HOLIDAYWORLD

Maspalomas Center

ACCESSIBILIY GUIDE

holidayworldmaspalomas.com

RECOMENDADO tripadvisor

WOOLAND FUN PARK

ACCESSIBILITY GUIDE TO OUR PARK

DEAR VISITOR

- In this guide, Holiday World Maspalomas provides you with all the information you need to help you arrange your visit to Wooland Fun Park.

- **We aim to guarantee safety during your visit and a fun and relaxed day out.**
- **There is a reduced rate for visitors with a disability of 33% or more, which is €5.00 for residents and €10.00 for non-residents. To qualify, you must present your disability certificate or card at the ticket office, along with your national identity card or other form of identification.**

- **As a general rule, we recommend that all visitors with any type of disability (physical, sensory, visceral, multiple)** talk to our staff about the most advisable rides for their enjoyment. For important technical security reasons, each ride has its own preventive safety measures based on the guidelines and recommendations for use specified by the manufacturer.

- **It is mandatory that anyone with a disability is accompanied to our park by another adult** with full physical and mental faculties, who can help them in case of need or in any type of emergency, and takes responsibility for them. This means having to sign a statement of responsibility.

- **You must bear in mind that children shorter than 90 centimetres** do not have to pay an entrance fee since they will not be able to go on any rides for safety reasons.

- **Children under the age of 14 must be supervised at all times by the adults responsible for them.** Children over the age of 14 may assume responsibility for children under the age of 14 as long as they have a statement of responsibility signed by the minor's guardian. This statement of responsibility is available at the ticket office.

- **During their visit to Wooland Fun Park, visitors must take care of their personal belongings.** Wooland Fun Park is not responsible for any type of loss, robbery, theft or damage that may occur.

your disability certificate or card at the ticket office

- **Some services may be out of use, suspended or closed** either for technical, meteorological, security or operational reasons. This does not give you the right to return your ticket or to change the date

- **For safety reasons, all rides have use restrictions.** The specific safety regulations for each ride are located at the ride's entrance. These restrictions must be strictly adhered to. In any case, the instructions given by our staff at each ride must be followed and take priority. Holidayworld is not responsible for any damage that visitors may suffer because they do not comply with these rules.

- **You may not take personal effects on rides** as they may cause damage or could get damaged or lost. Leave them with a companion or family member before getting on the ride.

- **It is not permitted to go on rides with clothing that could get trapped in the moving parts of the ride and cause a breakdown or accident,** such as scarves, ties, skirts or handkerchiefs. If you have long hair, we recommend tying it up.

- **The current entrance prices are published on our website: www.holidayworldmaspalomas.com, and are subject to revision and changes.** Confirm the daily price at the time of purchase. Some services are not included in the ticket price, such as tombolas, activities, some rides and specific events.

- **It is possible that Holidayworld Maspalomas may take pictures and/or make recordings for commercial or promotional purposes.** Avoid passing through these areas if you do not wish to be on film.

- **Pictures taken by visitors to Holidayworld Maspalomas** may not be used for commercial purposes.

- **Holidayworld Maspalomas is not responsible for third parties** taking photographs and/or making recordings.

WOOLAND FUN PARK

GENERAL INFORMATION

PARKING

Our amusement park offers free parking for all visitors for the first four hours. Inside the facility, there are disabled parking spaces for visitors with disabilities, marked in blue and located near the doors and lifts leading to the park.

You can use these spaces as long as your vehicle has a disabled person's parking card. This card must be visible in the vehicle.

ACCES

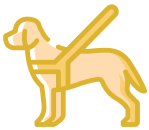
- **If you are entering the centre from the car park** you can access all facilities including Wooland Park using the two lifts or the various access stairs.
- **If you come through the main entrance at street level,** you will find our facilities properly equipped for access by visitors with limited mobility or reduced communication. We have eliminated all architectural barriers in our centre to facilitate access and mobility, particularly for visitors with a temporary or permanent physical disability.
- **Visitors with reduced mobility** cannot access Wooland Fun Park from the upper floor where our Nomad Gastronomic Market is located. The degree of inclination of the ramp means we cannot guarantee your safety, so we recommend that visitors use any of the lifts in the centre, and that they do not hesitate to contact our staff if they need assistance.

TOILETS

Toilets for visitors with disabilities are available both in the Park and the rest of the Centre.

