

GUEST SAFETY & ACCESSIBILITY GUIDE

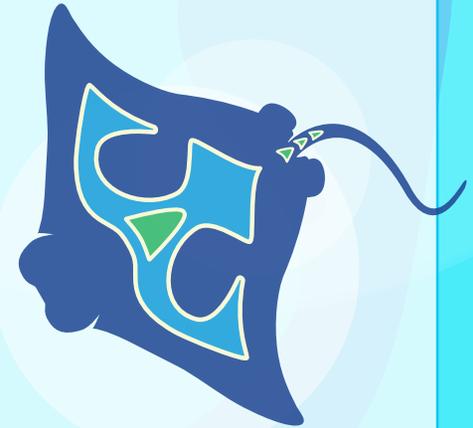
AQUATICA
SeaWorld's
WATERPARK
SAN ANTONIO





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WELCOME TO AQUATICA

Safety is the only consideration that takes precedence over fun. Wave pools and waterslides, by their very nature, create forces and speeds that may not be tolerable to some persons and may cause injury to some riders with pre-existing conditions, known or unknown. We recommend that guests with the following conditions carefully heed all warning/restriction signs at each attraction entrance.

- ▶ Guests who are pregnant
- ▶ Have high blood pressure
- ▶ Heart conditions
- ▶ Large or small body structure
- ▶ Guests with neck or back problems
- ▶ Those who have had recent surgery
- ▶ Guests with casts, braces, prostheses, or other restrictive devices may not be safely accommodated on some of our rides

In addition, we recommend that guests with any impairment or condition that would prevent the intended use of an attraction should not participate.

Weak swimmers, non-swimmers, and those under 48 inches are recommended to wear lifevest. Only U.S. Coast Guard approved Type III or Type II with Type III performance lifevests are permitted in Aquatica. Complimentary lifevests are provided throughout Aquatica and are U.S. Coast Guard approved.

- ▶ A U.S. Coast Guard approved Type II lifevest is a buoyant style vest good for calm or inland water and suitable for supervised use in pools and waterparks.
- ▶ A U.S. Coast Guard approved Type III lifevest is a floatation style vest good for calm or inland water and suitable for supervised use in pools and waterparks.



GENERAL INFORMATION

FIRST AID:

First aid facilities staffed with Emergency Medical Technicians (EMT) are located next to Waterstone Grill.

RESTROOMS

All restrooms at Aquatica are accessible to guests using wheelchairs. There are two companion restroom facilities located at Whanau Waters and Adaptations restrooms.

POOL ACCESSIBILITY

Most of our pools are designed with zero depth entry or have stairs/ladders. If you need further assistance, please see an Aquatica Team Member.

BEACHES

The main entrance and exit of Aquatica and all of the main pathways leading to attractions are designed to accommodate guests in wheelchairs. However, Aquatica also offers 42,000 square feet of sandy beaches. Beach mobility wheelchairs are available upon request on a first-come, first-served basis.

GIFTSHOPS

Kiwi Traders and Adaptations are accessible to guests using wheelchairs. Please ask a store team member if assistance is needed.

DINING

While dining at Aquatica, please be aware that Waterstone Grill offers cafeteria style service with accessible queue lines. Table service is available upon request. Please ask any Aquatica Team Member for assistance. Grab-and-go style food is also available at Big Surf Snacks and Mango Market in Aquatica.

DIETARY NEEDS

To best serve you and assure a safe and enjoyable dining experience, we ask that you please read and understand ALL of the important information below.

WHAT TO DO: Upon arriving at a meal facility, please go straight to the cashier and ask to speak with a supervisor in order to discuss the severity of your allergens and determine a meal that will be safe for you.

OFFERING OF SPECIALTY ITEMS: Our Park offers several allergen friendly prepackaged items for your special dietary needs. For a list of these items and their location, please ask to speak to a supervisor at any meal facility.

