



**GUESTS WITH  
DISABILITIES GUIDE**

# Welcome to Kennywood Park

We are committed to providing the finest in family fun and entertainment. This means we want all of our guests to have a safe and enjoyable visit.

Once you arrive at the park, we ask that you stop by our Guest Service Center located near Noah's Ark. They will be able to answer all questions and help you with any accommodations you may require during your visit.

This guide will provide you with information to help your day go as smoothly as possible.

# BASIC RIDE INFORMATION

1. Each Guest must have the ability to maintain riding posture and brace themselves throughout the course of the ride against potential forces created by the ride and/or other participants.
2. Guests with conditions such as pregnancy, back, neck, or bone problems, cardiovascular problems, high blood pressure, recent surgery, or other health conditions that could be aggravated by bumping or jarring are not permitted to ride all rides. Please read all safety signs at the rides prior to riding.
3. There is always a remote chance that a ride might be evacuated. Evacuations may be necessary due to such causes as a mechanical problem, weather conditions, or power interruption. If an evacuation is required, you may be required to maneuver across catwalks, sometimes from the highest point on the ride, and walk down steeply inclined steps or catwalks, or wait for an extended period of time in the ride vehicle. Note: Kennywood Team Members are not trained to lift or carry Guests.
4. Any Guest who rides a ride must be able: (1) to be seated properly in the required riding position, (2) to have hands, arms, feet, and legs inside the ride unit, and (3) to use all safety devices required in the operation of the ride.
5. Any Guest whose size or build would affect the applicable safety restraints (seat belts, lap bars, harnesses, etc.) from functioning properly may not be permitted to ride.
6. A responsible person is one who physically and mentally meets all the requirements to ride the ride, is sixteen (16) years of age or older, and exhibits the maturity generally expected from one 16 years of age or older.
7. ALL RIDE HEIGHT RESTRICTIONS APPLY. Each ride is reviewed specifically to determine the size limits necessary to make safety restraints effective, and to meet the ride manufacturer's requirements. For more information regarding rider height restrictions, please visit the Height Station located at the Safety Center at the Main Entrance to the Park or the Guest Service Center by Noah's Ark.
8. Riders with casts must stop at the Safety Center to get a list of rides they can ride.

# RIDE ADMISSION PROGRAM

Our Ride Admission Program is designed with your safety and the safety of others in mind. Our staff at the Safety Center will assess each guest based on their abilities, the ride dynamics, ride restraint system, and manufacturer requirements to determine what rides they can safely enjoy. You will be given a ride accessibility questionnaire to complete to assist us with our assessment. Once completed, you will receive a list of rides that you may safely enjoy.

## RIDERSHIP CRITERIA

*The assessment of each ride considered the following nine criteria, which may be required to safely ride a certain ride.*

**1. ABILITY TO EXHIBIT INDEPENDENT SEATED POSTURAL CONTROL UNDER THE DYNAMIC CONDITIONS OF THE RIDE**

Explanation: Most rides require that riders have the body and spinal control to sit upright without the aid of other people or devices and be able to maintain proper riding posture, even during bumping or other characteristic movements of the ride.

**2. APPROPRIATE CENTER OF GRAVITY**

Explanation: Certain rides require that a rider's body have the appropriate weight distribution for that ride's restraint system.

**3. CONTROL OF UPPER TORSO INCLUDING NECK AND HEAD:**

Explanation: Most rides require that riders have sufficient muscle control to support their head, neck, and upper torso during the course of the ride.

**4. ABILITY TO HOLD ON WITH UPPER EXTREMITIES.**

Explanation: Certain rides require that riders have either one, or both, functioning arms to hold on during the ride cycle. A functioning arm is an upper extremity or prosthesis exhibiting good grip control, the ability to brace, and the strength to allow the Guest to maintain the proper riding position throughout the duration of the ride.

**5. ABILITY TO BRACE SELF WITH LOWER EXTREMITIES.**

Explanation: Certain rides require that riders have one, or both, functioning legs to be used for bracing the body during the course of the ride. A functioning leg is a lower extremity or a prosthesis that can be used for bracing.

**6. MINIMUM OF TWO FUNCTIONING EXTREMITIES.**

Explanation: Certain rides require that riders have a MINIMUM of two functioning extremities (two legs, two arms, or one arm and one leg) to brace themselves during the ride.

