

# img WORLDS *OF ADVENTURE*



## **Park Access Guide**

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Including information for Guests with disabilities

Prepared by: IMG Worlds of Adventure  
Operations Division

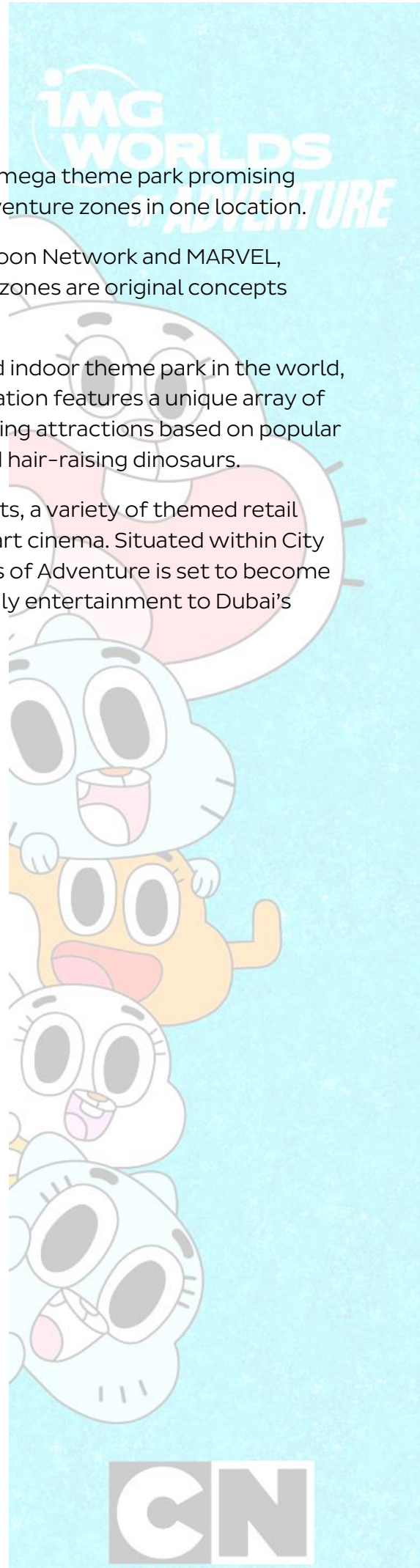
# 1. Welcome

Owned by IMG Group, IMG Worlds of Adventure is Dubai's first mega theme park promising visitors from around the world the excitement of four epic adventure zones in one location.

Two of the four zones represent renowned global brands Cartoon Network and MARVEL, while IMG Boulevard and the Lost Valley – Dinosaur Adventure zones are original concepts created by the IMG Group.

IMG Worlds of Adventure is the largest temperature controlled indoor theme park in the world, covering an area in excess of 1.5 million square feet. The destination features a unique array of adrenaline-pumping roller coasters, thrill rides, and spine-tingling attractions based on popular Cartoon Network characters, iconic MARVEL Super Heroes and hair-raising dinosaurs.

Additionally, the destination is home to a number of world-firsts, a variety of themed retail stores, exclusive dining venues, and a 12-screen state-of-the-art cinema. Situated within City of Arabia, along Sheikh Mohammad Bin Zayed Road, IMG Worlds of Adventure is set to become a must-visit international destination, bringing the best of family entertainment to Dubai's growing leisure industry.



## 2. Access Guide

### Overview of Guide

This guide has been produced to give you an informative and realistic picture of our attractions, detailing access issues, ride restrictions, details of ride evacuations and the requirements for helpers to accompany guests.

Hopefully this, along with general ride restrictions detailed on signage at each ride, will enable you to assess your own abilities and make an informed decision about which attractions you are able to, or wish to use.

For our guests who are or believe they are pregnant we recommend caution be taken before using our rides and attractions. Due to the forces exerted and the need to have belts and harnesses fastened it may not be suitable to ride.

For further information when you arrive please ask at the Guest Relations area at the entrance to the Park.

Before your visit, contact us on 600 500 WOA / 600 500 962 or visit our website at [www.imgworlds.com](http://www.imgworlds.com) or email [guestrelations@imgworlds.com](mailto:guestrelations@imgworlds.com)

We would like to know if you have enjoyed your visit. We welcome any comments and suggestions you may have regarding IMG Worlds, its facilities or this guide.

