



**Rides Guide
&
Information
for Guests with
Disabilities**



For Park Information Call
800-831-4FUN or
Visit silverdollarcity.com

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Welcome To Our City!



Our goal at Silver Dollar City is to *Create Memories Worth Repeating™* for every member of the family. This brochure is designed to assist you in planning your day at our park.

Park maps are available at the turnstile entrance and include a picture layout of the park, show schedule and park service information.

To maintain our park's friendly atmosphere, we ask that all guests be courteous to other visitors and our citizens. Please abide by all safety information posted throughout the park and instructions provided by our staff.

Thank you and enjoy your visit!

DISABLED PARKING

Parking for guests with disabilities and van accessible spaces are available. All vehicles using a marked disabled parking space must have a government-issued license plate or displayed disabled parking tag.

Follow the signage and instruction of the parking lot attendants. Disabled parking is utilized on a first-come, first-served basis. When disabled parking is full, guests will be directed to park in other guest parking lots. Conveyances will be provided to and from these lots as needed. If you are unable to board the conveyance, please alert the staff for assistance. A Guest Drop Off area is also available for vehicles directed to park in other guest parking lots.

TRANSPORTATION TO THE FRONT GATE

Conveyance stops are located in most parking lots or within walking distance at Silver Dollar City. Service animals are allowed on conveyances provided they meet the guidelines in this brochure.

TICKETS

Tickets may be purchased ahead of time by visiting silverdollarcity.com or by calling 800-831-4FUN. Tickets and season passes are also available at the Front Gate.

Guest Services and Park Amenities

GUEST SERVICES

Guests Services is located at the entrance of the park. The staff can provide a variety of services and additional information on amenities available at the park.

WHEELCHAIR AND ECV RENTAL

Wheelchairs and Electric Convenience Vehicles (ECVs) are available for rent. The rental booth is located inside the park just past the turnstiles. A limited number of reservations are taken by calling 1-800-475-9370. Reservations must be made at least 24 hours in advance of your visit.

All guests using ECVs must follow park rules, the manufacturer's guidelines and instructions given to the guest during the rental transaction. Only one guest per ECV or wheelchair is permitted. Guests between 16 and 18 years of age must have a parent/legal guardian at least 21 years of age sign the rental agreement.

Please Note: Due to the terrain of the park, guests using these devices shall follow the designated pathways outlined in the park map and instructions given at the time of rental. Leaving the designated pathways may cause the ECV/Wheelchair to become unstable.

SAFETY AND FIRST AID

The Safety and First Aid Office is located behind Brown's Candy at Silver Dollar City. The office is staffed with state licensed EMTs and Paramedics. If you have an emergency, please contact any park citizen and he/she will notify Safety and First Aid to respond to you.

Guests bringing medications that must remain cool and/or extra oxygen bottles may leave these items at First Aid. Please clearly label medications and other personal belongings with your name, address, and phone number. An ID may be required to retrieve the items.

SERVICE ANIMALS

Trained service animals are welcome at Silver Dollar City. All service animals must remain on a leash or in a harness and be under the owner's control at all times. Owners are responsible for disposing of animal waste. Service animals are not permitted on and must exit the loading area after the owner has boarded on all attractions except: the Frisco Silver Dollar Line, Geyser Gulch, Swinging Bridge and Grandfather's Mansion. Park staff may not take responsibility for or provide care to any service animal.

THEATERS

All indoor theaters have access entrances for guests with disabilities. Please refer to the show schedule available in the park map for show times. Seating is limited and is filled on a first-come, first-served basis. Due to state fire codes, wheelchairs, ECVs, strollers and other such devices may not be parked in the aisles.

All outdoor theaters are disabled accessible. All safety guidelines and fire codes for indoor theaters also apply to outdoor venues. If you have any questions or require assistance, please notify an usher or technician.

SHOPS AND RESTAURANTS

Please ask any employee if you need assistance at any time or have special dietary needs.

GAMES

All games in the Grand Exposition are accessible to guests with disabilities. All games require an additional fee and are not included in your park admission.

Guidelines Applicable to All Attractions

Each of our ride experiences is uniquely different. Ride admission safety requirements are determined by the ride dynamics, the restraint system used and recommendations made by the ride manufacturer. Ride information and restrictions (such as height, health, size and age) are posted at each ride location to assist you in deciding whether or not to ride based on your knowledge of your own ability or physical condition.

We encourage you to watch the attraction when possible prior to choosing to ride. If in doubt, do not ride.

1. Riders must **read and observe ALL** ride postings and instructions to include Rider Responsibilities for the State of Missouri.
2. All guests are required to meet minimum height and ride requirements, regardless of ability. All ride requirements are strictly enforced. The park reserves the right to refuse ride boarding to anyone who is unable to meet the ride requirements.
3. All guests are required to be restrained on applicable attractions. All restraint systems on the ride must be utilized and positioned properly. ***Neither guests nor ride personnel shall force a restraint system to secure it.***
4. All guests must be able to exit the ride safely should a shutdown occur. Guests who need additional assistance should be accompanied by a companion.
5. Loose articles (including cell phones and cameras) must be removed prior to riding. Waist packs (or fanny packs) must be removed prior to riding PowderKeg, WildFire, Thunderation and The GIANT Swing. For safety reasons and in consideration for guests waiting in line, items lost inside a ride perimeter cannot be retrieved until park closing. We recommend you leave loose articles with a non-rider or secure them in a park locker. Articles taken on Lost River Of The Ozarks, Tom & Huck's RiverBlast and American Plunge will get very wet.
6. Glass, food and drinks are not permitted on any ride except the Frisco Silver Dollar Line. Shirt and shoes are required on all rides.