GUIDE DOGS

Animals are not permitted in our Leisure Centre, except for guide dogs or emotional support dogs.



Dogs must always be on a lead and comply with the regulations of the current Municipal Ordinance of the Municipality of San Bartolomé de Tirajana regarding keeping animals.

Do take into account that dogs can access any area of the Centre except to get on park rides which is completely prohibited for security reasons. Animals must wait for their owners in the company of another person until the owner finishes enjoying the ride.

VISITORS WITH REDUCED MOBILITY

The entire centre has open and flat spaces where various architectural and physical barriers have been removed to enable all visitors to move freely and easily.

The entrances and exits comply with the legislation stipulated in this respect, are adapted to it and have no ramps so that they can be used easily by anyone.

HEALTH SERVICES

Holiday World is a cardio-protected space with two defibrillators (one on each floor) in addition to several first aid kits for our visitors. Do not hesitate to contact our staff if you need help or any kind of assistance. They are trained to apply the security and emergency protocols in place.

WOOLAND FUN PARK

GUIDE TO ACCESS TO THE RIDES

- All Wooland Fun Park rides have an **informational poster** in the access area containing the information necessary for correct use and enjoyment of the ride

- The poster lists the **maximum and minimum heights, limitations** in use and safety warnings as specified by the ride's manufacturer. The visitor is responsible for reading this information before accessing each ride.

- The rides have different ratings:

  * **GENTLE** ↓
  * **MODERATE** →
  * **EXTREME** ↑

  We recommend that you **check the rating before you go on a ride** and decide whether you can go on it or not. Therefore, for safety reasons, visitors who wish to enjoy the rides must be able to maintain a firm position on the seat.

- Some of the rides have full (harness) or partial restraints (seatbelts, safety barriers). **If the visitor notices that the restraints do not fit perfectly as they should, they should inform the ride staff** immediately.

RIDES: PANORAMIC FERRIS WHEEL, ROLLER COASTER, AEROBAT, SPIN LOOP, BUMPER BOATS, SKY DROP, PIRATE BAY, ROCK AND ROLL ADULT AND CHILD, PLAYGROUND, BULLS AND XD CINEMA.

- **People with physical disabilities, which prevent them from moving around independently at all times without needing assistance from another person, will not be able to use any of the attractions at Wooland Fun Park.**

RIDES WITH SAFETY ACCESS RESTRICTIONS!

VISITORS WITH THE FOLLOWING ISSUES WILL NOT BE ABLE TO ACCESS THE RIDES LISTED ABOVE FOR TECHNICAL SECURITY REASONS AS SPECIFIED BY THE MANUFACTURER:

- Anyone with previous spinal or skull injuries.
- Anyone with injuries causing immobilisation of upper or lower limbs.
- Anyone who has recently had surgery.
- Anyone with heart problems, high blood pressure, dizziness, epilepsy or any other pathology that could put them at risk them while enjoying the ride.
- Anyone with physical disabilities, which prevents them from being able to move independently at all times on their own, without the need for assistance from another person
- You must follow safety instructions at all times, and under no circumstances should you put your or other guests' safety at risk.
- In the design of the park, we have tried to be extremely sensitive to sudden lighting changes, but some rides have effects and light effects that may dazzle. Visitors with photosensitive epilepsy or epileptic disorders should bear this in mind.

HOLIDAYWORLD IS NOT RESPONSIBLE FOR FAILURE TO COMPLY WITH SAFETY ACCESS RESTRICTIONS.

Aerobat

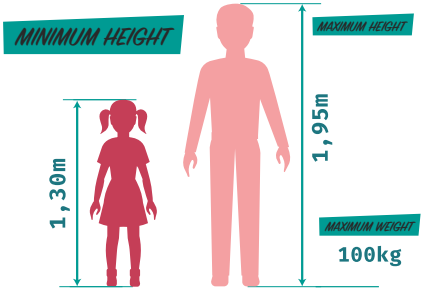
Sensation level: ↑ Extreme.

Description: A ride for the whole family based on an interactive rotation system. Addictive and exciting!

Accessibility: Visitors have to climb stairs to reach a platform. Visitors with disabilities should be accompanied.

Safety rules: You must be fully secured into a full-body harness to go on the ride.

RIDE WITH SAFETY ACCESS RESTRICTIONS!
See page 7. HolidayWorld is not responsible for failure to comply with the restrictions.