### Ticketing for Guests with Disabilities

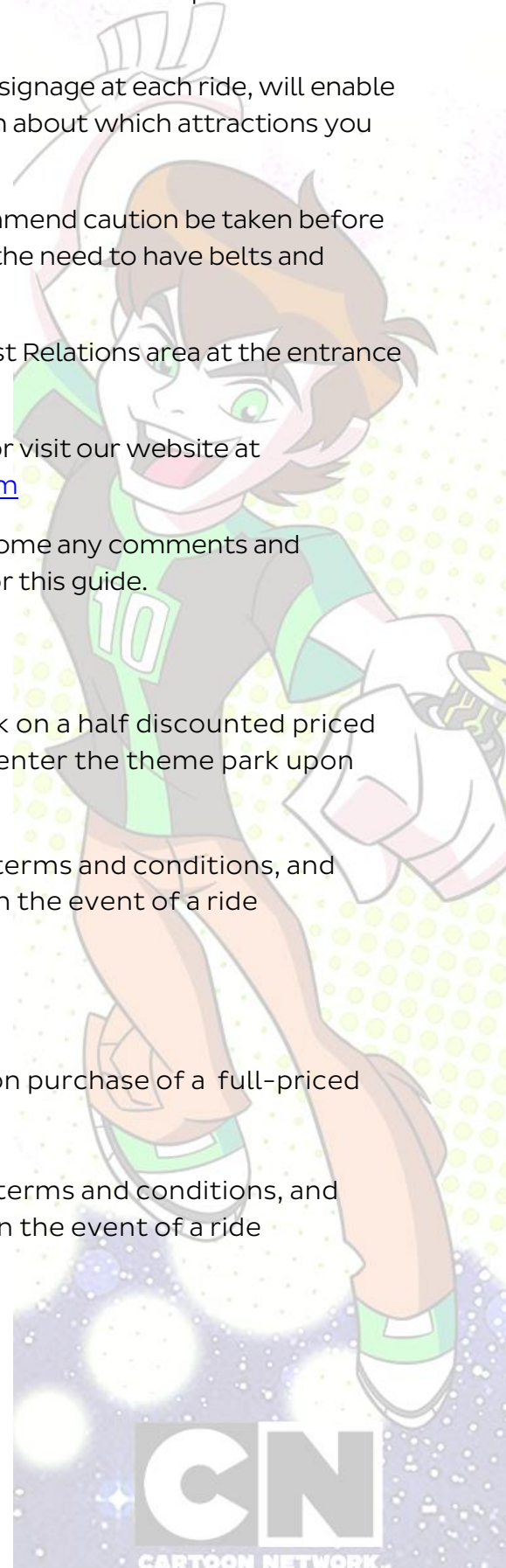
Guests with registered disabilities can enter the theme park on a half discounted priced day pass when providing proof of disability; the helper can enter the theme park upon purchase of a full-priced day pass.

The helper must qualify as an adult as per the theme park's terms and conditions, and must be able to support and assist with the disabled guest in the event of a ride malfunction or evacuation.

### Annual Pass Holders

The disabled annual pass guest can bring along a helper upon purchase of a full-priced day pass.

The helper must qualify as an adult as per the theme park's terms and conditions, and must be able to support and assist with the disabled guest in the event of a ride malfunction or evacuation.





### 3. Statement on Disability

IMG Worlds of Adventure will do everything possible to ensure its guests have a safe and enjoyable stay.

However certain rides and attractions in our park are physically demanding and vigorous. Attractions, by their design and nature are not always suitable for guests with certain disabilities.

IMG Worlds of Adventure therefore reserves the right to refuse admission to any ride or attraction should we feel there is an unacceptable risk to the safety of the guest or others through their participation.

Should IMG Worlds of Adventure choose to refuse access to a ride or attraction on the grounds of safety this is not considered discriminatory; so long as the reasoning is clearly justified.

Our staff have been trained to look after our guests and they do so conscientiously. If any member of staff is concerned for the safety of any guest he/she will explain this and may ask for a second opinion from their line manager.

IMG Worlds of Adventure hopes that you understand and accept this policy. We remind you that the safety and comfort of all our guests remains our primary concern.



## 4. Access Guide

### Parking

Parking for guests with disabilities is available at our car park. Guests with disabled badges displayed in their cars may park in the designated spaces (you may be asked to show your photo ID card).

Please note that there are a limited number of parking spaces specifically for people with disabilities.

If you contact us before you arrive, we will try to ensure that a space will be available for you, but this cannot be guaranteed.

### Wheelchair Hire

If a wheelchair is required during your day at the theme park, a limited quantity is available on a first come first serve basis. The wheelchair rental facilities are located in the Guest Relations office at IMG Boulevard, just past the entrance turnstiles. You will be asked to leave a monetary deposit of 100 AED. If additional assistance is required, please notify an attendant.

### Restrooms

All of our toilet facilities have access for guests with disabilities in both the male and female bathrooms. Disabled facilities for guests who require assistance are available within our family bathrooms.

