

HANSA-PARK® Guide for Visitors with Disabilities and Wheelchair Users

HANSA-PARK welcomes visits by disabled people and will do all that is possible to ensure a safe and pleasurable stay. However, visiting a leisure park with its many ride attractions and interactive games that range from quiet all the way to extremely fast is not something you do every day. As the safety of our guests is of foremost concern to us, we and our guests must strictly comply with the special regulations imposed by TÜV and the manufacturers of the attractions. BUT: Even if you meet all the requirements and safety regulations in principle, ultimately it is up to you to decide whether the attraction is suitable for you and your particular physical or health condition.

Admission Rules and Regulations

When guests visit the Park, who present a disabled pass issued by a government authority, we have a special duty to ensure that all the rules and regulations are complied with and that either the disabled guests themselves or - if mentioned in the pass - their carers can make informed decisions on whether an attraction is suitable for the disabled guest or not. Experts refer to that as the duty to maintain safety.

Please read our admission rules and regulations carefully and try to learn as much about them as possible prior to your visit. You can also give us a call or send us an email if you have any further questions.

One more thing: Please do not ask us or our staff to make an exception to the rules. The admission rules and regulations have been developed in conjunction with various expert committees, and they are binding on us and our employees. What admission regulations apply to your visit depends on the category of the disabled pass you are holding. We are not permitted to make any decisions that deviate from the content of your pass.

Disabled guests will enjoy discounts in the 2024 season too. Below is a list of the prices that apply (prices are subject to change):

Visitor	Price per Person
Wheelchair users (holding a disabled pass) Can be purchased at the Park only.	Free admission
Visitors holding a disabled pass of the "BI" category Can be purchased at the Park only.	Free admission
Visitors holding a disabled pass of the "H" category Please note: 1:1 care is a must. Can be purchased at the Park only.	€ 25
Visitors holding a disabled pass of any category except the category "H" Can be purchased at the Park only.	€ 39
Carers of visitors holding a disabled of the "B" or "H" category Please note that "required" carers and "eligible" carers who wish to purchase a carer's ticket must be at least 18 years old and capable of providing the required care, support and assistance. Disabled persons cannot be carers for disabled visitors. Can be purchased at the Park only.	€ 39

Attractions

We are delighted to have you as our guest today. Our attractions have been designed with visitors with disabilities and restricted mobility in mind. However, there is always room for improvement and we welcome your feedback and suggestions. Please approach our employees who will be more than happy to assist you any time. You may also use our feedback box at the exit.

Most of our attractions, including our rides, are suitable for all guests. However, the use of some of our rides is subject to special height and age restrictions as well as physical fitness. The restrictions apply to all riders. We are obligated to comply with the safety regulations imposed by government authorities, TÜV - the German Technical Control Board, and the respective manufacturers. In particular they apply to our guests with disabilities!

Please note that even if helpers and disabled guests meet all safety requirements, they should always use their discretion when deciding whether to go on a ride or not. Please note that companions are generally liable for the actions of the guests in their care.

Ride (partially) suitable for wheelchair users

Please note that the attractions below can only be used by wheelchair users if they are able to move or be moved out of their chair. On most rides and attractions wheelchair users cannot remain in their wheelchairs.



Ride attractions that offer a separate, signposted entrance for wheelchair users:



- ✓ HANSA-PARK-Express → please approach the train driver
- ✓ "Flower Magic" Boat Tour
- ✓ Wave Rider
- ✓ Pow Wow
- ✓ Swing Boat
- ✓ Cog Ship Ride
- ✓ Flying Orcas
- ✓ Dr Livingstone's Safari Flight

Ride attractions that can be accessed by wheelchair users through the regular entrance and can thus be used by wheelchair users:



- | | |
|-----------------------------------|-----------------------------|
| ✓ The Little Tsar | ✓ HIGHLANDER |
| ✓ Odin's Travels | ✓ Awildas Lookout |
| Through the Sky | ✓ Awildas Adventure Ride |
| ✓ Beach Truck at the Pirates Camp | ✓ Animal Babies of Novgorod |
| ✓ Indian River | ✓ Peterhof Tower |
| ✓ Hansa Carousel | ✓ Carrousel Baltique |
| ✓ Hansa Swing Ride | |
| ✓ Safari-Jeeps | |

Ride attractions that are not fully accessible:

- Viking Boat Trip
- Swing Ride at the Old-Time Fun Fair (due to a platform)
- Holstein Tower

⇒ Wheelchair users can wheel all the way to the entrance of the tower. Here they have to transfer to a seating bench. The seating bench features two special grab handles that make transferring to the bench easier.