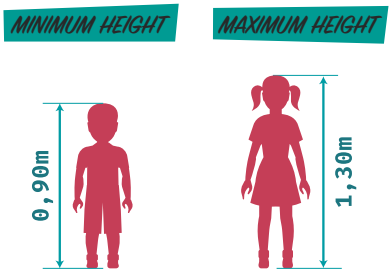
Aerobaby

Sensation Level: ↓ Gentle.

Description: Carousel with fun figures. Kids will love it! A traditional fairground ride!

Accessibility: You have to climb a step to access the ride.

Safety rules: Visitors must wear seat belts during the ride.



Air Bumper Boats

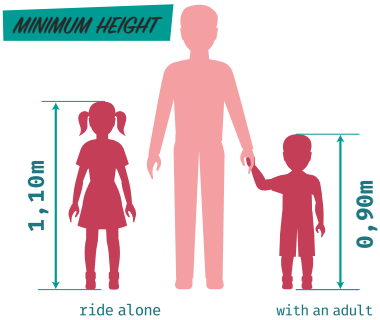
Sensation Level: ↓Gentle.

Description: Drive one of our inflatable vehicles and show that you are the best on the track.

Accessibility: Visitors have to climb stairs to reach a platform. This ride is not recommended for visitors with physical or visual disabilities.

Safety rules: It is strictly forbidden to get off the ride when it is moving, and you must keep your arms and legs inside the vehicle at all times.

RIDE WITH SAFETY ACCESS RESTRICTIONS!
See page 7. HolidayWorld is not responsible for failure to comply with the restrictions.



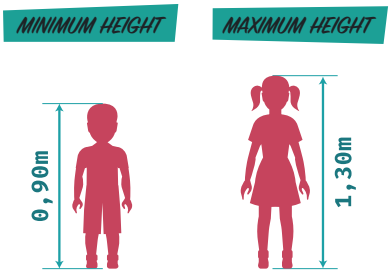
Little Octopus

Sensation Level: ↓ Gentle.

Description: Carousel inspired by the characteristic octopus of children's parties. A traditional ride.

Accessibility: You have to climb a step to access it and then climb into the carriage.

Safety rules: Mandatory seat belt.



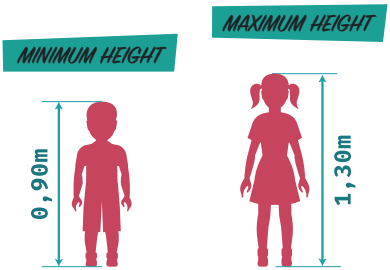
The bikes

Sensation level: ↓ Gentle.

Description: Different types of quadbikes going around a closed circuit.

Accessibility: You have to climb a step to access the ride.

Safety rules: Visitors must wear seat belts during the entire ride.



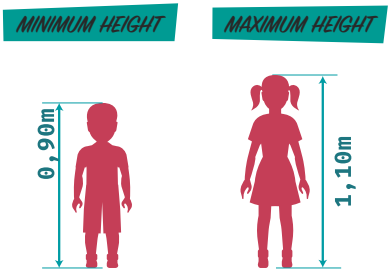
Captain Morgan

Sensation level: ↓Gentle.

Description: For the youngest members of the family, enjoyable, gently moving boats that will delight any child, with a pirate onboard.

Accessibility: Fully accessible ride.

Safety rules: This ride has seat belts.



Two-story Carousel

Sensation level: ↓Gentle.

Description: Ride for all the family! Two-story carousel with more than 40 figures to ride.

Accessibility: Visitors must climb a small step to access the first floor of the carousel. Visitors with walking difficulties should not use the figures on the upper floor.

Safety rules: It is forbidden to get off the ride when it is moving. You must hold onto the ride's safety bars at all times.

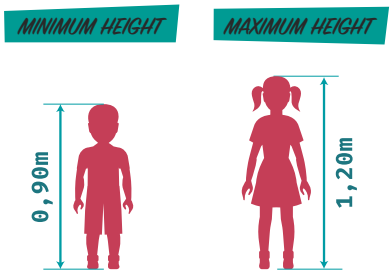
Jungle Carousel

Sensation level: ↓Gentle.

Description: Themed carousel inspired by different jungle animals: lions, giraffes, dinosaurs. Which one is your favourite?

Accessibility: You have to climb a step to access the ride.

