

Santa's Village

Pure Joy. Family Style.®



Accessibility Guide

Welcome to Santa's Village

Welcome to Santa's Village

Our Ride Accessibility Program is designed with everyone's safety in mind. Our staff will assess each guest seeking ride accommodations based on individual abilities, ride dynamics, restraint systems, and manufacturer guidelines to determine what rides may be safely enjoyed. Your completion of a ride accessibility questionnaire will assist our assessment. We are committed to a safe and enjoyable environment for all guests.

Ridership Criteria

Participation for a guest with a disability is evaluated based on manufacturers guidelines, safety considerations, and both mental and physical abilities. In the interest of personal safety, guests may be denied the opportunity to board some rides based on the following criteria.

- Ability to maintain proper riding position throughout.
 - Ability to hold on with one functioning hand/arm.
 - Ability to brace self with one functioning leg.
- Ability to enter/exit without endangering self or others.
 - Ability to be aware of hazards to self and others.
 - Ability to comply with verbal/written instructions.

A Responsible Companion who can assist with the above criteria should accompany a guest with a disability.

Green Pass

Our Green Pass accommodates guests who are unable to wait in queue lines due to a disability, or other special circumstance. Green Passes are issued at Guest Services in the Polar Theater.

- The Green Pass is valid for the designated Green Pass holder and up to three companions to bypass the queue line.
- Present the Green Pass to the operator at the ride Exit; your party will be loaded in the next available vehicle, though loading may not be immediate; maximum capacity is two ride vehicles.
- The designated Green Pass holder must be present and riding to bypass a queue line.
- If your riding party exceeds four, the rest of your party should use the queue line.
- For larger parties wishing to share the same ride cycle, please approach with the Green Pass when the rest of your party is through the queue line.
- A Responsible Companion at least 16 years old should accompany all Green Pass holders
- Green Passes may be used for one ride cycle, after which your party must exit with the other riders; it may be used for additional ride cycles at 20 minute intervals.
- If a Green Pass holder is unsure of a ride, we recommend someone from your party who knows the Green Pass holder's abilities and limitations ride the ride first in order to make a determination.

Companions and Transfers

A Responsible Companion is a guest at least 16 years of age who meets the rider requirements to ride alone. Responsible Companions are responsible for the behavior of the guests they accompany and must help those guests with: loading and unloading; maintaining proper posture while the ride is in motion; and evacuating in the event of a ride evacuation. We ask that someone in your party be aware of the Green Pass holder's needs, and physically and mentally assist when necessary, including with visual, mental, physical, cognitive, and mobility impairments. Guests using wheelchairs must transfer to and from their wheelchairs independently or with assistance from members of their party (Santa's Village Helpers are not trained in assisting guest transfer from wheelchairs).

Evacuations

There is a potential for ride evacuations on the Skyway Sleigh, Log Flume, Midnight Flyer, Spin Coaster, and Ferris Wheel due to power loss, weather, or mechanical problems. Evacuation may require navigation of steep/narrow stairways or a catwalk from high locations, or a step ladder. Please keep this in mind when deciding about participating in a particular ride.

Service Animals

Service Animals may ride **ONLY** the Antique Cars and the Train, due to ride dynamics and safety requirements, and restraints. Service dogs must be under a handler's control at all times. Service dogs may accompany the guest they are trained to serve throughout the park where it is safe to do so; dogs are not permitted in the deer barn or water park features.

Arm/Leg Cast Ride Criteria






Ride access is determined by safety considerations

Arm Cast Above Elbow	Arm Cast Below Elbow	What can I Ride with a Cast?	Leg Cast Above Knee	Leg Cast Below Knee
Yes	Yes	Antique Cars	Yes	Yes
Yes	Yes	<u>Reindeer Carousel</u>	Yes	Yes
Yes	Yes	Santa's Express Train	Yes	Yes
Yes	Yes	Skyway Sleigh	Yes	Yes
Yes	Yes	Pixie Mix	Yes	Yes
Yes	Yes	Hot Shots Fire Brigade	Yes	Yes
Yes	Yes	Little Elf Flying School	Yes	Yes
Yes	Yes	Great Humbug Adventure	Yes	Yes
No	Yes	Little Drummer Boy	No	Yes
No	Yes	S.S. Peppermint Twist	No	Yes
Yes	Yes	Christmas Ferris Wheel	Yes	Yes
		Future firehouse dogs ride		
No	Yes	Himalaya	No	Yes
No	Yes	The Chimney Drop	No	Yes
Yes	Yes	<u>Rockin'</u> Around the Christmas Tree - Swing Ride	Yes	Yes
No	Yes	Midnight Flyer Coaster	No	Yes
No	Yes	<u>Poogee</u> Penguin's Spin Out	No	Yes
No	No	Yule Log Flume	No	No
No	No	You <u>Tubing</u>	No	No
No	No	Bumper Cars	No	No

