



# ACCESSIBILITY INFORMATION

ACCESS INFORMATION FOR GUESTS WITH A DISABILITY  
AND/OR GUESTS WHO USE A WHEELCHAIR.



## WELCOME!

Welcome to the Santa Cruz Beach Boardwalk! The following information is provided for visitors with special needs. Please let a Boardwalk employee know if you need assistance during your visit.

While we have made, and continue to make, modifications designed to provide greater access for all Guests, please keep in mind that the Boardwalk is over 100 years old.

## PARKING

Parking is provided for vehicles displaying a disabled placard or license plate. These parking spaces are along the front row of the Main Parking Lot, as well as in the River Parking Lot. Ask the Parking Attendant for directions. You must still pay the parking fee, which is posted at each lot's entrance.

## WHEELCHAIR RENTAL

Wheelchairs are available for Guests to rent on a first-come, first-served basis from our Guest Services Office near the Haunted Castle ride or Season Pass Office at the Main Entrance. There is a \$10 charge for this service, and we do ask for a valid driver's license (or legal I.D.) and credit card imprint that will be destroyed when the wheelchair is returned free of damage.

## RESTROOMS

Wheelchair accessible restrooms are located on the Boardwalk, as well as inside Neptune's Kingdom, Casino Arcade and Boardwalk Bowl. A family restroom is available in First Aid.

## FIRST AID OFFICE

Located in the Guest Services Office near the Haunted Castle ride, the First Aid Office can store medications requiring refrigeration.

## BEFORE YOU RIDE

Please read the specific Fun and Safety Sign at the entrance of each ride and watch a complete cycle (loading, operating, and unloading) to get a better understanding of the ride's operation. This will help you make an informed decision when choosing which rides to experience.

If you have questions regarding our Ride Safety Requirements, Ride Operators are available to answer questions and provide assistance, if normal safety procedures allow.

You may also visit the Guest Services Office and meet with the Manager On Duty, who can explain the conditions and dynamics of each ride based on your individual needs. The Manager On Duty has final authority on all ride access issues.

## RIDE SAFETY REQUIREMENTS

Guests may ride Boardwalk rides and attractions if they are able to comply with the following general policy rules:

- No Guest may compromise the safety or welfare of other Guests or Employees.

- Consult the Fun and Safety Sign posted at the entrance of each ride for the specific requirements for that ride.
- All Guests must conform to these requirements as enforced by Ride Operators.
- All Guests must be able to use the restraint system as designed, whether sitting or standing. Height restrictions may not be changed or waived under any conditions.
- Most rides have restraint systems designed to accommodate an "average" person and may not be able to accommodate extremely large or small Guests, or those with casts or braces.
- We will only restrict access if we feel safety may be compromised.
- Animals, including ADA assistance animals, are not permitted on rides.
- All Guests are responsible for getting themselves on and off rides. Ride Operators are not allowed to physically assist Guests onto rides. In case of ride evacuation, the Guest must be able to use catwalks, ladders, and/or stairs on their own or with the help of a companion.

## SPECIAL APPROVAL EXIT PASS

If a disability prevents you or your companion from waiting in the entrance line, please request an Exit Pass in the Guest Services Office.

- The use of a required wheelchair functions as an Exit Pass.
- Exit Passes are not intended for bypassing ride lines. Wait times will vary, depending on the ride and the accommodation required.
- When arriving at a ride exit with your Exit Pass, show it to the Ride Operator, who will let you know how long of a wait is expected.
- Please do not distract the Ride Operator while the ride is in motion.
- For groups of more than four (4), additional members should wait in the regular line. When reaching the front of the line, inform the Ride Operator of the group situation, and they will do their best to reunite your group to ride together.
- All riders will need wristbands or the correct number of MyBoardwalk Card points.