### Group Sales

Special rates are available for groups booking in advance.

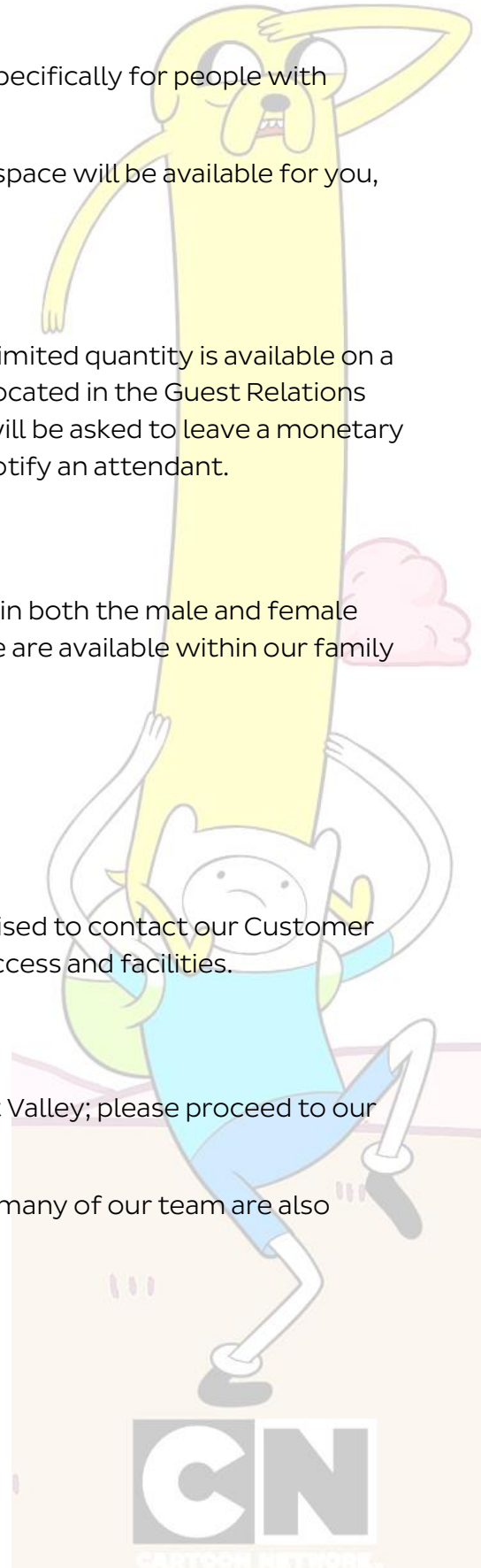
Please contact Group Sales on 600 500 WOA

Large groups of guests with disabilities visiting the Park are advised to contact our Customer Services team, ideally prior to their visit, for further advice on access and facilities.

### First Aid

First Aid facilities are available in the theme park within the Lost Valley; please proceed to our Guest Relations where our team will be pleased to assist you.

Our First Aid facility is operated by Medeor 24x7 Hospital L.L.C., many of our team are also qualified First Aiders.



# 5. Rides & Attractions

## Attraction Restrictions

IMG Worlds of Adventure Attraction Access Policy reflects those in place commonly throughout the world. While we strive to make our attractions as universally accessible as possible, we have a duty to enforce a number of restrictions to ensure the safety of our Guests and Staff.

As a responsible operator of theme parks, safety remains our number one priority.

## General Restrictions

Detailed below are the general restrictions which apply to all attractions, but Guests must be aware that access to individual attractions is also subject to additional restrictions. We also strongly recommend that Guests watch any attraction in operation before making the decision on whether they wish to ride.

Our attractions are not suitable for:

- Guests who are under the influence of alcohol or drugs.
- Guests who are in a poor state of health.
- Pregnant women.
- Guests who have a medical history of heart, back or neck problems including cardiovascular problems or high blood pressure.
- Guests who have recently undergone surgery or who have been recently unwell which may be aggravated by the motion of the ride or attraction.
- Children who are unable to walk and sit upright unaided. It is not permitted for babies to be held in the arms of other riders.

## Disabled Guests Restrictions

IMG Worlds of Adventure Guests with Disabilities policy reflects those in place commonly throughout the world. A person with a disability is defined as someone with a physical, cognitive, mental, sensory, emotional or developmental impairment which substantially limits at least one of their major life activities.

Guests with disabilities are welcomed to the park and we endeavor to ensure that they can enjoy the park and rides as much as other guests do, but our attractions have certain barriers that make it difficult for them to use our rides.

It is our goal to make the park as hindrance free as possible, but sometimes assistance may be required and at other times disabled guests will not be permitted to ride.