Ride and Attraction Sensory Information

Rides and attractions were rated on a scale of 1-7, or min-max. You will see this represented using the scale below. 1 is low stimulation and 7 is high stimulation.

Dizzy Factor was rated as minimum, moderate, or maximum stimulation

RIDE & ATTRACTION SENSORY SUMMARY							
Type	Attraction	Sight 	Sound 	Touch 	Smell 	Speed 	Dizzy Factor 
Dry Rides	Antique Cars	1	4.5	2	1	1.5	Min
	Bumper Cars	5	6	5	1	4	Min
	The Chimney Drop	3.5	4.5	5	5	4	Min
	Christmas Ferris Wheel	2	2.5	2	1	2.5	Min
	The Great Humbug Adventure	6	6.5	5	1	2.5	Min
	Himalaya	4	3.5	3	1	4.5	Mod
	Hot Shots Fire Brigade	3.5	4	4.5	1	3	Mod
	The Little Drummer Boy	3	2	4	1	4.5	Mod-Max
	Little Elf Flying School	3	2.5	3	1	3	Mod
	Pixie Mix	5	2.5	5	1	4	Mod-Max
	Poogee Penguin's Spin Out Coaster	5.5	5	3	1	5	Mod-Max
	Reindeer Carousel	3.5	5	3	1	2.5	Mod
	Rockin' Around the Christmas Tree	4	4.5	4	1	4.5	Mod

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RIDE & ATTRACTION SENSORY SUMMARY

Type	Attraction	Sight 	Sound 	Touch 	Smell 	Speed 	Dizzy Factor 
Dry Rides	Rudy's Rapid Transit Coaster	5.5	6.5	4	1	7	Mod-Max
	S.S. Peppermint Twist	5	3.5	3	1	4	Mod
	Santa's Express Train	2	3	1	1	1.5	Min
	The Skyway Sleigh	2	2	1	1	1	Min
	You Tubing	3	3	4.5	1	5	Min
Attraction	Reindeer Rendezvous	1	2	5.5	5	N/A	N/A
Shows	Polar Express Theater: A Tinkerdoodle Christmas	5.5	3.5	3	1	N/A	N/A
	Santa's Christmas Light Show	5.5	6	N/A	1	N/A	N/A

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Santa's WaterPark

A stop at Santa's Water Park is a great way to cool off on a hot day.

The four features of Santa's Water Park include Ho Ho H2O, Polar Paradise, JOY Ride Slides, and Poojee's Splash Pad. Each separate feature hosts a range of unique sensory experiences. You will encounter large groups of guests on any given day, bright sun reflecting off the water, the smell of chlorine, water splashing and spraying fountains. The water at Santa's Water Park is not heated.

HO HO H2O

Lots of splashes, slides, climbs and interactive fun will keep the children (of all ages) entertained for hours. Every few minutes a giant bucket with gallons of water drenches awaiting guests. The noise level can be high including: guests yelling with excitement, a bell that rings just prior to the bucket dumping, and fountains with splashing water. Most guests can enjoy this feature, there are no physical requirements. Swim diapers are required and must be worn by children not yet toilet trained.



Polar Paradise

This interactive water play area for children and families to enjoy together includes multiple spray zones, and multiple small slides that will drop into a two-foot-deep pool. The sensory feel of Polar Paradise will be a little more laid back, a little less noisy, and a little less waiting compared to Ho Ho H2O and Joy Ride Slides. Swim diapers are required and must be worn by children not yet toilet trained.



