UNIVERSAL ORLANDO RESORT

GUIDE FOR Safety and Accessibility

Effective July 2026

UNIVERSAL VOLCANO BAY
WATER THEME PARK

Welcome to Universal Volcano Bay

We have provided this guide to give you as much detailed information about each attraction experience as possible. Our goal is to ensure that everyone is able to make well-informed decisions about their ability to safely, comfortably, and conveniently experience each of our attractions. If you, at any time, feel that you do not have enough information to make these decisions, please contact any of our Team Members to help in planning your day.

Additionally, we have included specific information for Guests with disabilities. This information provides a clear outline of the accommodations at each attraction, as well as the physical requirements for entering or exiting ride vehicles and other attraction areas. It is important to note that although all of our theme 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 needed.

How to Contact Us

You can message us at guestservices@universalorlando.com. Guest Services Coordinators are available seven days a week from 8:30am - 7:00 pm EST and make every effort to respond to messages in 24 to 48 hours. If you require an immediate response, please call us at 407-224-4233, option 5 (five).

Participate Responsibly

FAILURE TO COMPLY WITH ANY POSTED REQUIREMENTS MAY RESULT IN SERIOUS INJURY OR EXPULSION FROM THE PARK.

Please Note

Parks, Attractions or Entertainment may close due to refurbishing, capacity, weather, or special events; change operation hours and otherwise change or be discontinued without notice and without liability to the owners of Universal Orlando Resort. Details subject to change.

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Rider Requirements

For most attractions, you must be able to independently support your torso, neck and head while absorbing sudden and dramatic movements throughout the experiences. For additional requirements, please consult the attraction listing in this guide. If you have any questions, please see an Attendant or contact Guest Services.

Accessibility Accommodations

At Universal Orlando Resort, we provide both inclusive environments and accessible experiences for our Guests.

Universal Orlando provides reasonable accommodations to Guests whose disability prevents them from waiting for extended periods in attraction queues. These accommodations are intended to provide equal access to theme park attractions and not to bypass other Guests waiting in the attraction queue.

In addition to the information provided below, Guests can learn more by contacting our Universal Destinations & Experiences Guest Accessibility team at (407) 224-4233.

Guests may request an attraction queue accommodation prior to arriving at Universal Orlando by registering for an IBCCES Individual Accessibility Card (IAC) at AccessibilityCard.org within 30 days of their visit to the park and at least 48 hours before their visit. The IAC registration consists of an online application that includes uploading necessary documentation. IBCCES does not require or ask Guests to disclose their medical or psychological diagnosis or condition. Once the Guest receives an approved IAC, a Universal Destinations & Experiences Guest Accessibility Team Member will contact the cardholder to discuss the appropriate attraction queue accommodation for the cardholder's visit.

Note: An IAC does not guarantee a Guest will receive a specific accommodation. The Universal Destinations and Experiences Guest Accessibility team will determine the appropriate queue accommodation based on the cardholder's specific needs.

Guests who are unable to register in advance or have any other questions may contact the Universal Destinations and Experiences Guest Accessibility team at (407) 224-4233 or visit any Guest Services location at the theme parks for additional information.

Note: Universal Orlando does not issue the IAC. Only IBCCES can issue the IAC.

Safety Advisory

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 experience the attraction.

ATTRACTION 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.

ATTRACTIONS, TUBES, AND RAFTS

All of the attractions at Universal 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 as well as the use of different types of tubes and rafts. This includes restrictions based on body shape or size, height, weight, medical conditions, or other physical conditions which could be aggravated by the experience. 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.

LOCKERS

Lockers are available at the front of the park, as well as in the Wave Village, River Village, and Rainforest Village (additional fees may apply).

General Information

PARKING

Guests entering the Toll Plaza with an Accessible Parking Permit will be directed to our accessible parking spots. 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 on a first come, first served basis. Please visit Guest Services for additional information.

RESTROOMS

All restrooms within the theme park have facilities that are accessible for Guests using wheelchairs.

FAMILY RESTROOMS

For your convenience, family restrooms are located at the front of the park and in the Rainforest Village and River Village areas 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 additional 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.

Guests Using Standard Wheelchairs or Motorized 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 each individual attraction, there are specific boarding requirements and accommodations for Guests traveling in either a standard wheelchair or a motorized wheelchair. Most attractions require Guests using wheelchairs to transfer from their mobility device to ascend or descend steps of a tower. In addition, Guests will need to be able to independently position themselves in the proper riding position and exit the pool.

Within the park, various water sprays are used throughout the general pathways. Care should be given to any personal wheelchair and mobility accessories as the pathways will be wet.