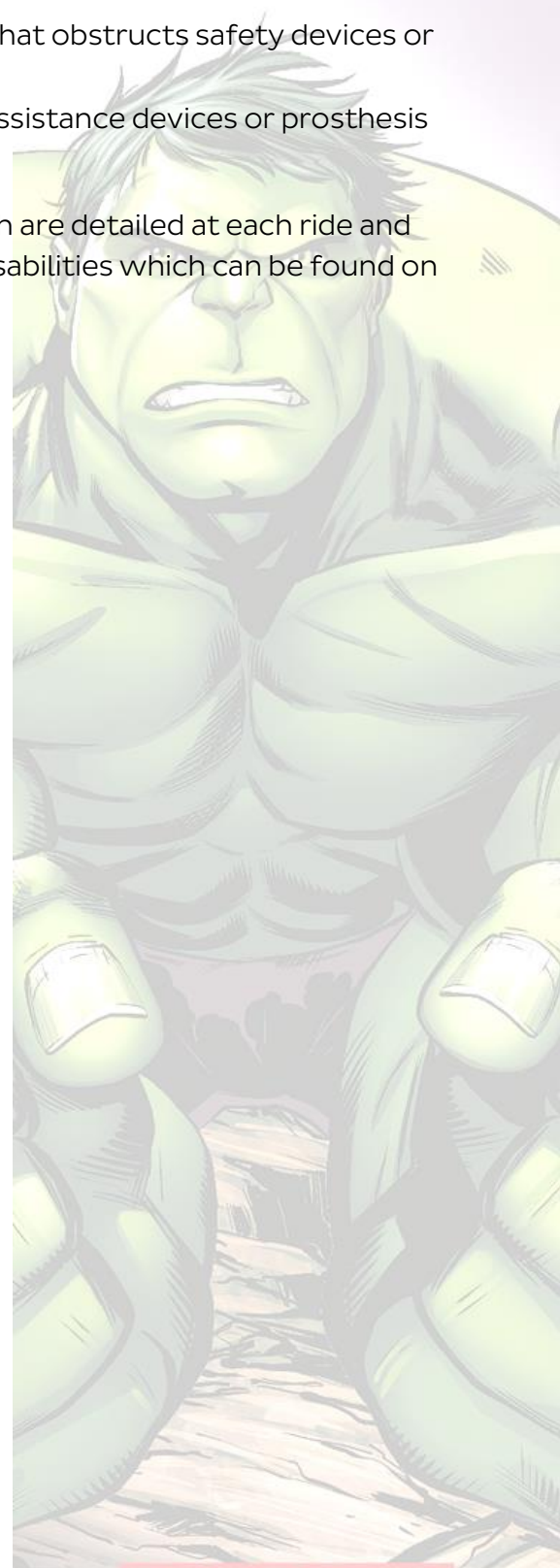
At IMG Worlds of Adventure the below restrictions apply as a general rule to all of our rides and attractions.

- There is a maximum of 1 Guest with Disability per ride cycle and they must always be seated with 1 designated carer.



- Due to evacuation purposes Guests with Disability and their carers may be required to sit in a designated seat at a particular ride.
- The Guest must have the body and spinal control to sit upright without the aid of other people or devices and be able to maintain the riding posture even during bumping or other characteristic movement of the ride.
- The Guest must be able to enter and exit the ride without jeopardizing themselves or others and assist with their own evacuation if necessary. This may include special arrangements such as entering through the exit or having someone aid them in boarding. If a Guest has to be assisted in and out of a ride vehicle, this must be accomplished by a responsible person who is accustomed to doing this. For the safety of our Guests and Operators, our rides Operators are instructed not to perform this function.
- All restraints must close properly and must not be hindered by any devices or apparatuses that the Guest may be wearing.
- Guests with casts or prosthesis should not wear any item that obstructs safety devices or puts an adjacent passenger at risk.
- Guests with disabilities must be free from any unsecured assistance devices or prosthesis which might become loose during the ride.

Note that certain attractions have additional restrictions which are detailed at each ride and attraction as well as in the parks guidebook for Guests with Disabilities which can be found on our website or picked up from Guest Relations.





## The Haunted Hotel



Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
N/A	N/A	N/A	15 years	Yes	Yes	Fast Track Entrance

### Additional Restrictions

- Guests must be able to walk through the attraction unaided
- Not suitable for guests of a nervous disposition or who are sensitive to sudden visual effects, confined spaces and loud noises.
- Not suitable for guests who are sensitive to artificial smoke, strobe lighting and theatrical makeup including latex.