## RIDE AND ATTRACTION ACCESSIBILITY

Guests with a disability should access most rides through the exit. Transfer Seats are available at the following rides: Ghost Blasters, Haunted Castle and Cave Train. For other rides, discuss transfer options with the Manager On Duty or the Ride Supervisor, who can be contacted at the Guest Services Office. A wheelchair lift is available at the Undertow ride.

**Accessibility may be difficult for the following:**

- **Buccaneer Bay Miniature Golf Course:** Guests must navigate 53 stair steps to access the entire course.
- **Giant Dipper:** Via exit. Loading area is not level.
- **Laser Tag Arena:** Wheelchair access is available via the Coconut Grove elevator. Please contact the Laser Tag staff for assistance. Guests must be able to wear a 6.5 lb. vest.

- **Logger's Revenge:** Via exit only. Guests must negotiate 30 stair steps, both to enter and exit.
- **Pirate Ship:** Via exit. Wheelchair cannot go all the way to the seating area.
- **Rip Tide:** Via exit. Guests must negotiate 4 stair steps, both to enter and exit. Loading area is not level.
- **Sky Glider:** Guests in a wheelchair (or who may have difficulty loading and unloading) may ride the Sky Glider round trip. Access the west Sky Glider platform via the Undertow ride deck; guests must negotiate 6 stairs, both to enter and exit.
- **Tsunami:** Via exit. Loading area is not level.
- **Undertow:** Per manufacturer restrictions, no admittance to persons with an amputated leg or similar impairments.

## SERVICE ANIMALS

The term "service animal" means a dog or miniature horse trained to do work and perform tasks for the benefit of a person with a disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

- California Civil Code, Sections 54.1 and 54.2, grant people accompanied by guide, signal and service animals full and equal access to all public facilities including restaurants, hotels, shopping centers and amusement parks.
- Service animals are the only animals permitted on the Boardwalk, and must meet requirements for service animal designation.
- Guide, signal, and service animals are welcome on most Santa Cruz Seaside Company property, including Neptune's Kingdom, Casino Arcade, Miniature Golf and Boardwalk Bowl.
- Due to motion, safety restraint system requirements, and/or special effects, guide, signal, and service animals are NOT permitted on the following:
  - Any ride.
  - Laser Tag.
  - Fright Walk.
  - The Vault: Lazer Maze.
- If your service animal is not already clearly designated, we ask that, upon arrival, you check in at the Guest Services Office (near Haunted Castle) to request a designation tag to provide you with better service.
- The Boardwalk Manager on Duty or the Guest Services Supervisors have the authority to approve or deny access to individual animals.
- Approved service animals must remain on a leash or harness at all times.
- Relief areas for service animals are located in the open lawn areas next to Beach Street. Please clean up after your animal.
- Service animals shall remain under owner's control at all times. Boardwalk Employees are not permitted to take control of, or attend service animals.

## EPAMDs

Electronic Personal Assistance Mobility Devices (EPAMDs), Segway PT EPAMDs, and Segways are permitted for individuals with mobility disabilities in any areas open to pedestrian use. Contact Guest Services staff, near the Haunted Castle ride, for a copy of the Policy and rules for use.

## STORES AND RESTAURANTS

If you require special accommodation, please ask for assistance from an Employee in our stores and restaurants. Our staff will be happy to provide assistance, such as reading menus, taking orders, or browsing merchandise.

## ENTERTAINMENT AND EVENTS

For Evenings on the Colonnade, accommodations are provided for guests with disabilities on a first-come first-served basis:

- **Live Music:** Wheelchair accessible table seating is limited and available at first-come, first-served basis
- **Movies:** listening devices are available from the Guest Services Office near the Haunted Castle.

## SPECIAL NEEDS

If have further questions, or require a more specific accommodation during your visit, please ask an employee to contact the Manager On Duty or call (831) 423-5590.

Drawing from your personal experiences at the Boardwalk, we invite any comments and suggestions you may have regarding improvements to our park and access to our facilities. Visit [beachboardwalk.com/comments](http://beachboardwalk.com/comments).