The following Attractions are accessible to Guests who are able to fully transfer from a wheelchair to the attraction either on their own or with assistance of another person in their party. See specific ride requirements to assess ability to ride, and for additional information regarding accessible entrance locations in the Attraction Information section.

- Kopiko Wai Winding River
- Krakatau Aqua Coaster
- Maku Puihi Round Raft Rides
- Puka Uli Lagoon
- TeAwa The Fearless River
- The Reef
- Waturi Beach

Guests Using Electric Convenience Vehicles (ECV)

Universal Orlando's resort shuttles are equipped with a wheelchair lift to transport Guests to/from our parks, Resort hotels, and CityWalk. Wheelchairs, ECV's, and other mobility devices must fit without being forced on lifts, ramps, and in designated wheelchair spaces. Guests in ECV's and other mobility devices must transfer to the shuttle seating.

At the attractions, none of the attraction queues at Universal Volcano Bay will accommodate Electric Convenience Vehicles (ECV). At attractions that can accommodate standard wheelchairs, Guests may transfer from their ECV into a standard wheelchair which is provided at select locations. The attractions that have standard wheelchairs for transfer are Maku Puihi Round Raft Rides and the Krakatau Aqua Coaster. If you cannot transfer to a standard 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 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.
- We are 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.

Guests Using Oxygen Tanks/Devices

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

Guests with Vision Disabilities

This Guide for Safety and Accessibility is available in large font and embossed in Braille at Guest Services, located at the front of the park.

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 Orlando Resort. Animals who do not meet the definition of a Service Animal will not be permitted in the park. Service Animals must be harnessed, leashed, or tethered, unless these devices interfere with the Service Animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

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

Portable Service Animal kennels are available while you're on each attraction. Please note that our Team Members cannot assist in the handling of Service Animals.

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 Limb Differences

The following attractions require Guests to have one (1) natural arm that terminates below the elbow:

- Kala of Kala and Tai Nui Serpentine Body Slides
- Ko'okiri Body Plunge

The following attractions require Guests to have two (2) natural arms that terminate below the elbow:

- Ohyah & Ohno Drop Slide
- Tot Tiki Reef
- Runamukka Reef

The following attractions require Guests to have either (a) one (1) functioning hand (natural or prosthetic) with two (2) legs (natural or prosthetic) which terminate below the knee or (b) two functioning hands - one (1) may be a functioning prosthetic:

- ika Moana of Honu ika Moana
- Maku of Maku Puihi Round Raft Rides
- Taniwha Tubes

The following attraction requires Guests to have either (a) one (1) functioning hand (natural or prosthetic) with two (2) legs (natural or prosthetic) which terminate below the knee or (b) two (2) natural functioning hands:

- Krakatau Aqua Coaster

The following attractions require Guests to have two (2) natural legs that terminate below the knee that can cross:

- Kala of Kala and Tai Nui Serpentine Body Slides
- Ko'okiri Body Plunge
- Ohyah & Ohno Drop Slides
- Runamukka Reef
- Tot Tiki Reef

The following attractions require Guests to have two (2) arms with two (2) functioning hands – one (1) hand or arm can be a functioning prosthetic:

- Honu of Honu ika Moana
- Puihi of Maku Puihi Round Raft Rides

Guests with Prostheses

Please review the attraction 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. 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.

On attractions where prosthetic limbs must be removed, certain natural limb requirements are required to ride safely.

The following attractions require Guests to **remove** arm prosthetics:

- Kala of Kala and Tai Nui Serpentine Body Slides
- Ko'okiri Body Plunge
- Ohyah & Ohno Drop Slides
- Runamukka Reef
- Tot Tiki Reef

If you have any questions, please ask an Attendant or visit Guest Services or the Concierge Hut.

Guests with Casts or Braces

Please review the attraction 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 Attendant or visit Guest Services for further information.

Guests with arm or leg casts will not be allowed to ride the following attractions:

- Kala of Kala and Tai Nui Serpentine Body Slides
- Ko'okiri Body Plunge
- Ohyah & Ohno Drop Slides
- Punga Racers
- Runamukka Reef
- Tot Tiki Reef

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.

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. 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.

Explanation of Terms

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 attraction experience.

IMPORTANT ACCESS INFORMATION

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

RIDER REQUIREMENTS

This section outlines the physical abilities required to experience the attraction.

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.

