

Useful Information


Parking

Gardaland's car park has reserved slots for disabled Guests. At its entrance it is enough to show the disabled parking permit and a valid ID of the disabled person, who must be inside the vehicle. A free parking ticket will then be issued, together with the token required to access the reserved parking area.

Admission tickets

In order to collect the admission tickets, we kindly ask you to turn to our accreditation office (Castle), where a certificate of disability is required. Only not self-sufficient disabled Guests, that is the ones who cannot access the rides independently, enter the Park free of charge. In these cases, one carer will be offered a reduced ticket. Self-sufficient disabled Guests, that is the ones who can ride our attractions and rides autonomously, can benefit from a reduced ticket.

Guest services


In this booklet we tried to summarize most of the information regarding disabled Guests; however, if you have any further questions or require a more accurate explanation, please, don't hesitate to turn to one of the three Guest Services offices in the Park: our staff will be more than happy to assist you. These offices, Info Welcome, Info Castello and Info West, are signposted on the map 

Wheelchair Rental

Gardaland offers a free wheelchair rental service at the Guest Services office Info Welcome. However, since their number is limited, it is recommended that you book this service ahead, dialling the following number: +39 045 6449555.

We remind you that to take advantage of this service you will be requested to leave a valid ID


Toilets

Gardaland toilets have reserved spaces for disabled Guests. These are indicated by the following symbol 

Shops and Restaurants

Our staff at each shop or restaurant will be happy to assist you during your visit at Gardaland.

First Aid

A First Aid Station is available inside the Park. It is identified on the map by the following symbol 



Info Line:
+39 045 6449777
+39 045 6449555

Gardaland S.r.l.
Via Derna, 4
37014 Castelnuovo del Garda
Verona
www.gardaland.it



INFORMATION FOR OUR GUESTS WITH DISABILITIES



Welcome to Gardaland


This booklet was created in cooperation with some associations for the disabled. Its aim is to provide information about the services, rides and attractions which are accessible to our Guests with disabilities. This guide is intended to support the organisation of the day at Gardaland. To allow an easier reading and understanding, some types of disabilities have been identified, which are the most common and frequent ones. Admittance to each of the rides and attractions has been evaluated both on the basis of the disability type and in terms of ensuring the health and safety of every Guest, observing all the safety measures and restrictions provided by and pertinent to each structure as well as the complex emergency and evacuation procedures established for some of them.

Any restrictions pointed out within this booklet do not constitute discrimination, as they are in place on the grounds of health and safety.

Therefore, we appeal to the sense of responsibility of each person of accompaniment with regards to both the acceptance and understanding of these measures and the respect of the rules, paying the utmost attention to the type of disability.

The legend in this booklet, together with the symbols matched with the rides / shows, will help you plan your visit.

Guests suffering from epilepsy, light sensitivity and claustrophobia

It is highly recommended that Guests suffering from epilepsy, light sensitivity and claustrophobia watch out for the rides showing the following symbol 

Access for Guests in a wheelchair

Most of the rides accessible to Guests in a wheelchair have a dedicated entrance, pointed out with the respective symbol 

Only one carer will be able to access through these special entrances with the disabled person. Gardaland staff will be happy to assist you find the dedicated entrances. Due to technical and safety reasons, not all the rides are accessible to Guests in a wheelchair.

Rides access

The procedures required to access our rides (maximum amount of disabled Guests in the entire ride's itinerary, dedicated vehicles etc.) may change according to the type of ride. Moreover, the seats' configuration and safety devices may prevent people with particular body-builds from being able to access the rides. Therefore, we kindly ask you to follow any restrictions and ask our staff for any information regarding each rides' accessibility. Every not self-sufficient Guest must be accompanied by one adult carer (over 18) who can provide the required assistance.

Shows access

The theatres in which our shows are performed have reserved places for our disabled Guests; nevertheless, it is highly recommended to arrive at the entrance of the theatres in advance with respect to the scheduled time.

