

GUESTS WITH SPECIAL NEEDS

ATTENTION

We have modified our policies, practices and procedures to provide accommodations for guests with mobility restrictions.

The guest with a mobility restriction and one riding companion may enter the ride after the remainder of the party waits in line.

We continue to strive to make our guest experience enjoyable. [Click here for information to assist you with your visit.](#)

Admission

We do not offer a discount for guests with disabilities or pregnant women.

Parking

Guests requiring a handicap parking space should ask a Toll Operator for the exact location. Disability Permits, Placards, or Plates are required to use these spaces. In addition, there is an area near the main entrance designated as a drop-off or pick-up area for our guests with mobility issues.

First Aid

Refrigeration for medication with the exception of bee sting anaphylaxis kits, is available at First Aid. Personal emergency medications, such as an EpiPen, should not be left in the care of First Aid, as they need to be administered without delay. Although food and beverages are not allowed in the park, individuals who have special need/diet items due to a medical condition may bring small coolers in to accommodate such needs.

TTY Phones

A TTY phone is available at First Aid for hearing impaired park guests.

Assistive Listening Devices

Assistive listening systems utilize a lightweight wireless device that receives a signal from transmitters at certain locations in order to amplify sound. These are recommended for guests with mild to moderate hearing loss. To use the system, guest should obtain a receiver at Guest Services. This system is located in the following Live Entertainment venues: Great America Theater and Nickelodeon Theater.

Sign Language Interpretation

If requested at least one week in advance, California's Great America will provide American Sign Language interpretation at the following shows and attractions:

Great America Theater
Showtime Theater
Nickelodeon Theater
50's Gazebo
KidZville Theater
Redwood Amphitheater

To arrange for sign language interpreting services, please contact: Guest Services at 408.988.1776 ext. 8858 or email us at guestrelations@ca.greatamerica.com

Rest Rooms

All restroom facilities have stalls that meet ADA guidelines. FAMILY REST ROOM FACILITIES for guests needing special assistance are available at specific locations. Please review our park map for exact locations.

Ride Safety

Many rides at California's Great America are dynamic and thrilling. There are inherent risks in riding any amusement ride. For your protection, each ride is rated for its special features, such as high speed, steep drops, sharp turns or other dynamic forces. If you choose to ride, you accept all of these risks. Participate responsibly. You should be in good health to ride safely. You know your physical conditions and limitations, California's Great America 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!** Restrictions for guests of extreme size (height or weight) are posted at certain rides. Guests with disabilities should refer to our Ride Admission Policy available at the Guest Services.

Guests with a history of recent surgery, heart trouble/high blood pressure, neck trouble, back trouble, or any other condition that may be aggravated by riding, or who are pregnant, should carefully heed all warning signs at a ride entrance. **If you are in doubt about your ability to safely experience a ride or would like more rider information, please request our Rider Safety Guide at Guest Services.** We'll be happy to brief you on our Ride Admission Policy and explain how it applies to your specific situation. We hope we can help you enjoy your day more fully.

Accessibility

Most shows and attractions are accessible. Information for accessibility of specific rides and attractions is available at Guest Services (408.988.5917 ext. 8858).

Guests with restricted mobility and one riding companion may enter via the special access entrance after members of their party wait in line. Special access entrances are intended to accommodate guests who require the use of wheelchairs.

On most rides, guests will have to transfer from their wheelchair to the ride unit. Refer to the Rider Safety Signs, located in the entrance and exit of all rides, for special access.

Entrances are wide enough to accommodate wheelchairs at the admission gates. Aisles in most restaurants, shops and food stands are designed for easy movement of a wheelchair.

Motorized wheelchairs and service animals are welcome at California's Great America. Wheelchair rental is available at the Wheelchair/Stroller Rental near the Main Entrance. A limited supply of motorized wheelchairs is available for rent.

Guests may recharge their wheelchair battery at the Wheelchair/Stroller Rental and First Aid.

Casts and Braces

Guests with casts and braces will be restricted from riding rides where the cast or brace will not fit inside the ride unit or where it will present a hazard to the guest or others. Guests with full arm (elbow restricted) and full leg (knee restricted) casts or braces are restricted from MOST rides at California's Great America.

Prosthetic Devices

Guests with any type of prosthesis should not ride Drop Tower, Flight Deck, Celebration Swings, or Invertigo unless they can ensure the device is properly secured and will remain in place during the ride. If there is any concern of the prosthesis becoming dislodged during the ride, guests should contact Guest Services

Guests with Service Animals

Service animals are welcome at California's Great America. All service animals must remain physically controlled on a leash or harness at all times. Service animals are limited to one animal per guest.

Due to the aggressive nature of most rides, service animals must remain with a non-riding member of the guest's party. Guests should use the same attraction entrance procedures as described for "Special Access", and may take advantage of our "Parent Swap" procedure to care for the animal. California's Great America hosts and hostesses are not permitted to take control of service animals.

Service animals may ride on: Carousel Columbia, Cartoon Carousel, and Star Tower.

Guests whose service animal demonstrates aggressive actions toward our guests or employees may be directed to remove the animal from the park.

SPECIAL ACCESS INFORMATION

Ride Admission Policy and Special Access Entrances

The Ride Admission Policy and Special Access Entrances at California's Great America are designed to help you safely experience our facilities. Rides with Special Access designations will make boarding easier. If you require use of a Special Access Entrance to enter a ride, please visit Guest Services to obtain a Ride Admissions List and Rider Safety Guide. However, not everyone can safely enjoy every ride with a Special Access Entrance. Please refer to your individual Ride Admission Policy list for rides that will safely accommodate you.

