING
INFORMATION FOR YOUR VISIT TODAY

WHAT IS PRIORITY BOARDING?

Priority boarding is the provision of ease of access via the exit lanes on most rides for our guests who are eligible for the pass.

WHO CAN ACCOMPANY ME?

Three people can accompany a priority boarding guest to enjoy the rides (four people in total).

HOW MANY TIMES CAN I GO ON A RIDE?

You can priority board each ride once every 30 minutes.

WHAT RIDES CAN I PRIORITY BOARD?

The only rides that do not currently offer priority boarding is the Cannonball Express and Wavebreaker. Please note that the Jolly Roger and Water Fun Factory can only be accessed by stairs.

MOBILE SCOOTERS AND WHEELCHAIRS ARE AVAILABLE TO HIRE FROM THE GIFT SHOP*

Terms and conditions: Evidence of eligibility must be shown to our admissions staff upon entry. This must be an official document such as an NHS consultation or a letter/statement from the DWP. Priority boarding is to be used by those eligible and their permitted number of three accompanying guests only. Priority boarding is accessed via the ride exit lanes. Please note the Cannonball Express and Wavebreaker do not currently have priority boarding. Please note the Jolly Roger and Water Fun Factory are only accessible via stairs. Ride staff are not permitted to assist with the lifting of guests, whether getting on to or off from a ride. Guests in wheelchairs must be able to transfer themselves from the wheelchair to the ride and vice versa. Priority boarders must show their eligibility wristbands to the operator. Priority boarding does not qualify an individual to embark a ride before those at the front of those queuing via the ride's entry lane. All riders must wait for instruction from the ride's operator to embark on to the ride. Please note that priority boarding wristbands must be securely fastened. Wristbands cannot be replaced if lost or damaged. Pleasurewood Hills operates a zero tolerance policy of abuse towards staff or other guests. Any parties who are not following the rules of priority boarding or who are found to be argumentative and abusive towards staff and/or other guests, will be asked to leave the park and if necessary, the authorities notified. *Hire of mobility scooters and wheelchairs is subject to availability.

