

RIDER'S GUIDE

For Rider Safety and
Guests with Disabilities



Contents

ATTRACTION INFORMATION	
SYMBOL DESCRIPTIONS	1
WELCOME TO UNIVERSAL'S VOLCANO BAY™	2
TO RIDE, YOU MUST BE ABLE TO:	3
ACCOMMODATING GUESTS WITH DISABILITIES ...	3
SAFETY ADVISORY	4
For Your Safety	
Ride Information	
Lost Items	
Attraction Tubes, Rafts, and Mats	
Magnetic Fields	
Loose and Free-Flowing Articles	
RF Technology	
GENERAL INFORMATION	5
Parking	
Wheelchair Rental	
Restrooms	
First Aid	
Family Services	
Telephones/Telecommunication Devices for the Deaf and Hard-of-Hearing	
GUESTS USING MANUAL WHEELCHAIRS	5
GUESTS USING ELECTRIC CONVENIENCE VEHICLES (ECVs) AND MOTORIZED WHEELCHAIRS	6
GUESTS USING OXYGEN TANKS/DEVICES	6
GUESTS WITH VISION DISABILITIES	6
SERVICE ANIMALS	7
GUESTS WITH PROSTHESES	7
CASTS OR BRACES	7
EVACUATIONS	7
DESCRIPTIONS AND RESTRICTIONS	8
EXPLANATION OF TERMS	8
ACCOMPANIED BY A SUPERVISING COMPANION	8
RIDES AND ATTRACTIONS	
The Volcano	
Krakatau™ Aqua Coaster	9
Ko'okiri Body Plunge™	9
Kala and Tai Nui Serpentine Body Slides™	10
Punga Racers™	10
Wave Village	
Waturi Beach	11
The Reef	11
River Village	
Honu ika Moana™	12
Kopiko Wai Winding River™	13
Runamukka Reef™	13
Tot Tiki Reef™	14
Rainforest Village	
Maku Puihi Round Raft Rides™	15
Ohyah and Ohno Drop Slides™	16
Puka Uli Lagoon™	16
Taniwha Tubes™	17
TeAwa The Fearless River™	17

Attraction Information Symbol Descriptions

Ride Warning Signs can be found at the entrance of each attraction to help determine the suitability for Guests based on their abilities. You will see the following symbols used throughout the Attraction Information Section and our Ride Warning Signs:



Guests with a history of heart conditions or abnormal blood pressure should not ride.



Guests with back, neck, or similar physical conditions should not ride.



Expectant mothers should not ride.



Attraction is not recommended for Guests with recent surgery or other conditions that may be aggravated by this ride.



An accessible entrance is available at this attraction.



Guests must be of the indicated height to experience this attraction.



Children within this range of height must experience this attraction with a Supervising Companion who meets all other ride requirements.



Guests with prosthetics should see an Attendant for assistance.



Guests must be able to independently support themselves in the tube or raft during the ride experience.



Guests must be able to independently support themselves on the mat during the ride experience.



This attraction has a minimum and maximum number of riders indicated on this symbol. If your party size is smaller or larger than the requirement, you will be split up or combined with other riders.



This attraction only accommodates single-riders.



This attraction only accommodates single-riders who do not exceed the posted weight limit.



Children under 48" (122cm) must wear a U.S. Coast Guard-approved life vest to participate.



U.S. Coast Guard-approved life vests are permitted on this attraction.

Attraction Information Symbol Descriptions (continued)



Footwear is not permitted on this attraction.



Attire with buckles, rivets, or any sharp adornments that could damage the slide, including on or in footwear and jewelry, are not permitted on this attraction.



Life vests are not permitted on this attraction.



T-shirts are not permitted on this attraction.



The single or combined weight of rider(s) must not exceed the weight limit indicated on this symbol.



Pool depth for this attraction is indicated on this symbol.

2

Welcome to Universal's Volcano Bay™

This guide will provide you with detailed information about each attraction experience to ensure that everyone is able to make well-informed decisions about their ability to safely, comfortably, and conveniently experience our attractions.