**7. MINIMUM OF THREE FUNCTIONING EXTREMITIES.**

Explanation: Certain rides require that riders have a MINIMUM of three functioning extremities (two legs and one arm OR two arms and one leg) to brace themselves during the ride.

**8. ABILITY TO ENTER/EXIT THE RIDE WITHIN SPECIFIED PARAMETERS WITHOUT ENDANGERING SELF OR OTHERS.**

Explanation: Guests must be able to enter and exit the ride without jeopardizing themselves or others, and to assist with their own evacuation if necessary. This may include special arrangements such as entering through the exit or having someone in their party assist them in the boarding process. If a Guest has to be lifted in and out of the ride unit, a responsible person who is accustomed to doing this must do so. Ride operators are not trained to lift or physically assist Guests.

**9. MENTAL CAPACITY TO BE AWARE OF HAZARDS TO SELF AND OTHERS; OR OF FAILURE TO RIDE IN PRESCRIBED MANNER.**

Explanation: Most rides require that riders have sufficient awareness to understand the consequences of actions that may lead to injury to self and/or others.

## ALTERNATIVE ACCESS PROGRAM

We offer an alternative access program that if you qualify you will be able to use the ADA entrance of the ride. The staff at the Safety Center will ask you a series of questions to see if you qualify for this program. If you qualify you will receive a wristband allowing you access to the ADA entrance for the rides. The ADA entrance will be noted by a blue sign. In most, but not all, cases this is the exit of the ride.

Please note that the Alternate Access Program is only good for the individual wearing the wristband and three (3) additional guests. The individual with the wristband must ride for the rest of the party to use the accessible entrance.

If granted admission into our special access program, you will be required to get a boarding time at certain attractions. This boarding time will place you in a virtual queue which is approximately the wait time for the ride. You can only have one boarding time at any given time.

## GENERAL INFORMATION

Before experiencing an attraction, please note all Safety Warnings (verbal and written) for each attraction.

## FIRST AID

The Main First Aid is located between the Gran Prix and the Bayern Kurve. The First Aid is operated by UPMC. Refrigeration for medicine is available on a limited basis. In an emergency, please contact any park Team Member.

## SERVICE ANIMALS

Service Animals are welcome, however, they are limited to dogs and miniature ponies that have been trained to do work or perform a task for the benefit of the individual with the disability. Service Animals must remain on a leash or harness and be under the control of their handler. If at any time a Service Animal is out of control, they will be asked to be removed from the park. Service Animals are not permitted to ride any ride with the exception of Journey with Thomas. While the Service Animal is waiting for their handler to ride any attraction, a Guest must remain with them.

## HEARING IMPAIRED GUESTS

We have assisted hearing devices and closed captioning available at our 4-D Theater and Ghostwood Estate. Please request the closed captioning at these rides when you arrive. We also have menu boards available to assist you when ordering at many of our popular food stands.

## QUIET ROOM

We have a Quiet Room located beneath the Lost Kennywood main entrance. To access the room you will need a four-digit code. This code will be given to you if you enrolled in our Ride Admission Program. If you did not receive the code, stop by our Service Center located near the Quiet Room. You can also stop any Public Safety Officer or Kennywood Manager to get the code.

## QUIET AREAS

Several quiet locations are located throughout Kennywood Park. These are located by the Gazebo and the Mushroom Fountain.

## PARK TERRAIN

Kennywood has some steep grades and stairs. Please watch for blue ADA signs to alert you to areas with steep grades. Please take care or go around these sections.

## FOOD & BEVERAGE

We offer a nutrition guide at our Customer Service office at the Main Gate, and at the Guest Service Center behind Noah's Ark. Gluten-free options can be found at the Snack-A-Saurus stand in Kiddieland. The Small Fry stand in Lost Kennywood is also gluten-free. Please note, all food items and stands are subject to availability and may change on a day-to-day basis.

## GAMES

The race games all have removable seats to allow for wheelchair accessibility. Please see the Team Member at the game for assistance.

## RETAIL

All shops are accessible. Ask any retail Team Member for assistance to reach hard-to-reach items.

## RESTROOMS

All restrooms have an ADA stall. There is a family restroom located in Kiddieland and at the entrance of Steeler Country. This family restroom also has an adult changing table.