CROSS CONTACT: Not all of our meal facilities are free from cross-contact. In order to ensure your meal is safe, please discuss the preparation process for your meal with the supervisor as you place your order to ensure no cross-contact takes place.

TIPS FOR A SAFE TRIP: Follow these tips to allow us to best serve you and ensure a safe and great dining experience with us!

- ▶ Always ask for a supervisor upon arriving at a meal facility
- ▶ Visit meal facilities during non-peak hours or ahead of meal time so that you can be efficiently assisted and served
- ▶ Always ask about cross-contact potential



RIDE ACCESSIBILITY PROGRAM



The Ride Accessibility Program is designed to make a day at our park easier for guests with disabilities. To utilize the program, please visit Guest Services at the entrance of Aquatica.

Our Guest Services team members will ask a series of questions designed to accurately advise our guests which attractions they may participate in. Guests will be given a printed card listing all the attractions they will be able to participate in based on each individual's abilities.

CRITERIA

The evaluation of each attraction includes consideration of the following thirteen criteria which may be required to participate in an attraction safely.

1. **Ability to maintain the proper riding positioning throughout the ride.** Guest must have the body and spinal control to maintain proper riding position throughout the ride without aid of other people or devices.
2. **Weight distribution to allow the restraint device to function as designed.** The weight distribution of the guest's body must not interfere with any of the ride or attraction's safety and restraint devices as they were designed.
3. **Control of upper torso—including head and neck.** The guest must have sufficient muscle control to support their head, neck and upper torso in the proper position during the course of the ride.
4. **Ability to hold on with one functioning hand.** A functioning hand is an upper extremity or prosthesis with fingers that have the ability to grasp the restraint device and exhibits good grip control, the ability to brace and is strong enough to maintain the proper riding position throughout the duration of the ride.
5. **Ability to hold on with two functioning hands.** Ability to hold on with two functioning hands as described above.
6. **Ability to hold on with one functioning arm.** A functioning arm is an upper extremity or prosthesis that has the ability to arm-grip the restraint device and is strong enough to allow the guest to maintain the proper riding position throughout the duration of the ride.
7. **Ability to hold on with two functioning arms.** Ability to hold on with two functioning arms as described above.
8. **Ability to brace self with one functioning leg,** natural or prosthetic, for bracing their body during the course of the ride.
9. **Ability to brace self with two functioning legs,** natural or prosthetic, to be used for bracing their body during the course of the ride and maintaining balance when entering and exiting a ride or attraction.
10. **Minimum of two functioning extremities,** natural or prosthetic (two legs, two arms or one arm and one leg), to brace themselves during the course of the ride and assist in entering and exiting the ride or attraction.
11. **Minimum of three functioning extremities,** natural or prosthetic (two legs and an arm or two arms and a leg), to allow the guest to brace in a tripod manner during the ride.



12. **Ability to enter and exit the ride without endangering self and/or others** and to assist with their own evacuation, if necessary. This may include entering through an exit or having someone aid him or her during boarding. If a guest has to be lifted in and out of a ride unit, this must be completed by a supervising companion who is accustomed to doing this. For the safety of ride operators and the guest, ride operators are instructed not to perform this function, other than in children's ride areas.

13. **Appropriate observed conduct** must be demonstrated by indicating a willingness and ability to understand, participate in and follow all rider requirements. Appropriate conduct may include, but is not limited to, maintaining the proper rider position, attention to and compliance with safety instructions, proper use of restraints and safety equipment, and a willingness to participate in the attraction.

In addition to the basic physical and mental requirements defined above, each attraction was evaluated relative to a specific, temporary condition which may prevent a guest from safely participating in an attraction. The specific conditions evaluated were:

- ▶ Cervical collar or neck brace
- ▶ Broken collar bone
- ▶ Full arm cast
- ▶ Braced arm cast
- ▶ Lower arm cast
- ▶ Full leg cast
- ▶ Lower leg cast
- ▶ Bilateral abduction leg casts (brace between legs)
- ▶ The suitability of safely carrying hand-held infants on each ride was also evaluated



DEFINITIONS

Every attraction entrance lists height requirements and special instructions regarding the attraction. Aquatica uses the following terms:

▶ **SUPERVISING COMPANION:**

A supervising companion is someone who physically and mentally meets all the requirements to ride the ride themselves, is 14 yrs of age or older and exhibits the maturity of someone 14 yrs of age or older (subject to management approval).