We have included specific information in this guide for Guests with disabilities with a clear outline of the accommodations at each attraction, as well as the physical requirements for entering or exiting slide start tubs, tubes, mats, rafts, pools, and other attraction areas. It is important to note that although all of our park Team Members are eager to make your day as pleasant as possible, they are not trained in lifting or carrying techniques and therefore cannot provide physical assistance. We therefore suggest that Guests with disabilities bring a companion who can provide any physical assistance that may be needed.

If at any time you feel that you do not have enough information, please feel free to message Guest Services at www.visitorsatisfaction.com/contactus/. Guest Services Coordinators are available seven days a week between the hours of 8:30AM until park close and make every effort to respond to messages within 24 to 48 hours; however, due to the high volume of emails received each day, please allow several days for a response. If you require an immediate response, please call us at (407) 224-4233, option 4 (four). If you have any questions while visiting our parks, please stop by Guest Services inside the main entrance for assistance.

Our goal is to provide the best accommodations possible to all of our Guests. With the information that follows and the knowledge our Team Members have, we are confident the experience you have with us will exceed your expectations.

VIRTUAL LINE™

All of Universal's Volcano Bay™ attractions employ the use of the Virtual Line™, which allows Guests to schedule a wait time that is comparable to the current queue wait time for the given attraction. Once a wait time is assigned, Guests are free to enjoy other water theme park offerings. As soon as an active Virtual Line™ pass is redeemed, Guests may select another Virtual Line™ wait time.

PARTICIPATE RESPONSIBLY

Failure to follow posted guidelines may result in serious injury or expulsion from the park.

To Ride, You Must Be Able To:

INDEPENDENTLY MAINTAIN PROPER RIDING POSITION DURING THE COURSE OF THE RIDE.

EXPLANATION: The Guest must have the body and spinal control, without the aid of other people or devices, to maintain the proper riding position even during bumping or other characteristic movements of the ride.

3

INDEPENDENTLY ABSORB SUDDEN AND DRAMATIC MOVEMENTS OF THE ATTRACTION WHICH MAY INCLUDE SPINNING, TURNING, ACCELERATING, STOPPING, CLIMBING, ETC.

EXPLANATION: The Guest must have sufficient awareness of the nature of the ride and the ability to maintain proper riding position during the dynamic motion of the ride (including strong accelerations and decelerations) without the aid of other people or devices.

POSSESS SUFFICIENT UPPER BODY STRENGTH TO INDEPENDENTLY SUPPORT YOUR TORSO, NECK, AND HEAD DURING THE MOVEMENT OF THE RIDE.

EXPLANATION: The Guest must have the sufficient muscle control to support their head, neck, and upper torso in a standard, forward-looking position without the aid of other people or devices during the movement of the ride.

Accommodating Guests with Disabilities

At Universal Orlando™ we are proud of providing accommodations that create a welcoming, inclusive environment and accessible experiences for our Guests.

VIRTUAL LINE™

Since all of Universal's Volcano Bay™ queued attractions employ the use of the Virtual Line™, Universal Orlando's Attraction Assistance Pass is not valid at Universal's Volcano Bay™ attractions. Please visit Guest Services if additional assistance is needed.

FOR YOUR SAFETY

Read all health and safety requirements for each attraction as they are not all the same. You know your physical conditions and limitations; Universal Orlando™ does not. If you suspect your health could be at risk for any reason or you could aggravate a pre-existing condition of any kind, do not ride or participate.

RIDE INFORMATION

For your safety and the safety of others, always face forward, keeping your hands and feet inside the slide or ride vehicle at all times, as applicable. Remain seated until you receive instruction to exit. Always follow Lifeguard instructions and ask for assistance if needed.

LOST ITEMS

Never attempt to recover a lost item while riding. Notify an Attendant or Lifeguard for assistance and we will do everything we can to recover your property as quickly as possible.

ATTRACTION TUBES, RAFTS, AND MATS

4

Certain attractions use different types of tubes and rafts that some Guests may find uncomfortable. Guests with certain body dimensions may not be accommodated on some of our attractions. Maximum weight limits are posted at the entrance of the attraction and in this guide under the Attraction Information section.