## Avengers – Battle of Ultron

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.30m	1.05m	2.08m	N/A	Yes	Yes	Fast Track Entrance

### Additional Restrictions

- Not suitable for Guests who are sensitive to artificial smoke
- Not suitable for Guests who are sensitive to strobe lighting.
- A rider with one amputated leg or two amputated legs (amputation above the ankle), with or without prosthesis, shall not be allowed on the ride.
- A rider with one amputated foot or two amputated feet (amputation below the ankle), may ride, provided such rider has the ability to hold on with two functioning hands.
- Guests must have the ability to brace themselves with two points of contact.
- It is recommended that guests who suffer from any medical conditions ride in one of the vehicles which is programmed to be less aggressive.





## Avengers – Flight of the Quinjets

IMG

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.30m	1.05m	N/A	N/A	No	No	Ride Exit

### Additional Restrictions

- Guests must be able to board the ride including the use of the disabled vehicle unaided.

## Hulk – Epsilon Base

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.00m	N/A	1.95m	N/A	No	Yes	Fast Track Entrance

### Additional Restrictions

- A rider with one amputated leg or two amputated legs (amputation above the ankle), with or without prosthesis, shall not be allowed on the ride.
- A rider with one amputated foot or two amputated feet (amputation below the ankle), may ride provided such a rider has the ability to hold on with two functioning hands.
- A rider with one missing arm or hand may ride, provided such a rider has the ability to hold on with one functioning hand and brace himself/herself with two functioning legs.
- Riders must be able to lock/unlock the seatbelt themselves.

## Spiderman – Doc Ock's Revenge

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.20m	1.05m	N/A	N/A	Yes	Yes	Ride Exit

### Additional Restrictions

- Shoes must be worn in case of evacuation.
- An evacuation chair is used to assist Guests who are unable to walk during an evacuation. This will require a transfer from the carriage onto the stairway and a rotation of 180° into the chair.
- A rider with one amputated leg or two amputated legs (amputation above the ankle), with or without prosthesis, shall not be allowed to ride.

MARVEL

- A rider with one amputated foot or two amputated feet (amputation below the ankle), may ride provided such a rider has the ability to hold on with two functioning hands.
- A rider with one missing arm or hand may ride, provided such a rider has the ability to hold on with one functioning hand and brace himself/herself with two functioning legs.
- Not suitable for Guests who are sensitive to artificial smoke.
- Not suitable for Guests who are sensitive to strobe lighting.

## Thor – Thunder Spin

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
<b>1.40m</b>	<b>N/A</b>	<b>1.95m</b>	<b>N/A</b>	<b>Yes</b>	<b>Yes</b>	<b>Ride Exit</b>

### Additional Restrictions

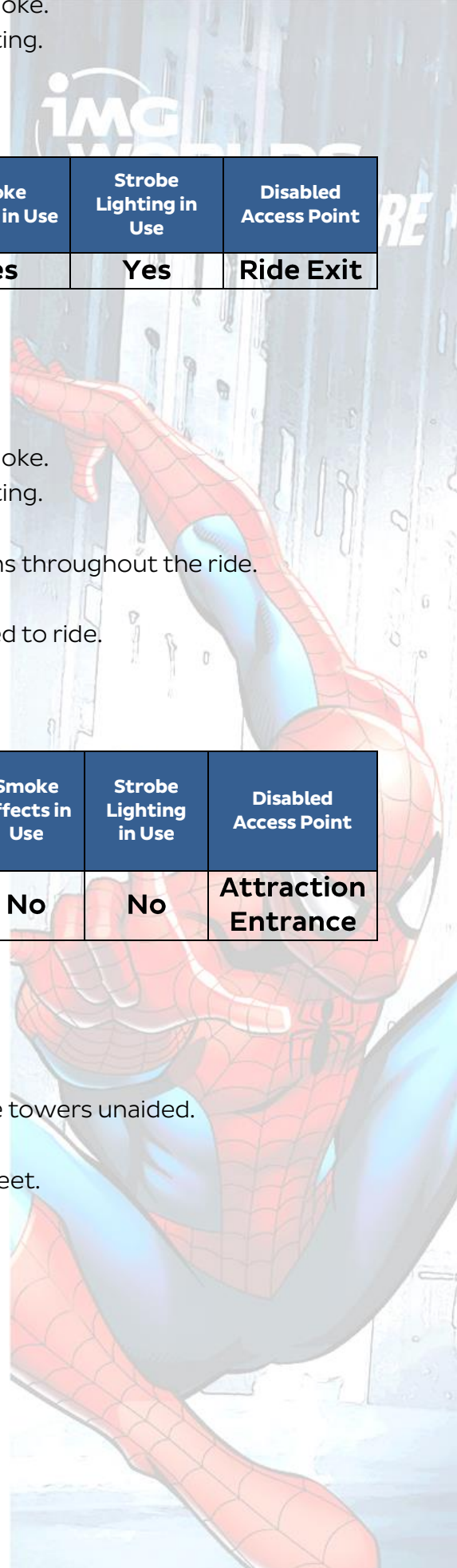
- Footwear must be secure or removed.
- Not suitable for Guests who are sensitive to artificial smoke.
- Not suitable for Guests who are sensitive to strobe lighting.
- Not suitable for Guests with high blood pressure.
- Guests must be able to brace themselves with both arms throughout the ride.
- Guests with arm amputations are not permitted to ride.
- Guests wearing any form of prosthesis are not permitted to ride.