## PERSONAL CARE ASSISTANT

The cost of admission to Kennywood will be waived for a government-funded or privately paid Personal Care Assistant (PCA) whose attendance is required to enable a Guest with severe disabilities to enjoy a day visiting the park. Whether the tickets are purchased in advance or at the gate for the PCA, any request to waive admission for the PCA must be made at the Customer Service office located at the park entrance. The PCA shall not participate in any services/attractions separate from the individual that requires their services. If the park discovers that the

PCA or Guest has misrepresented the purpose of the PCA's attendance, both the PCA and Guest will be ejected from the park.

## WHEELCHAIR AND ELECTRIC CONVIENCE VEHICLES

Wheelchairs and electric convenience vehicles can be rented on a first come, first serve basis at the Main Gate.

## CASTS & BRACES

Due to the design of certain ride vehicles and restraint systems, guests may have difficulty fitting into some rides. If you are wearing a cast or brace, please stop at the Guest Service Center to get a list of what rides you can ride.

## PROSTHETIC DEVICE

On most attractions, guests wearing prosthetic devices will be permitted to ride as long as the device is securely attached and will remain in place throughout the ride cycle. The exceptions to this rule are:

**Aero 360** - No prosthetic devices are permitted.

**Sky Rocket** - Due to leg restraints, a prosthetic device is not considered a functioning extremity. A rider must have three functioning extremities to ride. The rider also must have two legs to ride.

**Steel Curtain** - No prosthetic devices are permitted. If they are removed, the residual limb must have one knee and one natural leg.

**Black Widow** - No prosthetic devices are permitted. If the Guest chooses to remove the prosthesis, the rider must still have two functioning arms, and lower extremities must be able to form a saddle posture.

**Swing Shot** - No prosthetic devices attached above the knee are permitted. If the guest chooses to remove the prosthesis, the rider must still have three functioning extremities and the appropriate center of gravity to ride.

## MAGNETIC FIELDS ON RIDES

Magnets are used on the following rides: Jack Rabbit, Phantom's Revenge, Steel Curtain, and Sky Rocket

## STROBE LIGHTS

Strobe lighting, or lighting effects that can imitate strobe lighting, are used on the following rides: Exterminator and Noah's Ark (this room can be avoided by using the ADA bypass).

The following rides have a ride photo taken during the ride. The photo uses a quick series of flashes. They are more noticeable at night.

Jack Rabbit, Phantom's Revenge, Sky Rocket, Steel Curtain

## GUESTS OF EXCEPTIONAL SIZE

There is an individual weight limit on the following rides:

**Steel Curtain** - must not exceed 300 lbs.

**Wave Swinger** - must not exceed 220 lbs.

In order to ride, all restraints must be fastened properly. Riders of exceptional size (height/weight) may have difficulty fitting in the following rides:

**Racer, Steel Curtain** (there is a test seat in front of the ride for your convenience), **Black Widow**.

## LOST GUESTS

If a child or disabled individual gets separated from your group, stop any Public Safety Officer or go to the Guest Service Center located by Noah's Ark or the Customer Service Center located at the Park Entrance. Please let them know who is missing and if they have special needs.

We do offer a white information wristband with your contact information. This is helpful if the guest is nonverbal, too young or confused to remember a contact phone or name. You can receive these at the Customer Service Center at the Main Gate or the Guest Service Center located by Noah's Ark.

## LOOSE ARTICLES

Loose articles, including cell phones, should not be taken on any ride. Loose articles of any kind are not permitted on any roller coaster. Lockers are provided above the Kandy Kaleidoscope, or you can leave the item with a non-rider. Loose Article boxes are provided at the rides, but items lost, stolen, or damaged are not the park's responsibility.

Face masks are not considered loose articles and must be worn on all rides, with the exception of water rides (Pittsburgh Plunge and Raging Rapids). Face shields are considered a loose article and may not be worn.

## DEFINITIONS

**RESPONSIBLE PERSON** - a Guest that meets the following criteria:

1. Complies with the necessary requirements to experience the ride
2. Is approximately 16 years old
3. Possesses the physical and mental ability to supervise someone throughout the ride.

**INFANT** - A handheld child that is too young to walk or sit up on their own.

## PARENT SWAP

This program allows parents with a child too young to ride to wait at the exit with their young child while the other parent waits in line. Once the first parent has ridden, the other parent can come up the exit and ride.