MAGNETIC FIELDS

Many common devices produce electric or magnetic fields. They are used in everyday life as well as in our parks. The magnetic fields are generally confined to the equipment and should pose no concern as our Guests are not exposed to the proximity of the fields. Please visit Guest Services or Concierge in the park for further information.

LOOSE AND FREE-FLOWING ARTICLES

All articles must be free of any sharp adornments that could damage the slides. Please leave any loose articles with a non-rider or in a locker. Guests with excessively long hair or long and flowing articles of clothing or accessories are required to take certain precautions before experiencing any attraction.

RF TECHNOLOGY

Universal Orlando Resort™ utilizes systems and devices that include active radio frequency (RF) technology. The levels of RF energy they generate are comparable to those found in common consumer devices. These systems and devices are designed, tested, and manufactured to comply with Federal Communications Commission (FCC) regulations. If you use an electronic medical device and have concerns regarding RF interference, please consult your medical device manufacturer or a qualified medical professional.

PARKING

Guests entering the garage with an Accessible Parking Permit will be directed to the parking area for Guests with disabilities. Transportation via bus is provided for all Guests to access Volcano Bay™. If you need assistance in boarding the bus, please see an Attendant.

WHEELCHAIR RENTAL

If you require a wheelchair, limited quantities are available for rental on a first come, first served basis. The wheelchair rental facilities are located in the Parking and Transportation Center and at Volcano Bay's Concierge desks within the park. You will be asked to leave a monetary deposit, plus the daily rental fee for the wheelchair. If additional assistance is needed, please notify an Attendant.

RESTROOMS

All restrooms within Volcano Bay™ have facilities that are accessible for Guests using wheelchairs. For your convenience, family restrooms are located at the front of the park and in the Rainforest Village area of the park.

FIRST AID

Our First Aid facility is staffed with registered nurses and professional paramedics. At Volcano Bay™, the primary First Aid Station is located next to the park entrance. If you have any questions or need special assistance, ask any Team Member.

FAMILY SERVICES

At Volcano Bay™ you'll find nursing facilities and a family restroom area located in the First Aid Station by the park entrance.

TELEPHONES/TELECOMMUNICATION

DEVICES FOR THE DEAF AND HARD-OF-HEARING

Telecommunication Devices for the Deaf (TDD) are available at Guest Services located at the front of the park.

Guests Using Manual Wheelchairs



For your enjoyment and convenience, all of our shopping and dining facilities are wheelchair accessible. These areas are clearly marked with the International Symbol of Accessibility. For attractions, there are specific boarding requirements and accommodations for those using wheelchairs at each attraction. Some attractions require Guests to be ambulatory to ascend stair towers to reach the start of the attraction. Where available, accessible entrances are provided and, if you are capable of transferring to the slide seating (either by yourself or with the assistance of another person in your party), you may transfer. See specific ride requirements to assess your ability to ride in the Attraction Information section. Courtesy sand wheelchairs for beach access are available in limited quantities on a first-come, first-serve basis at the Volcano Bay™ Concierge.

Guests Using Electric Convenience Vehicles (ECVs) and Motorized Wheelchairs



We apologize, but none of the attraction queues at Universal's Volcano Bay™ will accommodate Electric Convenience Vehicles (ECVs) or motorized wheelchairs.

At attractions that can accommodate manual wheelchairs, Guests may transfer from their ECV or motorized wheelchair into a manual wheelchair which is provided at select locations. The attractions that have manual wheelchairs for transfer are Maku Puihi Round Raft Rides™ and the Krakatau™ Aqua Coaster. If you cannot transfer to a manual wheelchair, please see an Attendant.

Guests must adhere to Universal's safe usage policy noted below for powered mobility devices such as, but not limited to, power-driven wheelchairs, electric convenience vehicles/scooters, Segways, or other power-driven mobility devices.

