



2022 Rider Admissions Guide

Thank you for choosing Idlewild & SoakZone, your ticket to family FUN!

We are glad that you are here!

Whether it's watching your child conquer their first ride on the Rollo Coaster, venturing together through Story Book Forest, or splashing in the Wowabunga Wave Pool, Idlewild & SoakZone is a place full of smiles and long-lasting memories for guests of all ages and abilities. Founded in 1878, Idlewild is the third-longest operating amusement park in the United States, has been recognized as "Best Kids' Park in the World" by Amusement Today, and "Best Park for Families" by the National Amusement Park Historical Association. The park features classic amusement rides, a water park, live entertainment, costume characters, and unique attractions such as Story Book Forest and Daniel Tiger's Neighborhood, all within the beautiful Pennsylvania Laurel Highlands.

We are committed to providing the finest in family FUN and entertainment. This means that we want all of our guests to have a safe and enjoyable visit to the park. This guide is designed to provide guests with information to help your day go as smoothly as possible.



Pennsylvania Act No. 1994-58 requires that all riders must obey all warnings and directions regarding rides and must behave in a manner that will not cause or contribute to injury to themselves or others. Failure to comply is cause for removal from the park.

Guest Services Contact Information:

724-238-3666 x2227

guestrelations@idlewild.com

Mobility Devices, Segways, Electric Convenience Vehicles (ECVs) and Golf Carts:

Idlewild & SoakZone is committed to providing a safe and enjoyable experience for all of our guests. Located in the beautiful Laurel Highlands, Idlewild & SoakZone is home to a wonderful yet sometimes unpredictable and hilly terrain. Because of our terrain, coupled with the potential for crowded spaces that include small children and strollers, we regret that we cannot permit the operation of golf carts, multi-seat ECVs, bicycles, tricycle-style child carts, or two-wheeled self-balancing electric vehicles such as Segways by guests visiting the park. Personal ECVs must be single-rider and may not have attached trailers or passenger carriers. Idlewild & SoakZone reserves the right to deny entry to any mobility device deemed unsafe for use in the Park. Manually powered wheelchairs as well as a limited number of ECVs are available for rental on a first come, first served basis at Guest Services in Hootin' Holler.

Service Animals:

Trained service animals are welcome at Idlewild & SoakZone. Under the ADA service animals are limited to dogs and miniature horses individually trained to do

work or perform tasks for the benefit of the individual with a disability. Comfort animals, emotional support animals, or therapy animals are not service animals according to the ADA regulations and these animals are not permitted in the park. Service animals must remain on a harness or leash no longer than four feet, remain under the control of their handler at all times, and be house broken. If at any time a service animal's behavior is out of control, the guest will be asked to remove the animal from the park. Owners are responsible for cleaning and disposing of animal waste. Due to the nature of required ride restraints, service animals are not permitted to participate in any attractions except Loyalhanna Limited RR, Daniel Tiger's Neighborhood Trolley Ride, and the Carousel. Service animals are not permitted to participate in our water attractions. While the service animal is waiting for their handler to participate in any attraction at Idlewild & SoakZone, a guest from the rider's party must remain with them outside of the operating area of the attraction.

Mechanical/Power Failure/Inclement Weather Conditions:

Although rare, conditions exist that could lead to an unexpected stop to our attraction at any point in the ride cycle. In such an event, guests may be required to maneuver through tight spaces or travel down steeply inclined steps and ramps to exit the attraction. Please keep this in mind when deciding to participate in a ride or attraction. If you have any questions or concerns about whether a particular ride is appropriate for your specific circumstances, please ask to speak to a Ride Supervisor or stop at Guest

Services for a Ride Admissions Program (RAP) pass (see p. 8).

First Aid:

Idlewild & SoakZone's First Aid station is located behind the Flying Aces ride in Olde Idlewild just before the entrance to the SoakZone. If you need immediate First Aid assistance, ask any park employee for help. Our team members have access to telephones and park radios to bring a mobile First Aid unit to you in the event that you are unable to leave your current location. Please note that the park does NOT provide medication, insulin, or other treatments or devices, other than basic first aid; please plan your visit accordingly.

Private areas are available at First Aid for nursing mothers with access to electrical outlets for pumping.