## Adventure Fortress

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Minimum Height to use the large Slides	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
<b>1.25m</b>	<b>0.95cm</b>	<b>1.1m</b>	<b>N/A</b>	<b>N/A</b>	<b>No</b>	<b>No</b>	<b>Attraction Entrance</b>

### Additional Restrictions

- Not suitable for Guests with a fear of heights.
- Guests must have the physical capability to climb up the towers unaided.
- The maximum weight for the slides is 130kg.
- Guests must be wearing either shoes or socks on their feet.



## Dino Carousel



Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.05m	N/A	N/A	N/A	No	No	Ride Exit

### Additional Restrictions

- Guests with severe mobility impairments can ride in their own wheelchair which will need to be secured during the ride.
- Guests must be able to sit upright with full body control should they wish to ride one of the dinosaurs.

## Predator

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.25m	N/A	N/A	N/A	No	No	Ride Exit

### Additional Restrictions

- The evacuation process requires Guests to transfer themselves from the ride vehicle onto an evacuation platform at height. This must be done unaided.
- For evacuation purposes Guests must be able to walk at least 25 meters unaided.
- Guests must be able to transfer into and out of the ride vehicle without assistance.
- Not suitable for Guests with pacemakers.
- Guests must be able to fully brace themselves during the ride with both their arms and legs.
- Guests with leg or foot amputations or those wearing any form of prosthesis are not permitted to ride.

## The Forbidden Territory

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.30m	1.05m	2.08m	N/A	Yes	No	Ride Exit

### Additional Restrictions

- Not suitable for Guests who are sensitive to artificial smoke
- Not suitable for Guests who are sensitive to strobe lighting.





- A rider with one amputated leg or two amputated legs (amputation above the ankle), with or without prosthesis, shall not be allowed on the ride.
- A rider with one amputated foot or two amputated feet (amputation below the ankle), may ride, provided such rider has the ability to hold on with two functioning hands.
- Guests must have the ability to brace themselves with two points of contact.
- It is recommended that guests who suffer from any medical conditions ride in one of the vehicles which is programmed to be less aggressive

## Velociraptor

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.30m	N/A	See below	N/A	Yes	Yes	Ride Exit

### Additional Restrictions

- The evacuation process requires Guests to navigate both narrow, spiral steps and or transfer themselves from the ride vehicle onto an evacuation platform at height. Therefore Guests must be able to walk unaided.
- Guests must not have their head protruding above the headrest.
- A rider with one amputated leg or two amputated legs (amputation above the ankle), with or without prosthesis shall not be allowed to ride.
- A rider with one amputated foot or two amputated feet (amputation below the ankle), may ride provided such a rider has the ability to hold on with two functioning hands.
- A rider with one missing arm or hand may ride, provided such a rider has the ability to hold on with one functioning hand and has the ability to brace himself/herself with two functioning legs.
- Not suitable for Guests who are sensitive to artificial smoke.
- Not suitable for Guests who are sensitive to strobe lighting.
- Guests without footwear will not be permitted to ride.