- › Guests using powered mobility devices must operate them at a safe speed equivalent to or slightly slower than surrounding pedestrians.
- › Powered mobility devices are prohibited on escalators and must use the designated pathway upon arriving at Universal's Volcano Bay™ entry area.
- › Guests using powered mobility devices must power down and remove keys (as applicable) when left unattended.
- › Guests using powered mobility devices are responsible for any harm, damages, or injury caused to any person or property caused by the powered mobility device user's intentional, reckless, or negligent usage of the powered mobility device.
- › The Park is not responsible for any harm or damage caused to any powered mobility device by other park Guests or while a powered mobility device is left unattended or while a powered mobility device is used in violation of these rules.
- › Hoverboards are not permitted in the park.

6

Guests Using Oxygen Tanks/Devices

Oxygen tanks are only allowed in dry areas of Universal's Volcano Bay™. Dry areas include merchandise and food locations, cabanas, common walkways, and beach areas.

Guests with Vision Disabilities

The Rider's Guide for Rider Safety and Guests with Disabilities is available in large font and embossed in Braille at Guest Services, located at the front of the park.

Virtual Line™ reservation paddles employ the use of audio jacks for audible instructions on receiving a return time throughout the park. For Guest safety, we ask that you provide your own device to utilize this feature.

Many attractions can accommodate a Guest with a white cane. The cane may need to be collapsed on some attractions and all white canes must be free of any sharp adornments that may damage the slides.

Please see an Attendant or Lifeguard with any questions or for further assistance.

Service Animals



Trained service animals are welcome at Universal's Volcano Bay™. Service animals must remain on a leash or in a harness and under the control of their handler at all times.

Service animals are welcome in all of our restaurant and merchandise locations. Please be aware that service animals are not permitted in any attraction or pool.

Portable kennels are available for your animal while you're on each ride. Please visit Guest Services or Concierge at the park for assistance.

Service animal relief areas are available at the following locations:

- Rainforest Village next to Maku Puihi Round Raft Rides™
- River Village near Honu ika Moana™

Guests with Prostheses

Please review the ride requirements in the Attraction Information section to ensure rider eligibility. If permitted to ride, any Guests with prosthetic devices will be required to ensure the device is properly attached and must have the ability to remain in proper riding position throughout the attraction experience. On attractions where prosthetic limbs must be removed, certain hand, arm, leg, and joint elements are required to ride safely. Any prosthetic with exposed sharp adornments that may damage the slide must be removed and left with a non-rider. Universal is not responsible for water damage to prostheses. If you have any questions, please ask an Attendant or visit Guest Services or Concierge.

7

Casts or Braces

Please review the ride requirements in the Attraction Information section to ensure rider eligibility. Casts or braces, where permitted, must fit comfortably in the ride vehicle and not interfere with proper functioning of the ride experience. Universal is not responsible for water damage to casts or braces. If in doubt about your ability to experience a ride safely, please consult with an attraction Attendant or visit Guest Services for further information.

Evacuations

If an evacuation of an attraction or venue is required, Guests may need to navigate stairs, narrow walkways, or ladders. Please have a member of your party assist you or inform an Attendant if you require further assistance.

Descriptions & Restrictions

There are a few general conditions which apply to all attractions: All of the attractions at Universal's Volcano Bay™ incorporate safety systems designed to accommodate people of average physical stature and body proportion. Therefore, certain restrictions may apply for some Guests at each attraction based on the nature and dynamics of the experience. This includes restrictions based on body shape or size, height, weight, medical conditions, or other physical conditions which could be aggravated by the experience. Our prime consideration is the ability of each person to endure the dynamics of each attraction without risk of injury to that person or others.

Explanation of Terms

8

We use a standard set of terms to describe each of our attractions. Our intent is to provide you with a clear understanding of each attraction's dynamics and physical requirements so that you can make an informed decision about experiencing them. The attraction information in this guide will be presented in the following categories:

ATTRACTION DESCRIPTION

This section outlines the specific ride vehicle movements to be expected while riding.

IMPORTANT ACCESS INFORMATION

This section outlines specific physical restrictions and requirements to ensure a comfortable and safe ride experience.