Designated Smoking areas:

Idlewild and SoakZone is a family environment to be enjoyed by all. Therefore we have made efforts to accommodate both smokers and non-smokers. As a courtesy to our guests and for safety reasons, we ask that smokers refrain from smoking and vaping in all areas of the park except for parking lots and those areas that are specifically marked as Designated Smoking Areas. Additionally, smoking and vaping are prohibited in all queue lines, on all rides and attractions, inside pavilions and at all restaurant seating and theater locations. Management reserves the right to ask any guest to extinguish cigarettes/cigars/pipes/vape pens immediately if they are not in a designated smoking area, and also to ask any guest to

leave, without refund, for continued non-compliance.

Food & Beverage Policy:

Guests are permitted to bring their own picnic basket into the park. You may enjoy your picnic lunch in one of our scenic picnic groves. Pavilions that are reserved for group events will be marked with a RESERVED sign. Any pavilion that is not reserved is open to the general public. You may claim picnic tables for use for your group, but please be courteous and share the pavilion with other parties. Grilling is not permitted under a pavilion. All grills must be placed outside of the pavilion canopy. Picnic baskets/coolers are permitted at SoakZone, but absolutely no glass items or grills are permitted within SoakZone.

Guests with food allergy concerns may request information about product ingredients at park-owned concession stands. Our team members are trained at handling allergens and while we take every precaution to ensure safe service to our guests with food sensitivities, we cannot guarantee that allergens are not present at specific locations within the park. Because you know your sensitivities better than anyone else, we ask that you make an educated decision regarding what you are comfortable enjoying during your visit and if you have any questions or concerns that you ask to speak with a concession stand team lead or our Food and Beverage Manager. You may also reach out to us in advance of your visit by contacting guestrelations@idlewild.com with questions.

Oxygen Tanks:

Due to the dynamic nature of our attractions, oxygen tanks are not permitted on most of our attractions. Guests are permitted to ride the Loyalhanna Limited RR, the Carousel, and Daniel Tiger's Neighborhood Trolley Ride with an oxygen tank if space permits.

Quiet Areas:

With parking and picnic areas accessible from anywhere in the park, we make it easy to make a quick escape to a quiet space any time you need. Throughout the day you may come and go from your vehicle as often as you need to store or retrieve items or just to sit in a quiet, familiar space for a few minutes to calm down. On your way from the amusement area to your vehicle you will pass through rustic picnic areas with pavilions and picnic tables that families may also use to escape for a quiet break.

Restrooms:

Restrooms are located near Jumpin' Jungle, across from The Spider ride in Olde Idlewild, near the entrance to the SoakZone, and at the center of the SoakZone. All restrooms include infant changing stations. Family restrooms are available across from The Spider in Olde Idlewild and in the SoakZone. Wheelchair accessible stalls are located in all restrooms.

Discounts:

Due to ADA regulations, we do not offer a discount for guests with disabilities or for pregnant women. Regular admission ticket and Season Pass prices apply. Prices subject to change without notice. For current promotions visit www.idlewild.com/plan-a-visit/discounts

Personal Care Assistant:

The cost of admission to Idlewild & SoakZone 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 Main Gate Office, located just before guests surrender their tickets and proceed into the park through the admissions gates. The PCA shall not participate in any services/attractions separate from the individual who 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 the guest will be asked to leave.

Lost Guests:

If a child or disabled individual becomes separated from your group, please stop any Public Safety Officer, or go to Guest Services located in Hootin' Holler, or go to First Aid located behind the Flying Aces near the entrance to the SoakZone. Please let an Idlewild & SoakZone team member know who is missing and if they have any special needs. It is important that you remain with the team member until the lost individual is located.

Tips for planning ahead: 1) If your child is nonverbal or too young to remember a contact phone number or name, write this information on their wristband before you leave your car at the start of your visit. 2) Take a family or group photo with your phone before you enter the park so that you

can easily remember what everyone is wearing and provide our team with a complete description of the missing individual. 3) Pick a favorite spot that everyone should return to if you become separated. Remind everyone of the plan as you leave your vehicle, and a few other times throughout the day so that information sticks with them. 4) Be sure to point out team members whose shirts have the Idlewild & SoakZone logo and Idlewild Public Safety Officers to small children in your group. Let them know that these are the people to go to right away if they cannot find you.