Attraction Information Symbol Descriptions

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

	Do not experience if you have a history of heart conditions or abnormal blood pressure.
	Do not experience if you have back, neck, or similar physical conditions.
	Do not experience if you are an expectant mother.
	Do not experience if you have had recent surgery or have other conditions that may be aggravated by this attraction..
	Guests must be able to independently support themselves in the tube or raft during the ride experience.

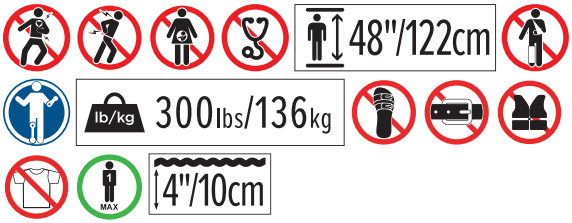
	Guests must be of the indicated height to experience this attraction.
	Children within this range of height must experience this attraction with a Supervising Companion who meets all other ride requirements.
	Guests with casts or braces must see an attendant for assistance.
	Do not experience if you have arm or leg casts.
	Guests with limb differences or prosthetics must see an Attendant for assistance.
lb/kg	The single or combined weight of rider(s) must not exceed the weight limit indicated on this symbol.
	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 jackets are not permitted on this attraction.
	T-shirts are not permitted on this attraction.
1-4 MAX	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.
1 MAX	This attraction only accommodates single-riders.
48"	Children under 48" (122cm) must wear a U.S. Coast Guard-approved life jacket to participate.
	U.S. Coast Guard-approved life jackets are permitted on this attraction.
	An accessible entrance is available at this attraction.
	Pool depth for this attraction is indicated on this symbol.

Kala of Kala and Tai Nui Serpentine Body Slides

ATTRACTION DESCRIPTION

This attraction features a high-speed free-fall slide that begins in an enclosed capsule with a trap door, while riders twist through a tube into a splashdown lane 125-feet (28-meters) below.

IMPORTANT ACCESS INFORMATION



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

RIDER REQUIREMENTS

One natural arm that terminates below the elbow and two natural legs that terminate below the knee are required. Stand with back, head, and heels against the wall of the capsule, with legs crossed below the knee and arm(s) crossed over the chest and maintain this position throughout the ride. 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.

Ohyah and Ohno Drop Slides

ATTRACTION DESCRIPTION

This attraction features 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 pool 10-feet (3-meters) in depth. Strong swimming ability required.

IMPORTANT ACCESS INFORMATION

RIDER REQUIREMENTS

Two natural arms that terminate below the elbow and two natural legs that terminate below the knee are required. Lie feet first, face up, with legs crossed below the knee and arms crossed over the chest and maintain this position throughout the ride. 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 0–4 feet (0–1.2 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

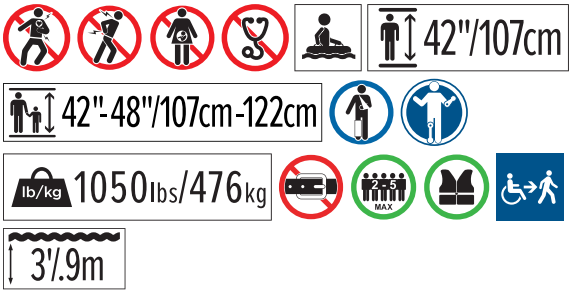
Guests who are able to fully transfer from a wheelchair onto the pool lift may access the attraction. Please see an Attendant for assistance.

Maku of Maku Puihi Round Raft Rides

ATTRACTION DESCRIPTION

This attraction is a dynamic slide with steep drops and sudden twists, turns, and spinning while riding in a five-person raft.

IMPORTANT ACCESS INFORMATION



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

RIDER REQUIREMENTS

Either (a) one functioning hand (natural or prosthetic) with two legs (natural or prosthetic) which terminate below the knee or (b) two functioning hands (one may be a functioning prosthetic) are required. Continuously hold the handles during the entire ride experience. 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. No lap-sitting.

INFORMATION FOR GUESTS USING WHEELCHAIRS

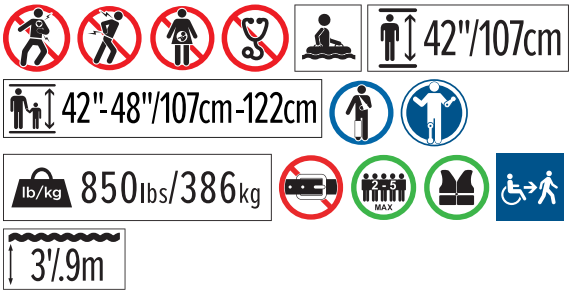
Guests who are able to fully transfer from a wheelchair into the raft may utilize the lift located to the right of the main queue entrance. Please see an Attendant for assistance.