INFORMATION FOR GUESTS USING WHEELCHAIRS

This section outlines the level of accommodation and other special instructions for those persons using wheelchairs as they experience the attraction. It is important to review this information fully before experiencing an attraction and consult with an Attendant to clarify issues or questions that you may have. As part of the IMPORTANT ACCESS INFORMATION, there are some fundamental requirements necessary to ride which may differ slightly from attraction to attraction.

Accompanied by a Supervising Companion

Any child who meets the minimum height requirement of the attraction but does not meet the 48" (122cm) ride-alone height requirement must be accompanied by a Supervising Companion. A Supervising Companion is defined as someone who is 14 years of age or older and meets all other attraction ridership requirements. At all of our attractions, children under 48" (122cm) must be able to sit upright unassisted on all rides. See individual attraction descriptions below for details on Supervising Companion options exclusive to each slide, river, and pool.

Krakatau™ Aqua Coaster

ATTRACTION DESCRIPTION

This attraction takes you on a thrilling, high-speed water coaster ride in a four-person boat that includes powerful climbs, plunging drops, and side-to-side motion.

INFORMATION ACCESS INFORMATION



This attraction may not accommodate certain people due to their body shape or size. Supervising Companion required for children 42"-48" (107cm-122cm).

TO RIDE, YOU SHOULD BE ABLE TO:

Independently maintain yourself in an upright position while seated. Two natural arms are required. Must also be able to absorb the sudden and dramatic movements including sudden accelerations, dramatic tilting, and jarring actions. No lap-sitting.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are able to fully transfer from a wheelchair into the boat may utilize the elevator located to the left of the main queue entrance. Please see an Attendant for assistance.

Ko'okiri Body Plunge™

ATTRACTION DESCRIPTION

This attraction is a high-speed free-fall slide that begins in an enclosed capsule with a trapdoor, while riders plunge through a tube into a pool 125 feet (38 meters) below.

IMPORTANT ACCESS INFORMATION



This attraction may not accommodate certain people due to their body shape or size.

TO RIDE, YOU SHOULD BE ABLE TO:

Stand with back, head, and heels against the wall of the capsule, with legs crossed at the ankles and arms crossed over the chest and maintain this position throughout the entire ride. Two natural arms are required. One natural leg and, at minimum, one partial natural leg that terminates below the knee or two natural legs that both terminate below the knee are required. Must also be able to absorb the sudden and dramatic movements including sudden accelerations, dramatic tilting, and jarring actions.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are ambulatory to ascend stairways and exit the landing pool without assistance are able to ride.

Kala and Tai Nui Serpentine Body Slides™

ATTRACTION DESCRIPTION

This attraction features high-speed free-fall slides that begin in an enclosed capsule with a trapdoor, while riders twist through a tube into a pool 125 feet (28 meters) below.

IMPORTANT ACCESS INFORMATION



This attraction may not accommodate certain people due to their body shape or size.

TO RIDE, YOU SHOULD BE ABLE TO:

Stand with back, head, and heels against the wall of the capsule, with legs crossed at the ankles and arms crossed over the chest and maintain this position throughout the entire ride. Two natural arms are required. One natural leg and, at minimum, one partial natural leg that terminates below the knee or two natural legs that both terminate below the knee are required. Must also be able to absorb the sudden and dramatic movements including sudden accelerations, dramatic tilting, and jarring actions.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are ambulatory to ascend stairways and exit the landing pool without assistance are able to ride.

Punga Racers™

ATTRACTION DESCRIPTION

This attraction features four individual high-speed slides where riders slide headfirst on a mat through dark areas with sudden drops and turns.

IMPORTANT ACCESS INFORMATION



This attraction may not accommodate certain people due to their body shape or size. Supervising Companion must slide in the adjacent lane next to a child who is 42"-48" (107cm-122cm).