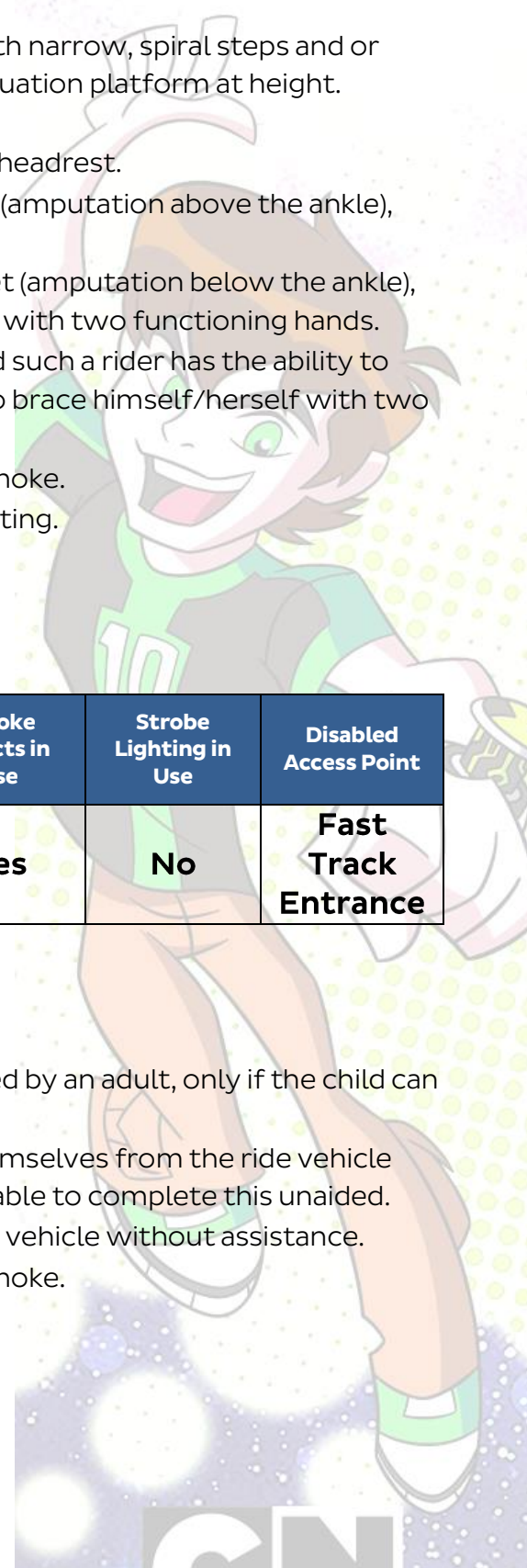
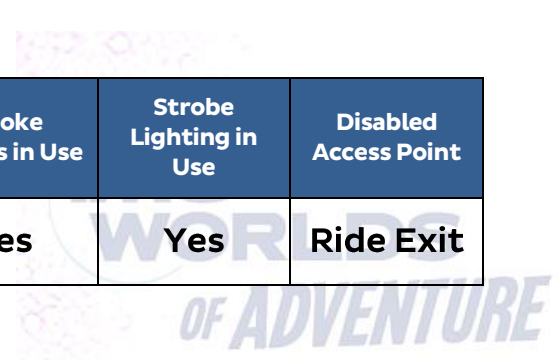
## Adventure Time – The Ride of Ooo

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.30m	N/A	N/A	N/A	Yes	No	Fast Track Entrance

### Additional Restrictions

- Children under the height of 1.30m may be accompanied by an adult, only if the child can sit upright unaided.
- The evacuation process requires Guests to transfer themselves from the ride vehicle into an evacuation platform at height. Guests must be able to complete this unaided.
- Guests must be able to transfer into and out of the ride vehicle without assistance.
- Not suitable for Guests who are sensitive to artificial smoke.

## Ben 10 5D – Hero Time



Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.30m	N/A	N/A	N/A	Yes	Yes	Disabled Entrance

## Additional Restrictions

- Guests must be able to sit upright unaided.
- Guests may remain in their wheelchair at the front of the theatre if they wish, however the special effects will be limited. If experiencing the attraction in this way then the standard Guest with Disability restrictions do not apply as the ride vehicle is not being used.
- Not suitable for Guests who are sensitive to artificial smoke.
- Not suitable for Guests who are sensitive to strobe lighting.

## Cartoon Network Live

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
N/A	N/A	N/A	N/A	Yes	Yes	Entrance to Theatre

## Additional Restrictions

- Seating for Guests using wheelchairs is provided in the theatre.
- Standard Guest with Disability restrictions do not apply for this attraction.
- Not suitable for Guests who are sensitive to artificial smoke.
- Not suitable for Guests who are sensitive to strobe lighting.





## Lazy Town Tree House



Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.20m	1.05m	N/A	Minimum 3 years	No	No	Ride Exit

### Additional Restrictions

- Guests must be able to sit upright and hold on without assistance and use the ropes during the ride.
- The attraction is not suitable for Guests with a fear of heights.

## Lazy Town Robbie's Lair

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
0.90m	N/A	N/A	Suitable for 4-12 years	No	No	Attraction Entrance

### Additional Restrictions

- Guests must ensure they have the physical capability to climb up the play area unaided.
- Guests must remove shoes and must be wearing socks on their feet.

## Lazy Town Stephanie's Dance Academy

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.20m	N/A	N/A	N/A	No	Flashing Lights	Attraction Entrance

### Additional Restrictions

- Not suitable for Guests wearing dark shoes or clothing or anything that hides a person's legs and arms.
- Not suitable for Guests seated in a wheelchair.
- Not recommended for Guests with heart, back, neck, circulation or any other related health problems.
- Not suitable for Guests who are sensitive to flashing lights.