Puihi of Maku Puihi Round Raft Rides

ATTRACTION DESCRIPTION

This attraction is a dynamic slide with steep drops where you will experience zero-gravity hang time, sudden twists, turns, and spinning while riding in a five-person raft.

IMPORTANT ACCESS INFORMATION



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

RIDER REQUIREMENTS

Two functioning hands (one may be a functioning prosthetic) are required. Continuously hold the handles during the entire ride experience. 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. No lap-sitting.

INFORMATION FOR GUESTS USING WHEELCHAIRS

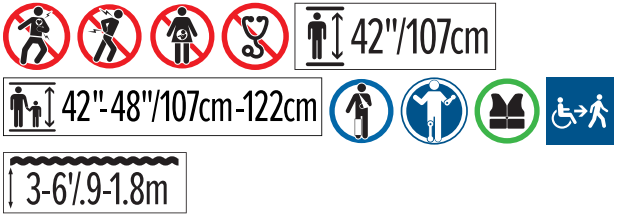
Guests who are able to fully transfer from a wheelchair into the raft may utilize the lift located to the right of the main queue entrance. Please see an Attendant for assistance.

TeAwa The Fearless River

ATTRACTION DESCRIPTION

This attraction is a fast moving experience with sudden churning rapids, choppy waves and depths up to 6-feet (1.8-meters).

IMPORTANT ACCESS INFORMATION



Children under 48" (122cm) must enter the river accompanied by a Supervising Companion. For your safety, all participants must enter and exit at the designated locations only.

RIDER REQUIREMENTS

All riders must independently support themselves throughout the entire attraction experience. Children under 48" (122cm) must enter the river accompanied by a Supervising Companion. All guests must wear a U.S. Coast Guard-approved life vest.

INFORMATION FOR GUESTS USING WHEELCHAIRS

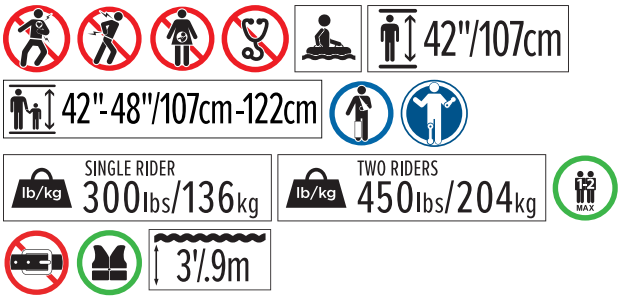
Guests who are able to fully transfer from a wheelchair into the river may access the attraction either through the sloped entry or the pool lift provided. Please see an Attendant for the accessible entrance location.

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.

RIDER REQUIREMENTS

Either (a) one functioning hand (natural or prosthetic) with two legs (natural or prosthetic) which terminate below the knee or (b) two functioning hands (one may be a functioning prosthetic) are required. Continuously hold the handles during the entire ride experience. Sit upright with legs (natural or prosthetic) towards the front of the tube 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. No lap-sitting.

INFORMATION FOR GUESTS USING WHEELCHAIRS

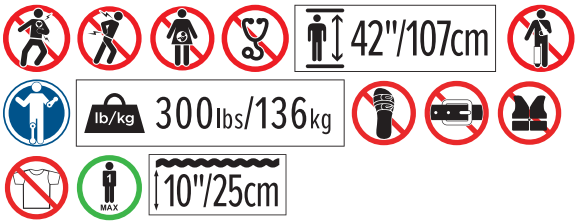
Guests who are ambulatory to ascend stairways, cross swinging bridges, and exit the landing pool without assistance are able to ride.

Punga Racers

ATTRACTION DESCRIPTION

This attraction features four individual high-speed slides where riders slide 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.

RIDER REQUIREMENTS

You must be able to independently: (1) Lie back with your head and torso against the slide surface with legs crossed, (2) sit upright unassisted in moving water, (3) support your torso, neck, and head while absorbing sudden and dramatic movements including sudden accelerations, dramatic tilting, and jarring actions within the slide and through the end of the run-out lane.

INFORMATION FOR GUESTS USING WHEELCHAIRS

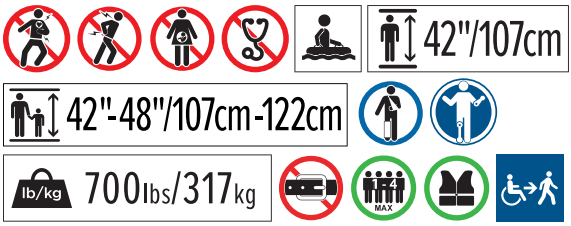
Guests who are ambulatory to ascend stairways and exit the run-out without assistance are able to ride.