Safety rules: Visitors must hold onto the bars of the figures. If they are not able to do so, they can use the carriages.



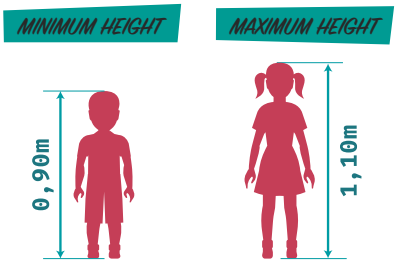
Clown Wheeling

Sensation level: ↓Genlle.

Description: Revolving ride where a vivacious clown invites you to have a great time.

Accessibility: There are no restrictions to getting on the ride. You must get into the suspended carriage with the help of your companion or the operator.

Safety rules: It is strictly forbidden to get off the ride while it is moving. You must use the security bar.



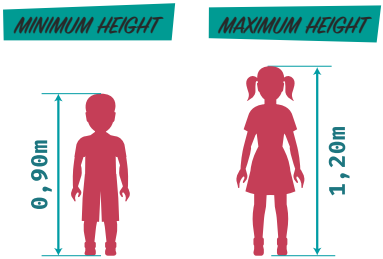
Cups Wheel

Sensation level: ↓Gentle.

Description: Spin, spin and spin! Enjoy a magical moment on a nostalgic ride with the characters from Beauty and the Beast.

Accessibility: Must be able to climb into the cup. Your companion or the ride operator can help you.

Safety rules: : It is strictly forbidden to get off the ride while it is moving.



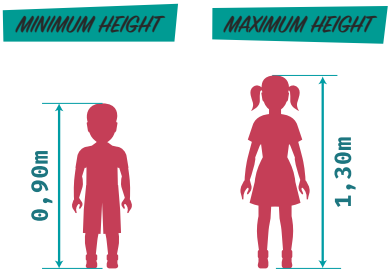
Cartoon Car Ride

Sensation level: ↓Gentle.

Description: The cars are your favourite characters!.

Accessibility: Each of the carriages of the ride is accessed by steps. You may need the assistance of your companion to get into the interior of the car.

Safety rules: You must hold on at all times and not put your hands outside of the car.



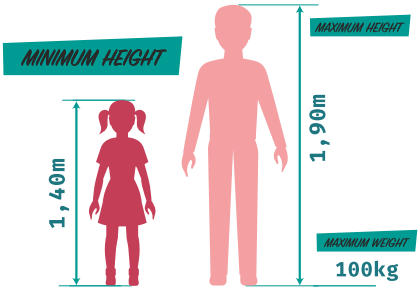
Spin Loop

Sensation level: ↑ Extreme.

Description: High thrills, spin 360º and turn your vision around. See the world upside down!

Accessibility: Fully accessible.

Safety rules: The ride has a harness in which you must be fully secured.



RIDE WITH SAFETY ACCESS RESTRICTION!
See page 7 of this Guide.

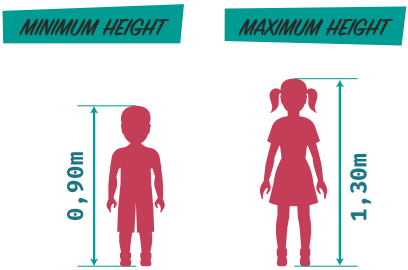
Jumping Star

Sensation level: ↓ Gentle.

Description: Shuttle suitable for the little ones so they can also experience the thrill of a small free fall!

Accessibility: You have to climb a small step to access the ride's carriage. Companions may need to help disabled visitors access the carriage.

Safety rules: Maintain correct posture and use the ride's safety bar. Do not put your arms or legs outside of the carriage.



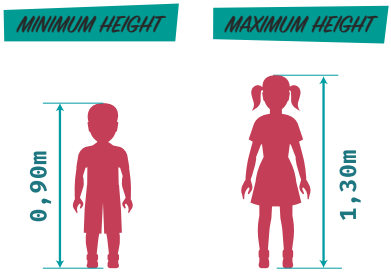
Ladybirds

Sensation level: ↓Gentle.

Description: Enjoyable children's carousel, with an undulating track for four friendly animal cars.

Accessibility: Easy, must be able to climb a step.

Safety rules: It is strictly forbidden to get out of the car while the ride is moving. The cars have seat belts that must be worn at all times.