Complementary Height Checks:

For your safety, most of our attractions have height restrictions which our ride operators must adhere to at all times. All riders must meet an attraction's height requirements to participate. We recognize that it can sometimes be difficult to encourage children who are excited or nervous to participate in a ride to stand tall for repeated height checks. For this reason we offer complementary height checks at Guest Services, located in Hootin' Holler. Our team member will provide you with an official measurement, let you know which height category your child falls within, and review a list of rides that are appropriate for their height. Guests will be issued a wristband which they can show to ride attendants. Please note, however, that team members will continue to check heights at each attraction following our safety rules and training protocols. A copy of our ride height restrictions guide is available on our attractions page

<https://www.idlewild.com/things-to-do/attractions>

Ride Admission:

If you know or suspect that your health or ability to ride could be at risk for any reason, please stop at Guest Services, located in Hootin' Holler behind the General Store and the Howler attraction, where a team member will be happy to review our Ride Admissions Program (RAP) with you.

A Rider Safety Guide sign is posted at the entrance and alternate access point of every ride throughout our park. These signs provide important information regarding height requirements, health restrictions, ride ratings, ride accessibility, and special instructions regarding the attraction. Riders are responsible for reviewing these signs prior to accessing the attraction to ensure their own safety and the safety of those around them. As a rider, you are responsible for your wellbeing. Please review and be sure that you understand all instructions on the Rider Safety Guide signs before seeking access to an attraction in our park.

If you suspect your health could be at risk for any reason, or that you could aggravate a pre-existing condition of any kind, please do not ride. We encourage you to watch the attraction, when possible, prior to choosing to ride. We do not know your medical history or restrictions. Please read all health and safety requirements for each attraction as they are not all the same. In general you should only participate in certain attractions if you are in good health. Rider Safety Guide signs at each ride indicate those attractions which should not be attempted by those who are pregnant, have high blood

pressure, heart, neck or body problems, motion sickness, recent surgery, broken bones, or other medical conditions that could be affected by the features of the attraction. You should not participate in an attraction if you have an impairment that would prevent you from fully bracing, assuming the intended riding posture, utilizing the safety restraints provided, or an inability to follow any safety requirement.

BEFORE RIDING, please note all safety warnings for each ride. In general please note the following restrictions:

- Clothing: Shirt, shorts/pants, and footwear are required in the amusement area.
- Loose articles: Due to the dynamic nature of our rides and water park attractions, loose articles are not permitted while participating in most attractions. Glasses must be secured. Smaller items may be placed in pockets as long as they do not interfere with the attraction's safety restraint system. Larger items must be left in the bins outside of the ride or with a non-rider. The park is not responsible for lost or stolen items; you are responsible for your personal property – please plan ahead.
- Smoking/vaping: The use of tobacco products, e-cigarettes, or vaping is not permitted while participating on any attraction or in any attraction queue at Idlewild & SoakZone.
- Photography: We do not allow picture taking or the use of cell phones/electronics while participating in an attraction. Please

plan to store these items carefully before entering the attraction area.

- Rider requirements: All riders must meet an attraction's height requirement to participate. All riders must demonstrate the ability to sit upright, independently during the dynamic motion of the attraction, providing unassisted control of upper torso, head and neck during the movement of the ride.
- All guests must be able to 1) be seated properly in the required riding position, 2) have hands, feet, arms, and legs inside the ride unit throughout the duration of the ride, and 3) demonstrate the willingness and ability to understand and follow all rider requirements explained by the ride operator.
- Most attractions require guests to independently hold on to the ride, brace against strong forces, and enter and exit the ride. In some cases a responsible person may be designated to assist a guest with these tasks. 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.
- Passenger Restraints: All passenger restraint systems, including lap bars, shoulder harnesses and seatbelts, must be positioned, fastened, and tightened at all times as instructed by the ride attendant.

- Riders with casts, amputations, prosthetics, or mobility devices must stop at Guest Services for a Ride Admissions Policy (RAP) Pass prior to entering an attraction.