▶ **ACCOMPANIED BY:**

Whenever a guest needs accompaniment, the accompanying person must meet all of the requirements, as well as the ability to assist the guest. This includes helping the guest in the loading and unloading of the attraction.

▶ **HAND-HELD INFANT:**

A hand-held infant is a child who is unable to walk to the attraction independently or maintain independent postural control.

▶ **FUNCTIONING EXTREMITY:**

A functioning extremity is a limb over which a person has control. A prosthetic device is considered a functioning extremity.

▶ **ABILITY TO HOLD ON OR BRACE:**

Ability to use one's arms to maintain a grasp on an assist bar and support one's body during normal and emergency procedures on a ride. Ability to use one's legs to brace in order to maintain a seated position during the forces of the ride.



SAFETY WARNINGS

BEFORE EXPERIENCING AN ATTRACTION, PLEASE NOTE ALL SAFETY WARNINGS, BOTH VERBAL AND WRITTEN, FOR EACH ATTRACTION, SUCH AS:

- ▶ Please exercise caution in participating in each attraction, watching your step while loading/unloading in the attraction.
- ▶ Please obey all instructions given by Guards.
- ▶ Proper swimsuit is required; clothing with zippers, buckles, buttons, denim and rivets are prohibited. Water shoes and swimming material shirts may be worn.
- ▶ Each attraction has a posted restriction sign at the attraction entrance. Please review these closely. If you have any questions, please see an Aquatica Team Member for more details.

Because of the nature of loading/unloading at Kiwi Curl, WooHoo Falls, Walhalla Wave, Stingray Falls, Tassie's Twisters, HooRoo Run, Cutback Cove Slide, and Zippity Zappity, guests traveling in wheelchairs will need to transfer out of their wheelchair to access the tops of these attractions. In addition to this, guests will need to be able to position themselves appropriately to ride each slide and exit catch pools. Guests may need assistance from a member of their party to complete this process. Aquatica Team Members are neither trained nor permitted to assist beyond helping to steady or support a physically challenged guest.



SAFETY REQUIREMENTS

GUESTS WITH LARGE OR SMALL BODY STRUCTURE

Riders must be able to maintain proper riding position. Safety guidelines have been designed by the manufacturer to accommodate people of average physical stature and body proportion. These guidelines may place restrictions on the ability of an individual to safely experience the attraction. Extremely large or small individuals may not be safely accommodated by these guidelines. Our goal is to accommodate everyone who can safely participate in any of Aquatica's attractions.

LOOSE ARTICLES

Our team members may not hold loose items for guests. Please leave loose articles in a locker or with a non-rider.

HEIGHT REQUIREMENTS

Height requirements are posted at each attraction and at Guest Services.



ASSISTANCE ANIMALS

Assistance animals are the responsibility of the owner. All assistance animals must remain on a leash or harness at all times. Aquatica Team Members are not allowed to hold your animal at anytime, nor is it allowable to leave the animal unattended. If at any time your animal becomes a threat to the safety or well being of our guests, you will be asked to leave the facility or board the animal at our kennel.

Assistance animals will not be permitted on top of towers or in pools. Therefore, it is recommended that guests plan to visit with someone who can physically assist them, when necessary.

You and your assistance animal are welcome at all restaurants. Water for your assistance animal can be obtained at any of our dining facilities. A rest stop for your assistance animal is located next to Kata's Kookaburra Cove. At this location, Aquatica provides disposable doggie bags.



RIDE INFORMATION

Loggerhead Lane

Hop in a tube, swim, walk or float and enjoy a relaxing time along a winding, 1,200-foot-long water route enhanced by tunnel jets, geysers and misters. Three entry and exit stair sets and one ramp allow easy access to this attraction.