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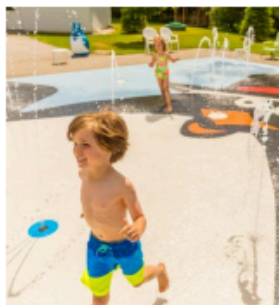
JOY Ride Slides

JOY Ride Slides, next to Ho Ho H2O, are three unique water slides towering three stories high and speeding through twists and turns, delivering riders to a gentle run-out (no pool). Riders will climb a large number of stairs to reach the top and must adhere to physical requirements. Waiting your turn at the top is a must, twists and turns can make riders a bit dizzy, and riders must be at least 36 inches tall, able to ride alone and ride feet-first face-up, while lying flat on their backs. The noise level can be medium to loud with running water and loud guests. Swim diapers are required and must be worn by children not yet toilet trained.



Poogee's Splash Pad

Poogee's Splash Pad, next to Ho Ho H2O, is the perfect spot for preschoolers to cool off while walking among gentle fountains of water. Swim diapers are required and must be worn by children not yet toilet trained. This area should be considered a low sensory area. It is located near Rocking Around the Christmas Tree ride which can cause visual sensitivity and loud riders.



Reindeer Rendezvous

DESCRIPTION

Stop by to say hi and learn about these magical creatures. Feeding and petting are optional. Ratings are based on feeding and touching of reindeer.

*Doctor's orders: only special reindeer treats sold here may be fed to Santa's reindeer.

PHYSICAL REQUIREMENTS

None.



Ride Intensity Rating System

Mild-Attractions that have low speeds, low heights, predictable maneuvers, and turns of a low intensity

Moderate-Attractions that have medium speeds, medium heights, and some unpredictable twists, turns, or maneuvers, with moderate thrills

Antique Cars

Ride Intensity Rating-Mild

These cars are modeled after the Model A cars of the early 1900s, they travel at a slow speed through Cold Nose Notch and Kringle's Car Wash

Do Not Ride if you have any of the Following

- Back, Neck, or Bone Injury
- Recent Surgery or Illness
- Pregnancy

Rider Requirements

- Must be 42 Inches Tall to Drive Alone
- Under 42 Inches must have an adult in the front seat, infants must be held by an adult

Ride Information/Access

- Wheelchair access is through the exit
- The ride seat is a bench seat
- Must be able to step up and into the car or be assisted by a companion for loading/unloading
- Drivers must be able to operate foot controls and understand hand signals
- Do Not Stop on the track or bump other cars
- Maximum capacity 4 Adults, 4 Children, must be seated safely and comfortably



Bumper Cars

Ride Intensity Rating-Moderate

A classic ride of fun and bumps!

Do Not Ride if you have any of the Following

- High Blood Pressure, Heart Trouble
- Back, Neck, or Bone Injury
- Recent Surgery or Illness
- Pregnancy

Rider Requirements

- Must be 48 Inches Tall to Drive Alone
- Must be 42 Inches Tall to Drive with an Adult
- Under 42 inches is NOT allowed on this ride

Ride Information/Access

- Wheelchair access to the ride is through the exit
- Wheelchair access to the ride vehicle IS NOT POSSIBLE
- Must be able to step down into the car or be assisted by a companion for loading/unloading
- The ride seat is a double chair seat
- Safety Restraint is a lap bar
- Driver must be able to operate foot pedal and steering wheel
- Riders must keep there arms/legs inside the ride vehicle at all times
- You WILL BE bumped and jolted
- Maximum Capacity-2 Adults



Carousel

Ride Intensity Rating-Mild

Ride a reindeer up and down and all around

Do Not Ride if you have any of the Following

- Recent Surgery or Illness

Rider Requirements

- Must be 42 Inches Tall to Ride Alone
- Under 42 Inches must have an adult, infants must be held by an adult on a bench/reindeer

Ride Information/Access

- Wheelchair access is through the exit
- The ride seat is a bench seat or a carousel reindeer
- Ride restraint is a seat belt on the carousel reindeer (only required for guests under 16), no restraint for benches
- Must be able to step up onto the ride/reindeer or be assisted by a companion for loading/unloading
- Riders must be able to sit balanced with a leg on each side of the reindeer or sit on a bench in an upright posture
- Adults may stand between reindeer



Chimney Drop

Ride Intensity Rating-Moderate

Glide down the Chimney just like Santa Claus

Do Not Ride if you have any of the Following

- Back, Neck, or Bone Injury
- Recent Surgery or Illness
- Heart Trouble/High Blood Pressure

