

DISABLED VISITORS POLICY

PORTAVENTURA WORLD HAS A GUEST SERVICE OFFICE FOR VISITORS WITH SPECIAL NEEDS where specific information is available to everyone who requires it.

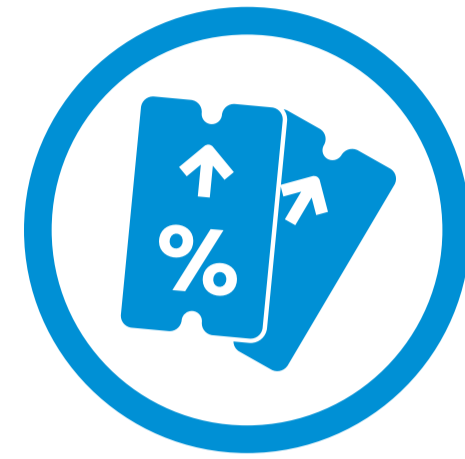
OFFICE OBJECTIVES



To assist visitors with special needs, so that they get the most out of their visit.



To provide information about rides, restaurants, shows and the most appropriate services and facilities based on the special needs of each of our disabled visitors.



To sell tickets at a special rate. See ticket prices, types, and eligibility.

AVAILABLE SERVICES



Reservations in restaurants with table service and free from architectural barriers.



In addition... People with food intolerances can benefit from our gluten-free guide and special menus available in table service restaurants.



Accessible parking (reserved and monitored) It is essential to carry the parking card issued to people with disabilities and reduced mobility.

LOCATION



The Guest Service Office for Visitors with Special Needs is near the ticket booths, just before the entrance to the parks.

TICKET PRICES AND TYPES

BENEFIT FROM OUR SPECIAL RATES IF YOU MEET THE FOLLOWING REQUIREMENTS:

MINIMUM disability of **33%***

Reduced rate for visitors with special needs.

FROM **75%** disability*

Free entry to the three parks: tickets must be collected from the Guest Service Office for Visitors with Special Needs. **Free pass:** can be collected from the Club PortAventura Office.

Companions must pay **standard rates.**

* VISITORS WILL NOT BE ELIGIBLE IF THEY DO NOT PROVIDE DOCUMENTARY EVIDENCE.

SPECIAL ACCESS TO THE ATTRACTIONS

VISITORS WILL BE GIVEN AN ID WRISTBAND IF THEY MEET THE FOLLOWING REQUIREMENTS:

MINIMUM ACCREDITED DISABILITY OF **33%**

and recognised reduced mobility*

MINIMUM ACCREDITED DISABILITY OF **33%**

and neurodevelopmental disorder on the autism spectrum*

DISABILITY OF AT LEAST **75%**

* VISITORS WILL NOT BE ELIGIBLE IF THEY DO NOT PROVIDE DOCUMENTARY EVIDENCE.

PERSONS IDENTIFIED WITH THESE WRISTBANDS:

1. Are able to access the attraction accompanied by a maximum of four companions. At least one of them must be an adult and fully able to take responsibility for assisting the disabled visitor.
2. Must follow the instructions given by staff at all times and comply with the restrictions and recommendations in place for each attraction.
3. For operational reasons, there may be a limit to the number of disabled visitors permitted to ride an attraction at any one time.



Visitors who use any type of prosthetic limbs must ask PortAventura World staff if they are able to access the attraction.

SEE THE OPERATIONAL RULES **HERE**

ACCESSIBILITY GUIDE



Download our Accessibility Guide to have all the necessary information and to prepare for your visit to the resort.



 All necessary information and assistance is also available at the Guest Service Office for Visitors with Special Needs.

 Send us your queries in advance and we will respond with the required information so that you can prepare for your visit: atencion-cliente.necesidades-especiales@portaventura.es