HEIGHT REQUIREMENT: Lifevests are recommended for guests under 39 inches. Handheld infants are not allowed in Loggerhead Lane.

RIDE ACCESS: Guests using wheelchairs may use the ramp entrance to enter and/or exit the river; however they must transfer themselves on to a tube or out of their chair to cruise the river. Guests may need assistance from a member of their party to complete this process.

CRITERIA REQUIREMENTS: In order to ride Loggerhead Lane, guests must meet the following criteria previously defined: 1, 3, 12*, and 13*. Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad recommended for wrist or forearm casts. Pad required for exposed metal on prosthetic devices.

*(*An accompanying supervising companion may assist if they fit the criteria for the category.)*



Kiwi Curl & WooHoo Falls

Kiwi Curl offers thrill seeking guests the experience of speed and high wall turns down one of two body slides, each more than 450 feet long. On WooHoo Falls, guests ride single tubes down one of two distinct, heart-pounding slides. For the adventurous rider, one of the tubes is pitch dark. After riders have reached the end, they slide into a catch pool that is 3 feet, 5 inches in depth where they would then exit the ride area.

HEIGHT REQUIREMENT: Guests must be at least 48 inches to ride Kiwi Curl. Guests must be at least 42 inches to ride WooHoo Falls.

RIDE ACCESS: Guests using wheelchairs will need to transfer from their wheelchair to ascend the steps. Guests will need to be able to position themselves appropriately to ride each slide and exit catch pool (3 feet, 5 inches in depth). Guests may need assistance from a member of their party to complete this process.

CRITERIA REQUIREMENTS: In order to ride Kiwi Curl, guests must meet the following criteria previously defined: 1, 3, 6, 8, 12, and 13. Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad required for wrist or forearm casts and exposed metal on prosthetic devices.

In order to ride WooHoo Falls, guests must meet the following criteria previously defined: 1, 3, 4, 8, 12, and 13. Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad required for wrist or forearm casts and exposed metal on prosthetic devices.

Tassie's Twisters And HooRoo Run

Guests choose single or double tubes for their decent down the 48 foot tall ride. HooRoo Run features open and closed slides, water curtains and lots of twists, turns, and drops. Tassie's Twisters sends riders spinning inside of a large bowl before their twisting, turning decent. After riders have reached the end, they slide into a splash pool that is 18 inches in depth where they would then exit the ride area.

HEIGHT REQUIREMENT: Guests must be at least 42 inches to ride HooRoo Run. Guests must be at least 48 inches to ride Tassie's Twisters.

RIDE ACCESS: Guests using wheelchairs will need to transfer from their wheelchair to ascend the steps. Guests will need to be able to position themselves appropriately to ride each slide and splash pool (18 inches in depth). Guests may need assistance from a member of their party to complete this process.

CRITERIA REQUIREMENTS: In order to ride Tassie's Twisters and HooRoo Run, guests must meet the following criteria previously defined: 1, 3, 4, 8, 12, and 13. Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad required for wrist or forearm casts and exposed metal on prosthetic devices.

Walkabout Waters

This 3-story, interactive, outdoor funhouse provides countless ways to get wet and stay cool. Navigating geysers, sprays, a giant dumping bucket and spouts provide plenty of play for both the young and young-at-heart. Water depth is 0-9 inches.

HEIGHT REQUIREMENT: None. Children should be supervised at all times.

RIDE ACCESS: Guests using wheelchairs will be able to access the area surrounding Walkabout Waters. The actual funhouse will require guests in wheelchairs to transfer from their wheelchair to ascend the steps. Guests may need assistance from a member of their party to complete this process.

CRITERIA REQUIREMENTS: In order to access Walkabout Waters, guests must meet the following criteria previously defined: 1*, 3*, 12*, and 13*. Pad required if exposed metal on prosthetic devices.