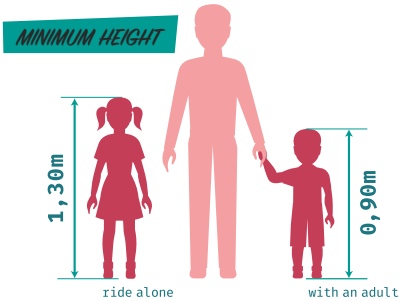
Ferris Wheel

Sensation level: ↑Extreme.

Description: A unique moment! Enjoy unforgettable, spectacular 360º views at a height of 26 metres.

Accessibility: You have to climb stairs to access the platform and then access the gondola. If necessary, you can ask the ride operator for help.

Safety rules: It is strictly forbidden to get out of the gondola while it is moving. Do not open the door when the ride is operating. If an emergency situation occurs, you may be stuck at a certain height for some time.



RIDE WITH SAFETY ACCESS RESTRICTION!
See page 7 of this Guide

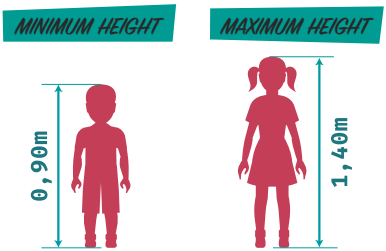
Ocean Park

Sensation level: Gentle.

Description: A different type of ride! In this nautical environment, catch the balls that come out from all sides with your net and be the best!

Accessibility: You must be able to climb a few steps.

Safety rules: It is strictly forbidden to get off the ride while it is moving.



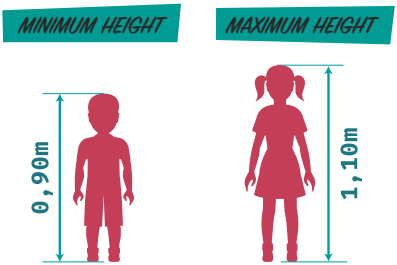
Octopus Paul

Sensation level: Gentle.

Description: Kids love our octopus! They will have a great time spinning around and will want another go!

Accessibility: They must climb a few steps and then climb into the suspended carriage.

Safety rules: It is strictly forbidden to get out of the carriage while it is moving. You must wear a seat belt during the operation of the ride.



Rock & Roll Adult

Sensation level: → Moderate

Description: One of the rides that appeals to young and old alike. Step on the accelerator, and challenge your friends!

Accessibility: Visitors must climb a small slope to get to the track.

Safety rules: It is strictly forbidden to get off the ride while it is moving.

MINIMUM HEIGHT

RIDE WITH SAFETY ACCESS RESTRICTION!
See page 7 of this Guide.

Rock & Roll Child

Sensation level: → Moderate

Description: One of the traditional rides. Step on the accelerator, and challenge your friends!

Accessibility: Visitors must climb a small slope to get to the track. This ride is not recommended for visitors with physical or visual disabilities because of the bumps.

Safety rules: It is strictly forbidden to get out of the car while it is moving.

MINIMUM HEIGHT

MAXIMUM HEIGHT

RIDE WITH SAFETY ACCESS RESTRICTION!
See page 7 of this Guide.

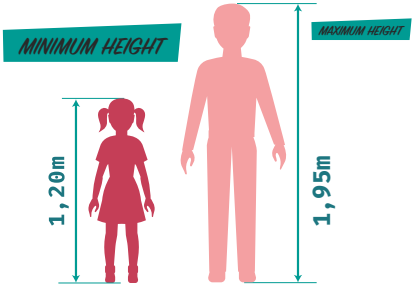
Roller Coaster

Sensation level: ↑ Extreme.

Description: We dare you! One for the more adventurous. Be carried away by the exhilaration of going 60km/h at a height of 18 metres.

Accessibility: Visitors must climb steps to enter and exit the ride. Whether or not they have a prosthesis, visitors with above-knee amputations are not permitted to use the ride.

Safety rules: It is strictly forbidden to get off the ride while moving or to put your arms or legs out of the cabin. This ride has security bars. If an emergency situation occurs, you may be stuck at a certain height for some time. In case of the need to evacuate the ride, you must leave with the help of our operators and be able to go down a long walkway with steps.



RIDE WITH SAFETY ACCESS RESTRICTION!
See page 7 of this Guide.