Rider Requirements

- Must be 36 Inches Tall to Ride

Ride Information/Access

- Wheelchair access is through the exit
- Companion assistance may be needed for loading/unloading
- The ride seat is a single seat, ride restraint is an over the shoulder safety bar
- Must be able to sit in the seat with the safety bar in the proper position
- Riders will experience short periods of weightlessness while dropping
- Guests of exceptional size may not be able to ride due to the safety bar operation/limitations



Drummer Boy

Ride Intensity Rating-Mild

Twirl as little or as much as you'd like. Be prepared for circular motion

Do Not Ride if you have any of the Following

- Recent Surgery or Illness
- Back, Neck, Bone Injury

Rider Requirements

- Must be 42 Inches Tall to Ride Alone
- Toddlers (able to walk unassisted) and Riders Under 42 Inches Tall must ride with an adult

Ride Information/Access

- Wheelchair access is through the exit
- The ride seat is a bench seat
- Ride restraint is a locked drum door
- Must be able to step up onto the platform and into the Drum or be assisted by a Companion for loading/unloading
- Riders must be able to sit upright in an upright seated position
- Rider's control spinning of the drums
- Maximum Capacity-4 Adults



Ferris Wheel

Ride Intensity Rating-Moderate

Overlook the Park and the White Mountains

Do Not Ride if you have any of the Following

- Recent Surgery or Illness
- Back, Neck, Bone Injury

Rider Requirements

- Must be 48 Inches Tall to Ride Alone
- Under 48 Inches Tall must have an adult

Ride Information/Access

- Wheelchair access is through the exit
- The ride seat is a bench seat
- Ride restraint is a seat belt and safety bar
- Must be able to walk up stairs and step into the car or be assisted by a companion for loading/unloading
- Riders must be able to sit upright in a seated position
- This ride is not recommended for guests with a fear of heights and will stop at the top
- Rocking the car is NOT allowed
- Maximum Capacity-2 Adults



Fire Brigade

Ride Intensity Rating-Mild

Be a part of Santa's Fire Department and aim to put out the blaze

Do Not Ride if you have any of the Following

- Recent Surgery or Illness
- Back, Neck, Bone Injury

Rider Requirements

- Must be 42 Inches Tall to Ride Alone
- Toddlers (able to walk unassisted) and Under 42 Inches Tall must ride with an adult in the Fire Truck Cage. Only toddlers/children can drive the fire trucks

Ride Information/Access

- Wheelchair access is through the exit
- The ride seat is a bench seat or standing in a fire truck cage
- Ride restraint is a locked safety door/gate
- Must be able to step up into the fire truck cage or step into the fire truck cab or be assisted by a companion for loading/unloading
- Riders must be able to sit upright in a seated position or stand in a balanced position
- Riders may get wet
- Maximum Capacity-2 Adults and 2 Children in the Cab of the fire truck



Himalaya

Ride Intensity Rating-Mild

Ride through these rugged mountains, up and down and all around.

Do Not Ride if you have any of the Following

- Recent Surgery or Illness
- Back, Neck, Bone Injury
- High Blood Pressure/Heart Trouble
- Pregnancy

Rider Requirements

- Must be 36 Inches Tall to Ride

Ride Information/Access

- Wheelchair access is through the exit
- The ride seat is a bench seat
- Must be able to step up into the car and maneuver between the two safety bars or be assisted by a companion for loading/unloading
- Riders must be able to sit upright in a seated position
- Ride restraint is a seatbelt
- Be prepared for side to side forces and circular movement.
- Smaller Children should sit on the right side of the car due to side to side forces
- Maximum Capacity-2 Adults



The Great Humbug Adventure

Ride Intensity Rating-Mild

Tickle the Humbugs with your special laser, and make them giggle. Watch your scores add up to. Compete with your partner and see who wins

Do Not Ride if you have any of the Following

- Recent Surgery or Illness
- Pregnancy

Rider Requirements

- Must be 42 Inches Tall to Ride Alone
- Toddlers (able to walk unassisted) and Under 42 Inches Tall must ride with an adult

Ride Information/Access

- Wheelchair access is through the exit
- The ride seat is a bench seat, ride restraint is a safety bar
- Must be able to step into the car or be assisted by a companion for loading/unloading
- Riders must be able to sit upright in a seated position
- All riders must be seated on the seat
- Maximum Capacity-4 Adults



Loopin Louie's Flying School

Ride Intensity Rating-Mild

Let Louie fly you around the field. Yule be taking off and landing as much as you'd like.