*(*An accompanying supervising companion may assist if they fit the criteria for the category.)*



Walhalla Wave

This family raft ride sends guests soaring through watery waves to the top of a zero-gravity wall, giving riders the sense of weightlessness. After riders have reached the end, they slide into a splash pool that is 18 inches in depth where they would then exit the ride area.

HEIGHT REQUIREMENT: Guests must be at least 48 inches to ride Walhalla Wave, and accompanied by a supervising companion.

RIDE ACCESS: Guests using wheelchairs will need to transfer from their wheelchair to ascend the steps. Guests will need to be able to position themselves appropriately to ride each slide and exit splash pool (18 inches depth). Guests may need assistance from a member of their party to complete this process.

CRITERIA REQUIREMENTS: In order to ride Walhalla Wave, guests must meet the following criteria previously defined: 1, 3, 5, 8, 12, and 13. Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad required for wrist or forearm casts and exposed metal on prosthetic devices.



Big Surf Shores

The avid body surfer can kick it up at this huge wave pool where guests splash in over 400,000 gallons of water with swells of up to 5 feet. Water depth is 0-6 feet.

HEIGHT REQUIREMENT: None. Weak or non-swimmers should not go beyond posted black line. Weak swimmers, non-swimmers, and those under 42 inches are recommended to wear a lifevest. Only U.S. Coast Guard approved Type III or Type II with Type III performance lifevests are permitted in Aquatica.

RIDE ACCESS: Guests using wheelchairs may access the beach area from entrance ramps. To access Big Surf Shores, guests must transfer themselves out of their chair to access the pool. Guests may need assistance from a member of their party to complete this process.

CRITERIA REQUIREMENTS: In order access Big Surf Shores, guests must meet the following criteria previously defined: 1*, 3*, 12*, and 13*. Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad recommended for wrist or forearm casts. Pad required if exposed metal on prosthetic devices.

*(*An accompanying supervising companion may assist if they fit the criteria for the category, and will only be permitted in water up to mid-chest height while sitting.)*

Cutback Cove & Cutback Cove Slide

Adjacent to Big Surf Shores, this big kids' tropical activity pool features a corkscrew water slide, inviting waterfalls and plenty of poolside lounge chairs for sunbathers. Pool depth varies from 1-4 feet.

HEIGHT REQUIREMENT: Riders under 42 inches must wear a lifevest to ride Cutback Cove slide. After riders have reached the end, they slide into a catch pool that is 3 feet, 5 inches in depth where they would then exit the ride area. Handheld infants are not permitted.

RIDE ACCESS: Guests using wheelchairs will need to transfer from their wheelchair to ascend or descend the steps of the pool and tower. In addition to this, guests will need to be able to position themselves appropriately on the slide and exit pool. Guests may need assistance from a member of their party to complete this process.

CRITERIA REQUIREMENTS: In order to access Cutback Cove, guests must meet the following criteria previously defined: 1*, 3, 12*, and 13*. Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad recommended for wrist or forearm casts. Pad required if exposed metal on prosthetic devices.

In order to access Cutback Cove Slide, guests must meet the following criteria previously defined: 1*, 3, 6, 8, 12*, and 13*. Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad required for wrist or forearm casts and exposed metal on prosthetic devices.

*(*An accompanying supervising companion may assist if they fit the criteria for the category.)*

Kata's Kookaburra Cove

Little ones can splash safely in this 3,000 square foot area where whimsical sea creatures are welcoming play elements for tiny tots to enjoy. Pool depth varies from 0-12 inches.

HEIGHT REQUIREMENT: None. Children should be supervised at all times.

RIDE ACCESS: Guests enter through zero depth entry; however chairs and wheelchairs are not permitted in the pool.

CRITERIA REQUIREMENTS: In order to access Kata's Kookaburra Cove, guests must meet the following criteria previously defined: 1*, 3*, 12*, and 13*. Pad recommended for casts. Pad required if exposed metal on prosthetic devices.