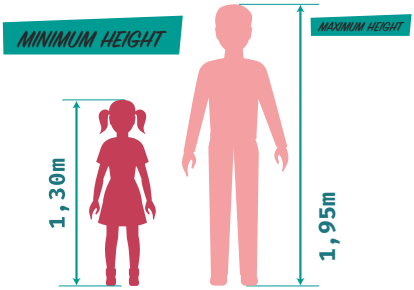
Sky Drop

Sensation level: ↑ Extreme.

Description: Quite the experience! Feel the adrenaline in a free fall from a height of 21.5 metres.

Accessibility: Visitors must use steps to enter and exit the ride.

Safety rules: The ride's safety harnesses must fully restrain the visitor.



RIDE WITH SAFETY ACCESS RESTRICTION!
See page 7 of this Guide.

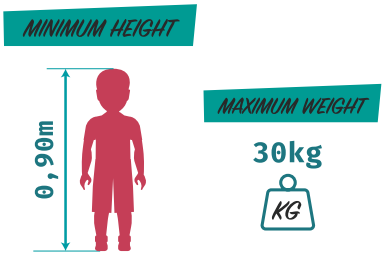
Flying Chairs

Sensation level: ↓Gentle.

Description: I wanna fly! This ride makes the little ones feel like birds flying in circles.

Accessibility: There is no type of architectural barrier to access the ride but you must be able to sit up in a chair.

Safety rules: The ride has security chains to secure visitors.



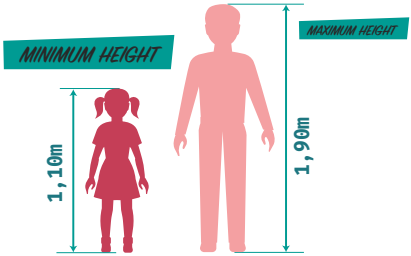
Bulls

Sensation level: →Moderate.

Description: Do you dare get on? Put your stamina to the test, and don't let them buck you. Guaranteed fun!

Accessibility: Visitors must use steps to enter and exit the ride.

Safety rules: We recommend that you are accompanied to use this ride. It is forbidden to hold onto the mechanical and moving parts of the ride.



DE WITH SAFETY ACCESS RESTRICTION!
See page 7 of this Guide.

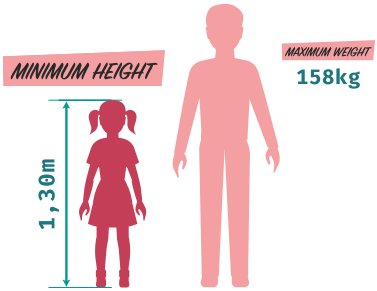
XD Cinema

Sensation level: → Moderate .

Description: Another way to watch movies! Enjoy watching Cosmic Coaster, The Ravine Racer, Jet and Jim or The Canyon Coaster.

Accessibility: Access is via two steps.

Safety rules: It is strictly forbidden to get off the ride while it is moving. Mandatory seatbelt. Not suitable for visitors with photosensitive epilepsy or epileptic disorders.



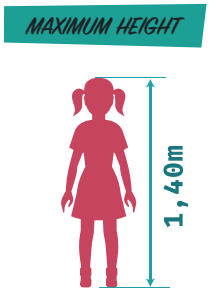
Playground

Sensation level: → Moderate.

Description: Playground with ball parks, obstacles, climbing frames and much more to delight the little ones and older children too.

Accessibility: The park is divided into two areas according to age and height. Visitors with reduced mobility should not access the higher parts of the park but use the facilities in the lower parts.

Safety rules: In the event of any incidents occurring while you are enjoying the park, please contact the staff who are available to help at all times.



RIDE WITH SAFETY ACCESS RESTRICTION!
See page 7 of this Guide.

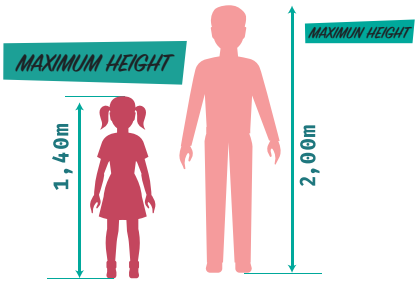
Twister

Sensation level: ↑ Extreme

Description: Intensity and guaranteed fun in this ride that defies gravity at high speed.

Accessibility: Guests must climb a small incline to access the track.

Safety rules: The ride's safety harnesses must fully secure the visitor.



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HOLIDAYWORLD

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