Do Not Ride if you have any of the Following

- Recent Surgery or Illness

Rider Requirements

- Must be 42 Inches Tall to Ride Alone
- Toddlers (able to walk unassisted) and Under 42 Inches Tall must ride with an adult

Ride Information/Access

- Wheelchair access is through the exit
- The ride seat is a bench seat; ride restraint is a seat belt
- Must be able to step up into the sleigh or be assisted by a companion for loading/unloading
- Riders must be able to sit upright in a seated position
- Riders must be seated on the seat
- Guests may experience mild up and down motion
- Maximum Capacity-2 Adults



Yule Log Flume

Ride Intensity Rating-Moderate

Calm waters lead to upward climbs and downward slides.

Do Not Ride if you have any of the Following

- Recent Surgery or Illness
- Back, Neck, Bone Injury
- High Blood Pressure/Heart Trouble
- Pregnancy

Rider Requirements

- Must be 36 Inches tall to ride
- Riders between 36 inches and under 48 Inches must ride with an adult
- Must be 48 Inches tall and 16 Years of Age to Ride Alone

Ride Information/Access

- Wheelchair access is through the exit
- Riders must sit with one leg on each side of the seat
- Riders must be able to get into a slowly moving wet log flume boat or be assisted by a companion for loading/unloading
- Let the ride attendant know if you need the log boat to be stopped in order to load/unload
- Riders must be able to sit upright in a seated position
- Riders must remove all loose items including hats and sunglasses
- Riders will get wet
- Video recording/Pictures while the ride is in motion is prohibited
- Maximum Capacity-4 Adults



Midnight Flyer

Ride Intensity Rating-Moderate

This ride lets you feel the motion of riding in Santa's Sleigh, at midnight on Christmas Eve.

Do Not Ride if you have any of the Following

- Recent Surgery or Illness
- Back, Neck, Bone Injury
- Heart Trouble/ High Blood Pressure
- Pregnancy

Rider Requirements

- Must be 36 Inches Tall and 3 Years Old to Ride with an adult
- Riders between 36 Inches Tall and Under 48 Inches tall must ride with an adult
- Must be 48 Inches to ride alone

Ride Information/Access

- Wheelchair access is through the exit
- The ride seat is a single seat
- Ride restraint is a lap bar
- Must be able to step into the car or be assisted by a companion for loading/unloading
- Riders must be able to sit upright in a seated position
- All loose items must be placed in the Ride Storage bins (hats, sunglasses, cellphones)
- Video recording/Pictures while the ride is in motion is prohibited
- Maximum Capacity-2 Adults



Pixie Mix

Ride Intensity Rating-Mild

Swirls and Twirls for the younger boys and girls.

Do Not Ride if you have any of the Following

- Recent Surgery or Illness

Rider Requirements

- Must be able to sit upright without neck support and hold on
- Children's feet must not reach the ground
- Ride Safety Bar must close comfortably

Ride Information/Access

- Wheelchair access is at the exit gate
- Companion assistance may be needed for loading/unloading
- Ride restraint is a safety bar with a safety chain
- The ride seat is a single chair seat
- Riders must be able to sit upright without neck support in a seated upright position and hold on
- Maximum Capacity- 1 Child per seat



Poogee Penguin's Spin Out Coaster

Ride Intensity Rating-Moderate

Take a spin with Poogee the Penguin

Do Not Ride if you have any of the Following

- Recent Surgery or Illness
- High Blood Pressure/Heart Trouble
- Pregnancy
- Back, Neck, or Bone Injury

Rider Requirements

- Must be 36 inches tall and 4 Years old to ride with an Adult
- Must be 48 Inches Tall to Ride Alone

Ride Information/Access

- Wheelchair access is at the exit gate
- Wheelchair access to the ride vehicle is NOT POSSIBLE
- Ride Cars are accessed through a set of stairs
- Must be able to step up into the car or be assisted by a companion for loading/unloading
- The ride seat is a single chair seat; ride restraint is a lap bar and safety chain
- Riders must be able to sit upright in a seated position
- Maximum Capacity-2 Adults