Rides not suitable for visitors with disabilities/wheelchair users

For safety reasons government authorities and TÜV do not allow disabled visitors to use an attraction if they cannot leave the ride or attraction unaided in the event of an emergency or if they are unable to brace themselves in upright position on the ride or attraction. These regulations apply on the following ride attractions:

- | | |
|---|---|
| ✓ The Oath of KÄRNAN | ✓ Wild Water Ride "The Great Pike" |
| ✓ Escape of Novgorod | ✓ Super Splash - a water attraction |
| ✓ Midgard Serpent | ✓ Water Bobsled Ride "Störtebeker's Sea Raid" |
| ✓ Nessie – the super roller coaster with a giant loop | ✓ Stormy Dragon Boat Ride |
| ✓ The Royal Scotsman | ✓ Space Scooter |
| ✓ Crazy Mine | ✓ Mini Scooters |
| ✓ Navajo Trail High-Rope Garden | ✓ Tree House "Apache Lodge" |

Guests who due to the nature of their disability or their physical condition are unable to use the safety devices of the above rides or attractions, in full or in part, are also not allowed to use them!

Ride attractions for guests who are visually impaired

The TÜV SÜD safety regulations do not permit guests who are visually impaired to get on the following rides unless they are able to anticipate and adapt to the movement of the ride:

- | | |
|---|---|
| ✓ The Oath of KÄRNAN | ✓ Wild Water Ride "The Great Pike" |
| ✓ Escape of Novgorod | ✓ Super Splash - a water attraction |
| ✓ Midgard Serpent | ✓ Water Bobsled Ride "Störtebeker's Sea Raid" |
| ✓ Nessie – the super roller coaster with a giant loop | ✓ Stormy Dragon Boat Ride |
| ✓ The Royal Scotsman | ✓ Tree House "Apache Lodge" |
| ✓ Crazy Mine | |
| ✓ Navajo Trail High-Rope Garden | |

Due to the nature of the rides the attractions below are only partially suitable for guests who are visually impaired:

- ✓ Space-Scooter
- ✓ Wave Rider
- ✓ Mini Scooters

All other ride attractions have been certified suitable for visually impaired guests by TÜV Süd.

However please note that even if you meet all the general safety requirements, in the end it is up to you to decide whether it is safe for you to use a particular ride or not.

We offer reserved seating for wheelchair users at:

- ✓ Arena del Mar - variety show: about 15-20 seats
- ✓ Cinema Fantastico 4D: about 3 seats
- ✓ Aquarena: about 12-20 seats
- ✓ Open air stage at the Old-Time Fun Fair: up to 40 seats

Note for deaf, hearing-impaired or visually impaired guests

- Guests who are deaf, hearing-impaired or visually impaired are requested to approach one of our employees at the entrance of the show venues. They will show you to a special seating area.
- According to the TÜV SÜD safety regulations that apply to all our ride attractions passengers must be able to leave the ride attraction unaided, though our trained employees will be present and give the necessary instructions. In addition, passengers must be able to anticipate and adapt to the movement of the ride. If this is not possible for guests with visual disabilities, they are not allowed on the ride. We hope that you understand and accept the decision made in the interest of your safety.

Accessible toilets

- | | |
|---|--|
| ✓ 1 WC outside the Park by the main entrance next to the group box offices by the staircase | ✓ 1 toilet in the underpass to the Mirror Gallery |
| ✓ 1 WC inside the Park by the main entrance next to the Hanse Café | ✓ 1 toilet in the "Land of the Vikings" |
| ✓ 2 toilets at Tienda del Mar (1 for ladies, 1 for gentlemen) | ✓ WC at the corner of Enchanting Britain next to the Make-up Point |

Please note: The toilets mentioned above – except for the toilets at the Tienda - can only be opened with the EURO key!

If you do not have a EURO key, we will be happy to provide you one. You will just have to pay a refundable key deposit fee and present your disabled pass at the Service Centre.

Other useful tips for visitors with disabilities

Use of powered mobility aids in the park

If you wish to use powered mobility aids of any kind such as, e.g. electric vehicles or electric wheelchairs, within the area of the park, you will first need to obtain our written consent. Please approach our staff at the Information and Service Centre on the day of your visit. They will issue the consent form provided you are able to prove that the mobility aid is medically necessary and you accept full liability for using the device on the park grounds.

Wheelchairs hire

For visitors with mobility issues wheelchairs are available on loan free of charge at the main entrance. A deposit is required and you will have to provide your name and address. You can also pre-book a wheelchair under your name by telephone in advance (+49 4563 474-0).

Safe-keeping

For a small fee, our staff at the Information and Service Centre will be pleased to safe-keep smaller and larger objects for our guests with restricted mobility and wheelchair users.

Help us to improve our services, send us your feedback! We value your opinion and want to know what we're doing right and what we could do better.

Enjoy your stay at HANSA-PARK !