TO RIDE, YOU SHOULD BE ABLE TO:

Lie head first on your stomach, hold the handles, and scoot forward on the mat. Maintain proper riding position throughout the entire ride. Two arms (one must be natural; the other may be a functioning prosthetic) are required. Must also be able to absorb the sudden and dramatic movements including sudden accelerations, dramatic tilting, and jarring actions.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are ambulatory to ascend stairways and exit the run-out without assistance are able to ride.

Waturi Beach

ATTRACTION DESCRIPTION

This attraction is a wave pool with depths from 0–6 feet (0–1.8 meters). Waves can be sudden and dynamic.

IMPORTANT ACCESS INFORMATION



Children under 48" (122cm) must wear a U.S. Coast Guard-approved life vest. Non-swimmers should wear a U.S. Coast Guard-approved life vest. Guests may enter the pool from the shore only.

TO RIDE, YOU SHOULD BE ABLE TO:

Be able to independently support yourself during sudden onset of waves and currents. Diaper age children must wear swim diapers covered by their swimsuit.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are able to fully transfer from a wheelchair into the pool may access the attraction through the sloped entry provided. Please see an Attendant for the accessible entrance location.

The Reef

ATTRACTION DESCRIPTION

This attraction is a pool with a depth of 3–6 feet (0.9–1.8 meters). Guests may relax and swim around the pool at their leisure.

IMPORTANT ACCESS INFORMATION



Children under 48" (122cm) must wear a U.S. Coast Guard-approved life vest. Non-swimmers should wear a U.S. Coast Guard-approved life vest. Diaper age children must wear swim diapers covered by their swimsuit.

INFORMATION FOR GUESTS USING WHEELCHAIRS

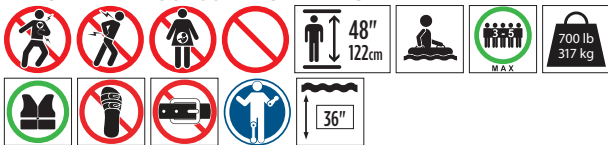
Guests who are able to fully transfer from a wheelchair onto the pool lift may access the attraction. Please see an Attendant for assistance.

Honu of Honu ika Moana™

ATTRACTION DESCRIPTION

This attraction is a five-person raft ride with steep climbs and drops, along with sudden twists, turns, and spins.

IMPORTANT ACCESS INFORMATION



This attraction may not accommodate certain people due to their body shape or size.

TO RIDE, YOU SHOULD BE ABLE TO:

Continuously hold the handle. Two arms (one must be natural; the other may be a functioning prosthetic) are required. Sit upright with legs (natural or prosthetic) towards the middle of the raft and maintain an upright position throughout the entire ride. Must also be able to absorb the sudden and dramatic movements including sudden accelerations, dramatic tilting, and jarring actions. Double-riders must sit across from each other. No lap-sitting.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are ambulatory to ascend stairways and exit the landing pool without assistance are able to ride.

ika Moana of Honu ika Moana™

ATTRACTION DESCRIPTION

This attraction is a five-person raft ride with steep drops and sudden twists, turns, and spins.

IMPORTANT ACCESS INFORMATION



This attraction may not accommodate certain people due to their body shape or size. Supervising Companion required for children 42"-48" (107cm-122cm).

TO RIDE, YOU SHOULD BE ABLE TO:

Sit upright with legs (natural or prosthetic) towards the middle of the raft and maintain an upright position throughout the entire ride. Two arms (one must be natural; the other may be a functioning prosthetic) are required. Must also be able to absorb the sudden and dramatic movements including sudden accelerations, dramatic tilting, and jarring actions. Double-riders must sit across from each other. No lap-sitting.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are ambulatory to ascend stairways and exit the landing pool without assistance are able to ride.

Kopiko Wai Winding River™

ATTRACTION DESCRIPTION

This attraction is a gently moving 36" (91cm) deep river through shaded areas, caves, and waterfalls.

IMPORTANT ACCESS INFORMATION



Children under 48" (122cm) must wear a U.S. Coast Guard-approved life vest and be accompanied by a Supervising Companion. Non-swimmers should wear a U.S. Coast Guard-approved life vest. For your safety, all participants must enter and exit at the designated locations only.