- This attraction requires participation in physical activity which is rated at medium intensity.

## Lazy Town Pirate Adventure

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.40m	1.25m	N/A	Minimum 6 years	No	No	Attraction Entrance

### Additional Restrictions

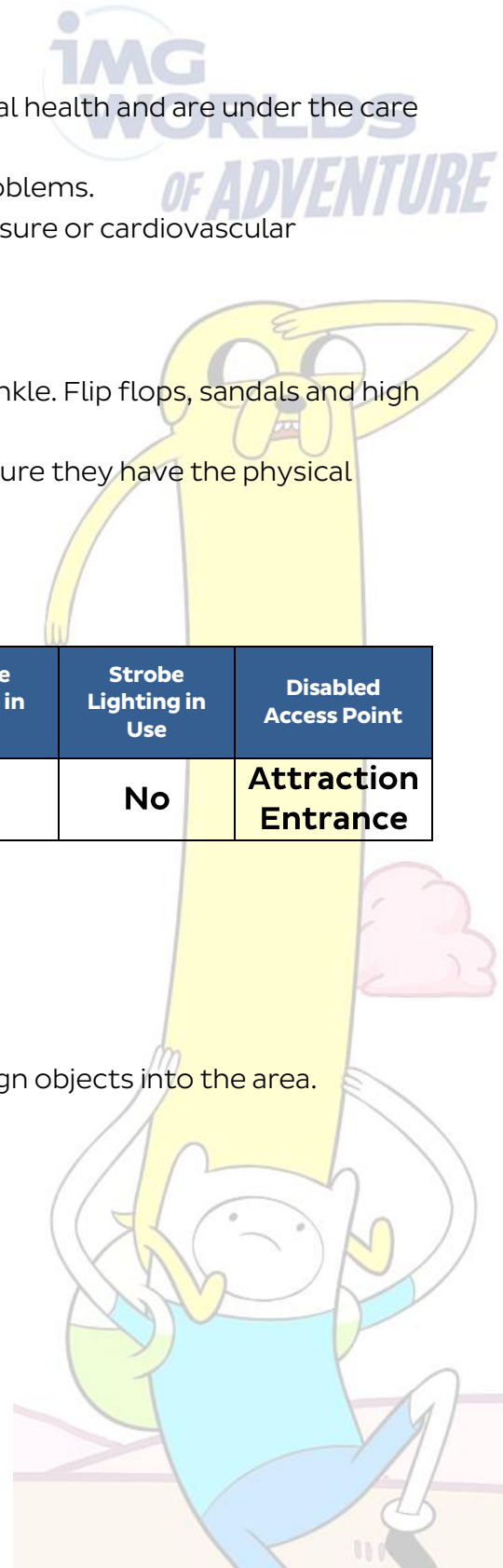
- Not suitable for Guests who are in a poor state of physical health and are under the care of a physician.
- Not suitable for Guests who have spinal/back or joint problems.
- Not suitable for Guests who suffer from high blood pressure or cardiovascular problems.
- Not suitable for Guests who weigh more than 120kg.
- Not suitable for Guests with amputations.
- Guests must be wearing footwear which supports the ankle. Flip flops, sandals and high heels are not permitted on the course.
- The course is physically demanding and Guests must ensure they have the physical capability to complete the course.

## Lazy Town Play

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
N/A	N/A	1.60m	N/A	No	No	Attraction Entrance

### Additional Restrictions

- Guests must remove shoes.
- Guests must be wearing socks on their feet.
- Guests are not permitted to take food, drink or any foreign objects into the area.



## Power Puff Girls – Mojo’s Robot Rampage



Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.35m	1.25m	N/A	N/A	No	No	Ride Exit

### Additional Restrictions

- A rider with one amputated leg or two amputated legs (amputation above the knee), with or without prosthesis shall not be allowed to ride.
- Guests must have full upper body control.
- Guests must have both arms fully intact in order to brace themselves during the ride.

## The Amazing Ride of Gumball

Minimum Height if unaccompanied	Minimum Height if accompanied by an Adult	Maximum Height	Age Limit	Smoke Effects in Use	Strobe Lighting in Use	Disabled Access Point
1.20m	N/A	N/A	N/A	No	Yes	Fast Track Entrance

### Additional Restrictions

- Children under the height of 1.20m may be accompanied by an adult, only if the child can sit upright unaided.
- Not suitable for Guests who are sensitive to strobe lighting.
- Not suitable for Guests with a fear of dark places or who suffer from claustrophobia.
- This ride uses Class 1M lasers - do not point lasers at any persons and do not look directly into the laser.