LARGE OR TALL GUESTS

Larger or taller guests (including guests who weigh more than 215 lbs., have a chest dimension of 52 inches or greater, or a 40 inch waistline) may not be able to ride the following: Electro Spin, Elephant March, The GIANT Swing, The Grand Exposition Coaster, High-Low Silos, Magnificent Wave Carousel, Regatta, PowderKeg, Thunderation and WildFire.

CASTS OR RESTRICTIVE DEVICES

Guests wearing casts or other restrictive devices may not be able to ride if it prohibits proper securing of the restraint device(s) on the ride.

ARTIFICIAL LIMBS / AMPUTEES

All guests must possess sufficient body length to be restrained by the restraint device(s), and sufficient body strength to brace themselves and maintain a seated position throughout the ride. Please ensure all artificial limbs are secure and will not become detached during the ride experience. Guests with leg prosthetics above the knee may not ride The GIANT Swing.

ACCESS FOR THE DISABLED

Access entrances are available at most rides. Ride operators will inform you how to board each ride. **Guests must leave their wheelchairs to board certain rides. Our ride personnel do not have the specialized training required to physically load or unload guests who need assistance.** Please plan to visit the park with someone who can physically assist you when necessary. Guests riding American Plunge, Fire-In-The-Hole, The GIANT Swing, Lost River Of The Ozarks, PowderKeg, Thunderation and WildFire will be assigned a boarding time. Please see page 5 of this guide for information.

COMPANION INFORMATION

Companions must be used when a rider needs assistance due to a disability or other special need. Only the companion necessary to assist during the ride experience and immediate family (a total of 6 guests including the rider needing assistance) may enter using the access entrance. All others in the party should use the main ride entrance. **Companions should ride prior to the guest requiring assistance in order to make an informed decision on whether or not to ride.**

CONSIDER THE FOLLOWING

Rides may close at times for maintenance or periods of inclement weather. **In the event a ride needs to be evacuated (which could result from a mechanical problem, weather conditions or power interruption), a guest may need to maneuver across catwalks, from the highest point of a ride, and up or down steep grades or steps.** Prior to riding, you and/or an Attractions Team Member should determine if companion assistance would be required in the event of an evacuation.

RE-RIDE POLICY

Due to the dynamic physical forces experienced while riding, **all** guests will be asked to exit the following attractions after each ride:



High Thrill Attractions

Fire-In-The-Hole, The GIANT Swing, PowderKeg, Thunderation and WildFire



Moderate Thrill Attractions

Electro Spin, The Grand Exposition Coaster, Racing Regatta and Royal Tea Party

Guests who decide to ride again will be asked to use the main entrance queue.

Guests utilizing the disabled entrance will be asked to return after a period of time equivalent to the current wait time in the main queue line.

DISABLED ACCESS BOARDING

The following procedure will assist disabled guests and their parties wishing to utilize the access entrances to board the rides.

1. For the following rides: American Plunge, Fire-In-The-Hole, The GIANT Swing, Lost River Of The Ozarks, PowderKeg, Thunderation and WildFire, a member of the party should utilize the access entrance and meet a ride attendant to request a boarding time.
2. To be fair to all guests waiting to ride, the ride attendant will assign a boarding time based on the current estimated wait time in the main queue and record that time on the back cover of this guide.
3. You are not required to wait at the access entrance, but should return with your party (a maximum of 6 guests including the disabled guest) at the assigned boarding time using the access entrance.

If there is no wait time in the main queue, your party will be asked to remain at the access entrance and will be allowed to board after a brief wait.

For all other rides and attractions, please utilize the access entrance and inform the ride attendant. You will be allowed to board after a brief wait.

The guest with the disability must ride in order for the party to use this program. ALL guests must meet the ride requirements in order to ride the attraction.

OFFICIAL MEASURING STATION

Guests may visit the measuring station, located in the Grand Exposition, to be officially measured and receive a height wristband. Parents will also receive helpful information on attractions their child can ride with and without a companion.

Guests will be measured as they present themselves at the measuring station, from the ground to the top of the head. Guests unable to stand will be measured using a flexible measuring tape. All guests must remove or change out of backless shoes prior to being measured.

DISABLED ACCESS BOARDING TIMES

Valid only after authorization stamp from the specific ride.

See page 5 of this guide for more information.

	TIME	STAMP	TIME	STAMP	TIME	STAMP	TIME	STAMP
American Plunge	:		:		:		:	
Fire-In-The-Hole	:		:		:		:	
The GIANT Swing	:		:		:		:	
Lost River Of The Ozarks	:		:		:		:	
PowderKeg	:		:		:		:	
Thunderation	:		:		:		:	
WildFire	:		:		:		:	