Whether you are seeking an accessible attraction entrance point or just have questions about which rides are right for your abilities, we encourage guests to visit Guest Services at the start of each visit to complete a Ride Admission Questionnaire (see page 10 of this guide for a sample questionnaire). Guests using accessible attraction entrances or accessing rides through an attraction's exit gate are **required** to have a Rider Admission Program (RAP) Pass.

For guests with a physical or mental impairment that limits their ability to wait long periods of time in lines or to navigate the line queues, a valid doctor's note is requested stating that you cannot wait in line. Your doctor does not need to reveal sensitive medical information, however, the statement regarding your inability to wait in our ride queue should be made on their office letterhead and should be signed by your physician.

Only those guests with mobility impairments (which generally require the use of assistive devices such as wheelchairs, ECV, walkers, canes or crutches) and certain qualifying accommodations will receive a RAP pass valid for boarding through the exit gate or accessible attraction entrance. This accommodation is designed to provide access to our attractions when specific queue lines may otherwise render the attraction inaccessible to our guest. The RAP pass is

neither designed nor intended to bypass others waiting in the queue. In an effort to be fair to all guests, only those guests with a mobility impairment or other qualifying accommodation and up to three riding companions will be permitted to access an attraction through the accessible entrance (often the exit gate).

Qualifying guests with a RAP Pass should proceed to the attraction's accessible entrance and wait for the current ride cycle to end. Once the ride operator approaches the exit, qualifying guests should notify the ride operator or attendant that they have a RAP pass. The ride operator or other park personnel will verify that the attraction is listed on the RAP pass and that the guest meets all ridership criteria for the attraction – including height requirements. If the attraction is not listed as a recommended attraction or if the guest does not meet the ridership requirements, the guest and their companions will not be permitted to ride.

Guests may be required to wait several ride cycles prior to boarding. Only guests with a RAP pass and up to three companion-riders will be permitted to enter through the accessible entrance. Additional members of the guest's party will need to enter through the designated attraction entrance, by waiting their turn in the queue. The guest listed on the RAP Pass must be present as a rider when the pass is being utilized.

Due to the nature of the attractions in the SoakZone, use of the RAP Pass to utilize accessible entrances is not possible for waterslides and other SoakZone attractions.

Please reach out to Guest Services in advance of your visit with any questions at guestrelations@idlewild.com

RIDE ADMISSION PROGRAM

Our Ride Admission Program (RAP) is designed with your safety and the safety of others in mind. Our team at Guest Services, located in Hootin' Holler, will assess each guest based on their abilities, individual attraction dynamics, attraction restraint systems, and the manufacturer requirements for each attraction in our park to determine which attractions guests may safely enjoy. Guests participating in our RAP will be given a questionnaire to complete to help us with our assessment of your abilities. A copy of this questionnaire is available on page 10 of this guide. If you are requesting use of our accessible entrances, we kindly ask that you provide a signed letter from your doctor's office, on office letterhead, stating the need for this accommodation.

Guests may complete the questionnaire in advance of their visit and submit it, along with a letter from their doctor's office, in advance of their visit to expedite the process. Please send your materials at least 48 hours prior to your visit to guestrelations@idlewild.com

Once your questionnaire is completed, our team will review the questionnaire with you and you will receive a RAP Pass with a list of attractions that we believe you may safely enjoy. You know your condition best and we recommend that you continue to review the Rider Safety Guide at the entrance to each attraction before participating.

Ridership Criteria – The assessment of each ride takes into account the following nine criteria, which may be required to safely participate in an activity at the park.

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 the rider's body to 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 required 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.

Guest Services team members will review the ridership criteria with you and are happy to answer any questions that you have about attraction requirements. If you have any questions about the dynamics of a specific ride, we recommend that you watch the ride for at least full ride cycle prior to participating. If you still have questions about your ability to safely participate, please ask to speak with a Rides Supervisor or ask a Guest Services team member to recommend another ride in the park that might better match your abilities.

When we put SAFETY FIRST, everyone has a lot more FUN at Idlewild & SoakZone!