*(*An accompanying supervising companion may assist if they fit the criteria for the category.)*



Whanau Waters

Featuring naturalistic rockwork, these inviting pools are the perfect spot to relax. Guests can unwind with shallow water swimming, in-water seating and cool waterfalls. Pool depth varies from 0-3 feet.

HEIGHT REQUIREMENT: None. Children should be supervised at all times.

RIDE ACCESS: Guests enter through zero depth entry; however chairs and wheelchairs are not permitted in the pool.

CRITERIA REQUIREMENTS: In order to access Whanau Waters, guests must meet the following criteria previously defined: 1*, 3, 12*, and 13*. Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad recommended for wrist or forearm casts. Pad required if exposed metal on prosthetic devices.

*(*An accompanying supervising companion may assist if they fit the criteria for the category.)*

Slippity Dippity & Zippity Zappity

A separate pool for families with toddlers gives guests plenty of choices for taking a dip. Kids enjoy several small slides (Zippity Zappity) and water play elements. Nearby hammocks are the perfect place for shade and serenity. Pool depth varies from 0-2 feet.

HEIGHT REQUIREMENT: Slippity Dippity - None. Zippity Zappity – Riders must be under 48 inches to ride. Children should be supervised at all times.

RIDE ACCESS: Guests enter through zero depth entry; however chairs and wheelchairs are not permitted in the pool.

CRITERIA REQUIREMENTS: In order to access Slippity Dippity, guests must meet the following criteria previously defined: 1*, 3*, 12*, and 13*. Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad recommended for wrist or forearm casts. Pad required if exposed metal on prosthetic devices.

*(*An accompanying supervising companion may assist if they fit the criteria for the category.)*

In order to ride Zippity Zappity, guests must meet the following criteria previously defined: 1, 3, 6, 8, 12, and 13. Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad required for wrist or forearm casts and exposed metal on prosthetic devices.



Stingray Falls

The parks signature attraction takes four-seat rafts down twists and turns to an underwater grotto, where they come face-to-fin with stingrays and tropical fish. After riders have reached the end, they slide into a splash pool that is 2 feet in depth where they would then exit the ride area.

HEIGHT REQUIREMENT: Guests must be at least 36 inches to ride Stingray Falls.

RIDE ACCESS: Guests using wheelchairs will need to transfer from their wheelchair to ascend the steps. Guests will need to be able to position themselves appropriately to ride each slide and exit splash pool (2 feet in depth). Guests may need assistance from a member of their party to complete this process.

CRITERIA REQUIREMENTS: In order to ride Stingray Falls, guests must meet the following criteria previously defined: 1, 3, 4, 8, 12*, and 13*. Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad required for wrist or forearm casts and exposed metal on prosthetic devices.

*(*An accompanying supervising companion may assist if they fit the criteria for the category.)*



IF YOU HAVE ANY QUESTIONS, OR FEEL THAT YOU NEED ASSISTANCE, PLEASE ASK AN AQUATICA TEAM MEMBER, AND HE OR SHE WILL MAKE EVERY EFFORT TO ACCOMMODATE YOU.

Ke-Re Reef & Ray Connection

This tropical reef offers guests a chance to see and feed several species of stingrays. Despite the name stingray, these animals are as harmless as they are mesmerizing. Guests have an opportunity to make a memorable, powerful connection during this interaction program. Guests can wade in the water with the majestic stingray as they touch, feed and learn about these magnificent animals. Pool depth varies from 0-3 feet.

HEIGHT REQUIREMENT: Children should be supervised at all times. Handheld infants are not permitted.

RIDE ACCESS: Guests enter through zero depth entry; however chairs and wheelchairs are not permitted in the pool.

CRITERIA REQUIREMENTS: In order to access Ke-Re Reef, guests must meet the following criteria previously defined: 1*, 3, 12*, and 13*. Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad recommended for wrist or forearm casts. Pad required if exposed metal on prosthetic devices.

*(*An accompanying supervising companion may assist if they fit the criteria for the category.)*