Krakatau Aqua Coaster

ATTRACTION DESCRIPTION

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

IMPORTANT ACCESS INFORMATION



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

RIDER REQUIREMENTS

Either (a) one functioning hand (natural or prosthetic) with two legs (natural or prosthetic) which terminate below the knee or (b) two natural functioning hands are required. Continuously hold the handles during the entire ride experience. Independently maintain yourself in an upright position while seated. 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.

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 54" (137cm).

RIDER REQUIREMENTS

Two natural arms that terminate below the elbow and two natural legs that terminate below the knee are required. Sit upright or lie back face up with feet first and with legs crossed below the knee and arms crossed over the chest throughout the entire ride. 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).

RIDER REQUIREMENTS

Two natural arms that terminate below the elbow and two natural legs that terminate below the knee are required. Sit upright or lie back face up with feet first and with legs crossed below the knee and arms crossed over the chest throughout the entire ride. 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.

Kopiko Wai Winding River

ATTRACTION DESCRIPTION

This attraction is a gently moving 3-feet (1-meter) 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.

RIDER REQUIREMENTS

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.

Honu of Honu ika Moana

ATTRACTION DESCRIPTION

This attraction is a dynamic slide with steep drops where you will experience zero-gravity hang time, sudden twists, turns, and spinning while riding in a five-person raft.

IMPORTANT ACCESS INFORMATION

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

RIDER REQUIREMENTS

Two functioning hands (one may be a functioning prosthetic) are required. Continuously hold the handles during the entire ride experience. 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. 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 dynamic slide with steep drops, sudden twists, turns, and spinning while riding in a five-person raft.

IMPORTANT ACCESS INFORMATION

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

RIDER REQUIREMENTS

Either (a) one functioning hand (natural or prosthetic) with two legs (natural or prosthetic) which terminate below the knee or (b) two functioning hands (one may be a functioning prosthetic) are required. Continuously hold the handles during the entire ride experience. 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. No lap-sitting.

INFORMATION FOR GUESTS USING WHEELCHAIRS

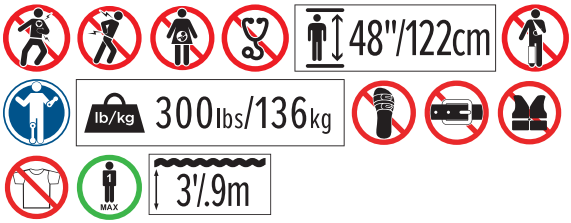
Guests who are ambulatory to ascend stairways and exit the landing pool without assistance are able to ride.

Ko'okiri Body Plunge

ATTRACTION DESCRIPTION

This attraction is a high-speed free-fall slide that begins in an enclosed capsule with a trap door, 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.

RIDER REQUIREMENTS

One natural arm that terminates below the elbow and two natural legs that terminate below the knee are required. Stand with back, head, and heels against the wall of the capsule, with legs crossed below the knee and arm(s) crossed over the chest and maintain this position throughout the ride. 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.

The Reef

ATTRACTION DESCRIPTION

This attraction is a pool with a depth up to 6-feet (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.

Waturi Beach

ATTRACTION DESCRIPTION

This attraction is a wave pool with depths up to 6-feet (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.

REQUIREMENTS

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.

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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 of Kala and Tai Nui Serpentine Body Slides	48" (122cm)	—
Ko'okiri Body Plunge	48" (122cm)	—
Kopiko Wai Winding River	—	under 48" (122cm)
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)	—
The Reef	—	—
Runamukka Reef	! *Play area for children under 54" (137cm)*	
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	—	—

WEIGHT REQUIREMENTS

ATTRACTION	SINGLE RIDER WEIGHT LIMIT	COMBINED RIDER WEIGHT LIMIT
Honu of Honu ika Moana	—	700lbs (317kg)
ika Moana of Honu ika Moana	—	750lbs (340kg)
Kala of Kala and Tai Nui Serpentine Body Slides	300lbs (136kg)	—
Ko'okiri Body Plunge	300lbs (136kg)	—
Krakatau Aqua Coaster	—	700lbs (317kg)
Maku of Maku Puihi Round Raft Rides	—	1050lbs (476kg)
Puihi of Maku Puihi Round Raft Rides	—	850lbs (386kg)
Punga Racers	300lbs (136kg)	—
Taniwha Tubes	300lbs (136kg)	450lbs (204kg)