2022 Rider Accessibility Questionnaire



FIRST NAME (print):	LAST NAME (print):
DATE OF BIRTH:	ZIP CODE:

1 Are you seeking a pass for a guest with special cognitive needs? If this is the only consideration, proceed to question 17.	YES ___ NO ___
2 Are you seeking a pass for a temporary condition (i.e. cast or pregnancy)? If NO, proceed to question 4.	YES ___ NO ___
3 If you have a cast or brace are ANY of the following statements true? <small>Cast extends above the elbow to restrict motion. Cast extends above the knee to restrict motion. Casts restrict more than one limb. Brace restricts movement of shoulder. Brace restricts movement or immobilizes head/neck/shoulder. Brace or bar extends between legs.</small>	YES ___ NO ___
4 Do you have control of your upper torso including head and neck (ability to hold head upright)? <small>Riders must have sufficient muscle control to support their head, neck and torso throughout the duration of the ride. This includes the dynamic motion of the ride (fast accelerations, quick decelerations, steep inclines etc...)</small>	YES ___ NO ___
5 Do you have the ability to brace yourself throughout the dynamic motion of the attraction? <small>Riders must have the ability to use their limbs to brace themselves during the ride, even during the dynamic motion of the</small>	YES ___ NO ___
6 Do you have the ability to maintain the proper riding position throughout the duration of the ride? <small>Riders must have the body and spinal control to maintain the proper riding position throughout the duration of the ride, even during the dynamic motion of the ride, without aid of others or devices.</small>	YES ___ NO ___
7 Can you form a saddle posture?	YES ___ NO ___
8 Do you have the ability to hold on and grasp the attraction or ride handrails throughout the duration of the ride? <small>Riders must have the ability to use their hands and arms to maintain a grasp of the handrails and to remain in the proper riding position throughout the ride, even during the dynamic motion of the ride.</small>	YES ___ NO ___
9 Do you have one natural arm with at least three fingers? <small>Riders must have the ability to grasp the handrails throughout the duration of the ride.</small>	YES ___ NO ___
10 Do you have an amputated limb? YES proceed to the next question, NO proceed to question 13.	YES ___ NO ___
11 Are you wearing a prosthesis device? YES proceed to the next question, NO proceed to question 13.	YES ___ NO ___
12 Are you able to remove your prosthesis device?	YES ___ NO ___
13 Do you use a mobility assisted device? Mobility assisted devices include wheelchairs, scooters, walkers, canes or crutches. If YES continue to next question. If NO go to question 15.	YES ___ NO ___
14 If in a wheelchair or scooter, are you able to transfer to an attraction vehicle with or without assistance from someone in your party? (PLEASE NOTE: Our team members are not trained to lift a guest or assist with a guest transfer)	YES ___ NO ___
15 Are you sensitive to strobe lights?	YES ___ NO ___
16 Are you sensitive to magnets?	YES ___ NO ___
17 Are you able to sit unsupervised in a ride vehicle? <small>Riders must have the mental capacity to understand to remain seated, hold on to the handrails, and keep arms and legs inside the ride vehicle throughout the duration of the ride.</small>	YES ___ NO ___
18 Do you have documentation from your physician with recommendations for your visit? <small>A signed doctor's recommendation on stationary is requested if seeking accommodation for more than one visit during the 2022 operating season or if requesting alternative attraction access.</small>	YES ___ NO ___

This information is provided by me voluntarily, in order for Idlewild & SoakZone to assist me more effectively (both now and with future visits) in determining which rides/attractions I can safely participate in. I understand that my specific disabilities may limit or prevent me from engaging in certain rides/attraction, due to safety concerns. I certify that my answers above are true and correct to the best of my knowledge. I understand that it is my responsibility to notify Idlewild & SoakZone of any answers to the above need to be modified prior to completing a new questionnaire.

Guest Signature: _____ Date: _____

Guests under 18 or that otherwise required assistance to complete this questionnaire must have a parent, legal guardian, or other responsible

Guest Signature: _____ Date: _____

Print name: _____ Relationship: _____

STATEMENT OF CONFIDENTIALITY: The information provided on this form will be treated as confidential. Your information will only be disclosed to those that have a "need to know" to perform their job duties, including EMT's and medical personnel, or team members assisting you, or as may be required to be disclosed by law. The information will be kept confidentially to assist you in your future visits.