TO RIDE, YOU SHOULD BE ABLE TO:

Be able to independently support yourself throughout the experience. Diaper age children must wear swim diapers covered by their swimsuit.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are able to fully transfer from a wheelchair into the river may access the attraction through the sloped entry provided. Please see an Attendant for the accessible entrance location.

Runamukka Reef™

ATTRACTION DESCRIPTION

Runamukka Reef is a play area for children with slides, bubbling geysers, water guns, and dump cups.

IMPORTANT ACCESS INFORMATION



Maximum rider height for slides is 48" (122cm).

TO RIDE, YOU SHOULD BE ABLE TO:

Sit upright with legs crossed at the ankles or lie back face up with feet first and with legs crossed at the ankles throughout the entire ride. Two arms (one must be natural; the other may be a functioning prosthetic) are required. Infants must be able to independently support their head and neck. No lap-sitting. Diaper age children must wear swim diapers covered by their swimsuit.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are ambulatory to ascend stairways with or without assistance are able to ride.

Tot Tiki Reef™

ATTRACTION DESCRIPTION

Tot Tiki Reef is a play area for children with slides, bubbling geysers, water guns, and dump cups.

IMPORTANT ACCESS INFORMATION



Maximum rider height for slides is 48" (122cm).

TO RIDE, YOU SHOULD BE ABLE TO:

Sit upright with legs crossed at the ankles or lie back face up with feet first and with legs crossed at the ankles throughout the entire ride. Two arms (one must be natural; the other may be a functioning prosthetic) are required. Infants must be able to independently support their head and neck. No lap-sitting. Diaper age children must wear swim diapers covered by their swimsuit.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are ambulatory to ascend stairways with or without assistance are able to ride.

Maku of Maku Puihi Round Raft Rides™

ATTRACTION DESCRIPTION

This attraction is a six-person raft ride with steep drops and sudden twists, turns, and spins.

IMPORTANT ACCESS INFORMATION



This attraction may not accommodate certain people due to their body shape or size. Supervising Companion required for children 42"-48" (107cm-122cm).

TO RIDE, YOU SHOULD BE ABLE TO:

Sit upright with legs (natural or prosthetic) towards the middle of the raft and maintain an upright position throughout the entire ride. Two arms (one must be natural; the other may be a functioning prosthetic) are required. Must also be able to absorb the sudden and dramatic movements including sudden accelerations, dramatic tilting, and jarring actions. No lap-sitting.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are able to fully transfer from a wheelchair into the raft may utilize the lift located to the right of the main queue entrance. Please see an Attendant for assistance.

Puihi of Maku Puihi Round Raft Rides™

ATTRACTION DESCRIPTION

This attraction is a six-person raft ride with steep drops and sudden twists, turns, and spins.

IMPORTANT ACCESS INFORMATION



This attraction may not accommodate certain people due to their body shape or size. Supervising Companion required for children 42"-48" (107cm-122cm).

TO RIDE, YOU SHOULD BE ABLE TO:

Continuously hold the handle, sit upright with legs (natural or prosthetic) towards the middle of the raft, and maintain an upright position throughout the entire ride. Two arms (one must be natural; the other may be a functioning prosthetic) are required. Must also be able to absorb the sudden and dramatic movements including sudden accelerations, dramatic tilting, and jarring actions. No lap-sitting.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are able to fully transfer from a wheelchair into the raft may utilize the lift located to the right of the main queue entrance. Please see an Attendant for assistance.

Ohyah and Ohno Drop Slides™

ATTRACTION DESCRIPTION

These attractions feature physically challenging body slides with sudden twists and turns. Ohyah finishes with a 4-foot (1.2-meter) drop and Ohno finishes with a 6-foot (1.8-meter) drop into a 10-foot (3-meter) pool. **Strong swimming ability required.**

IMPORTANT ACCESS INFORMATION



TO RIDE, YOU SHOULD BE ABLE TO:

Lie feet first, face up with legs crossed at the ankles and arms crossed over the chest while riding. Two natural arms are required. One natural leg and, at minimum, one partial natural leg that terminates below the knee or two natural legs that both terminate below the knee are required. Must also be able to absorb the sudden and dramatic movements including sudden accelerations, dramatic tilting, and jarring actions. **NOTE: All riders must have strong swimming ability. This attraction exits into a 10-foot (3-meter) pool.**

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are ambulatory to ascend stairways, cross swinging bridges, and exit the landing pool without assistance are able to ride.