Rockin' Around the Christmas Tree

Ride Intensity Rating-Mild

Swing to a classic with a slight upward surprise

Do Not Ride if you have any of the Following

- Recent Surgery or Illness
- Back, Neck, Bone Injury
- Heart Trouble
- Pregnancy

Rider Requirements

- Must be 36 inches Tall to Ride

Ride Information/Access

- Wheelchair access is through the exit
- Must be able to step up on the ride or be assisted by a companion for loading/unloading
- The ride seat is a single swinging seat; ride restraint is a safety bar with safety chain
- Riders must be able to sit upright in a seated position
- Maximum Capacity-1 Adult or Child per seat



Santa's Express Train

Ride Intensity Rating-Mild

All abroad to chug through Tunnel, Trestle, and Village

Do Not Ride if you have any of the Following

- Recent Surgery or Illness

Rider Requirements

- Child must be able to sit up or be held by guest

Ride Information/Access

- Wheelchair access is through the exit
- Must be able to step into the train car or be assisted by a companion for loading/unloading
- The ride seat is a bench seat; there are no seatbelts
- Riders must be able to sit upright in a seated position
- Maximum Capacity-2 Adults per bench seat



Skyway Sleigh

Ride Intensity Rating-Mild

Ride a sleigh among the tippy tops of evergreens and see lots of Santa's Village.

Do Not Ride if you have any of the Following

- Recent Surgery or Illness
- Back, Neck, Bone Injury
- Heart Trouble

Rider Requirements

- Must be 48 Inches Tall to ride alone
- Under 48 Inches Tall must ride with an adult

Ride Information/Access

- Wheelchair access is through the exit
- The ride seat is a bench seat; ride restraint is a safety bar
- Must be able to step into the sleigh or be assisted by a companion for loading/unloading
- Riders must be able to sit upright in a seated position
- Use Caution if you are afraid of heights.
- Service animals are not allowed to ride due to safety restraint requirements
- Maximum Capacity-6 Riders



SS Peppermint Twist

Ride Intensity Rating-Mild

Ride the waves of fun as you roll up, down and all around

Do Not Ride if you have any of the Following

- Recent Surgery or Illness
- Back, Neck, Bone Injury

Rider Requirements

- Must be 42 Inches Tall to Ride Alone
- Toddlers (able to walk unassisted) and Under 42 Inches Tall must ride with an adult

Ride Information/Access

- Wheelchair access is through the exit
- The ride seat is a bench seat; ride restraint is a safety bar
- Must be able to step up into the boat or be assisted by a companion for loading/unloading
- Riders must be able to sit upright in a seated position
- Riders must be seated on the seat
- Maximum Capacity-4 Adults per bench seat



You-Tubing

Ride Intensity Rating-Moderate

*Some rides go around but this one just goes
down!*

Do Not Ride if you have any of the Following

- Recent Surgery or Illness
- Back, Neck, Bone Injury
- Heart Trouble/High Blood Pressure
- Pregnancy

Rider Requirements

- Must be 39 Inches Tall to Ride

Ride Information/Access

- Wheelchair access is through the exit at the bottom of the slide only (Wheelchair access to the ride vehicle is NOT POSSIBLE)
- Riders must be able to stand or ride in a tube on the moving ride belt to reach the top
- Once at the top Riders must wait in line
- Companion assistance may be needed for loading/unloading and assisting with the Tube
- The ride vehicle is a Tube that must be pulled to the top using a ride conveyor belt
- Riders must be able to sit upright in a seated position and hold on
- Maximum Capacity-1 Adult/Child per Tube

*We want your day with us to
be as enjoyable as possible. If
you have any questions that
have not been answered by
this accessibility guide please
feel free to ask a Santa's
Helper or stop by guest
services*

Santa's Village

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Ride Checklist

Rides	Ride Notes & Accommodations
Carousel	
Santa’s Express Train	
Midnight Flyer	
Antique Cars	
Pixie Mix	
Fire Brigade	
Rockin’ Around the Christmas Tree	
The Great Humbug Adventure	
Chimney Drop	

Skyway Sleigh	
Poogee's SpinCoaster	
Bumper Cars	
SS Peppermint Twist	
Loopin Louie's Flying School	
Himalaya	
Drummer Boy	
Yule Log Flume	
YouTubing	
Christmas Ferris Wheel	