In an effort to be fair to all our guests, guests with restricted mobility and one riding companion may enter via our special access entrance after their party waits in line. Guests may rest in a comfortable spot until the boarding time expires and then enter the ride via the Special Access Entrance. This service is for a Guest with a Disability and one riding companion. The following guidelines will be of assistance when using Special Access Entrances:

- Only one riding companion may enter through the Special Access Entrance with you. Other members of your party are asked to enter the ride in the standard manner through the line. Special Access Entrances are intended to accommodate wheelchairs and those guests with mobility restrictions and not to bypass others waiting in line.
- If you wish to ride together: Once your party is ready to board, you may enter through the Special Access Entrance. Those members of the party who waited in line should advise the ride hosts that you will be joining them.
- While your boarding time expires, you may rest in a comfortable location or enjoy other attractions in the area.
- Ride Operators will tell you how to board each ride. California's Great America personnel are not trained nor permitted to transfer guests from a wheelchair to ride unit. You should plan your visit with someone who can physically help you when necessary.

RIDE SAFETY TIPS

Ride Safely

While all amusement attractions have associated risks, certain individuals are at increased risk for injury from these attractions. Carefully evaluate each attraction to determine if you or members of your party can safely participate. We reserve the right to deny access to a ride to anyone who we feel may not be able to safely experience the ride or may be a hazard to other riders.

Before riding, note all safety warning for each ride. In general:

- Face forward and remain seated in an upright position with your back and shoulders against the seat back and hold on until the ride comes to a complete stop.
- **Attention Riders:** Due to the nature of our rides, backpacks, purses, electronics, stuffed animals and other loose items are not permitted on most rides. Glasses must be secured. Smaller items may be secured in cargo pockets, waist packs, left in a locker or with a non-rider. California's Great America is not responsible for lost items.
- All passenger restraint systems, including lap bars, shoulder harnesses and seatbelts, must be positioned, fastened and tightened at all times.
- No picture taking while riding.
- Keep all parts of your body inside ride unit at all times.
- Shirts are required on all rides except Snake in Boomerang Bay. Shoes may be removed before riding Flight Deck, Drop Tower, Celebration Swings, Invertigo, Delirium, and Pixie & Dixie's Swingset.
- Finish food and drink before boarding.
- No smoking while in line or riding.

We have plenty of exciting rides and shows for everyone. At California's Great America, we are proud to have earned one of the best safety records in the industry. We are committed to providing our guests with a safe environment and we want our guests to have a safe and enjoyable day. We're trying to make California's Great America as barrier-free as practical.

FAQS

What ride restrictions are there?

Many rides at California's Great America are dynamic and thrilling. For your protection, each ride is rated for speed, motion and other special features.

All passenger restraint systems, including lap bars, shoulder harnesses and seatbelts, must be positioned, fastened and tightened to allow guests to ride.

Restrictions for guests of extreme size (height or weight) are posted at certain rides. Due to rider restraint system requirements, guests of exceptional size may not be accommodated on some of our rides. This may apply, but not be limited to, males who exceed 6'2", and those who exceed 225 pounds, have a 40" waistline or 52" chest or females who exceed 200 pounds or wear size 18 or larger. Each person has different body proportions, so it is impossible to determine exact size and weight.

Our larger guests may experience difficulty on Delirium, Drop Tower, Flight Deck, Invertigo, Grizzly, and Vortex.

Maximum recommended weight limits are posted at Boomerang Bay attractions.

You may enter the ride via the exit to ensure the restraints function properly prior to waiting in line.

For additional information, [click here](#).

What is your loose article policy?

Loose articles are defined as cell phones, pagers, hats, cameras, stuffed animals, umbrellas, beverage containers, personal entertainment devices, purses, backpacks, etc. If you have any questions about our Loose Article Policy, please call 408.988.1776 ext. 8858.

When planning your day at California's Great America, we suggest that you travel light. If you plan an active day of riding rides, we suggest that you bring into the park only items that can be safely secured in cargo pockets, a waist pack or a zipping jacket pocket. To secure loose articles, a cargo pocket must fasten with a velcro or button flap or a zipper, a waist pack should fasten around the waist and have a zipper closure, and a jacket pocket must have a zipper closure. For safety reasons, purses, backpacks, beverage containers or any other loose articles may not be taken on most rides. These items may be left in a locker, your vehicle, with a non-rider, or at the owner's risk on the ride platform. However, California's Great America is not responsible for items lost, damaged or stolen.

GLASSES must be secured with an athletic strap on all coasters and a few other rides.

CAMERAS/VIDEO CAMERAS: For safety reasons, taking pictures, videotaping and filming on rides are prohibited. Picture taking is permitted on Carousel Columbia, Cartoon Carousel, Delta Flyer, Eagles Flight, and Star Tower.

Are there restrictions for guests with disabilities?

For your safety, all guests must meet neutral criteria to ride our rides. You may call 408.988.1776 ext. 8858 for specific information or refer to our Ride Admission Policy available at Guest Services. For a copy before you visit, please download a copy from our website, call 408.988.1776 ext. 8858 or [email](#) (please include your mailing address in your email). General information for our guests with disabilities is also available [online](#).

Participate responsibly. You should be in good health to ride safely. You know your physical conditions and limitations, California's Great America 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!**

Anyone with a full arm cast (elbow restricted) or full leg cast (knee restricted) will be restricted from MOST rides.