Puka Uli Lagoon™

ATTRACTION DESCRIPTION

This attraction is a pool with a depth of 3–4 feet (0.9–1.2 meters). Guests may relax and swim around the pool at their leisure.

IMPORTANT ACCESS INFORMATION



Children under 48" (122cm) must wear a U.S. Coast Guard-approved life vest. Non-swimmers should wear a U.S. Coast Guard-approved life vest. Diaper age children must wear swim diapers covered by their swimsuit.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are able to fully transfer from a wheelchair onto the pool lift may access the attraction. Please see an attendant for assistance.

Taniwha Tubes™

ATTRACTION DESCRIPTION

This attraction features four dynamic, twisting water slides featuring steep drops, sudden twists and turns, and water sprays while riding in a tube.

IMPORTANT ACCESS INFORMATION



This attraction may not accommodate certain people due to their body shape or size. Supervising Companion required for children 42"-48" (107cm-122cm).

TO RIDE, YOU SHOULD BE ABLE TO:

Sit upright with legs (natural or prosthetic) towards the front of the tube and maintain an upright position throughout the entire ride. Two arms (one must be natural; the other may be a functioning prosthetic) are required. Must also be able to absorb the sudden and dramatic movements including sudden accelerations, dramatic tilting, and jarring actions. No lap-sitting.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are ambulatory to ascend stairways, cross swinging bridges and exit the landing pool without assistance are able to ride.

TeAwa The Fearless River™

ATTRACTION DESCRIPTION

This attraction is a 36"-42" (91cm-107cm) deep fast-moving tube ride with sudden churning rapids and choppy waves.

IMPORTANT ACCESS INFORMATION



Children 42"-48" (107cm-122cm) must wear a U.S. Coast Guard-approved life vest and enter the river with a Supervising Companion. Non-swimmers should wear a U.S. Coast Guard-approved life vest. For your safety, all participants must enter and exit at the designated locations only. Only one rider may occupy each tube.

TO RIDE, YOU SHOULD BE ABLE TO:

Remain seated in a tube while absorbing sudden and dramatic movement throughout the entire river.

INFORMATION FOR GUESTS USING WHEELCHAIRS

Guests who are able to fully transfer from a wheelchair into the river may access the attraction through the sloped entry provided. Please see an Attendant for the accessible entrance location.

HEIGHT REQUIREMENTS

ATTRACTION	MINIMUM HEIGHT REQUIREMENT	SUPERVISING COMPANION FOR CHILDREN
Honu of Honu ika Moana™	48" (122cm)	—
ika Moana of Honu ika Moana™	42" (107cm)	42"-48" (107cm-122cm)
Kala and Tai Nui Serpentine Body Slides™	48" (122cm)	—
Ko'okiri Body Plunge™	48" (122cm)	—
Kopiko Wai Winding River™	—	—
Krakatau™ Aqua Coaster	42" (107cm)	42"-48" (107cm-122cm)
Maku Puihi Round Raft Rides™	42" (107cm)	42"-48" (107cm-122cm)
Ohyah and Ohno Drop Slides™	48" (122cm)	—
Puka Uli Lagoon™	—	—
Punga Racers™	42" (107cm)	42"-48" (107cm-122cm)
The Reef	—	—
Runamukka Reef™	! Play area for children under 48" (122cm)	
Taniwha Tubes™	42" (107cm)	42"-48" (107cm-122cm)
TeAwa The Fearless River™	42" (107cm)	42"-48" (107cm-122cm)
Tot Tiki Reef™	! Play area for children under 48" (122cm)	
Waturi Beach	—	—