

LA CAPITALE DEL DIVERTIMENTO



**HERE FUN
DOES NOT MEET BARRIERS**

FUN WITHOUT BARRIERS

“Fun is a heritage that must not know any barriers”, word of Gattobaleno, our mascot who, together with us, would do the impossible to make you smile. One of MagicLand’s objectives is to make the Amusement Park accessible to the largest possible number of people. But the safety of our guests is an even more important goal for us. For this reason, not all attractions are accessible to guests who require special attention. Precisely for this reason we have created ad hoc routes, which the MagicLand Team will help you identify, also with the support of a dedicated map, where you will find all the information to make your day at the park fun and welcoming. As you know, our staff is not authorized to assist you, nor to accompany you in transfers: therefore the presence of a companion at your side is essential. Besides both our availability, both entrances and preferential lanes are provided for both.

LET’S START FROM THE BEGINNING: PARKING

We have reserved the most comfortable parking areas for you: those adjacent to the entrance, so the car-park journey will be as short and quick as possible. Remember to display the disabled car badge, so we will be certain only those who have the right to use it will park there

INFOPOINT, YOUR REFERENCE POINT FOR FUN

Not all of our attractions are accessible to guests with special needs. The Magicland team will inform you about the admission price that best suits your needs, and will give you a map where you will find all the information you will need during your day at the park. All our dining options, shops and theaters are easily accessible for guests with special needs. Some attractions, for safety reasons, are not fit for you to enjoy: consult the table and access restrictions on page 26 in the guide, to better plan your visit to the park. Make sure you have a companion with you who can intervene when necessary, we do everything in our power to best accommodate guests with disabilities, but the Magicland team is not prepared to assist you and is not authorized to accompany you in the physical transfer to and from attractions.

EASY PASS, EASY ACCESS

Magicland offers easy access to attractions for guests with disabilities. By providing us with a document certifying the disability (disability certificate law 104 1992 disability card or medical certificate*) the Staff of the Info Point can issue you a colored bracelet, depending on your special needs.

BRACELET IN GREEN COLOUR

This bracelet is dedicated to COGNITIVE DISABILITIES When we talk about cognitive disability we refer to the alteration of one or more mental functions, from perception to learning, inferential information processing strategies and in these cases are divided into developmental disabilities, such as autism, Specific Learning Disorders (DSA), Attention deficit and hyperactivity disorders (ADHD), affected by epilepsy, Asperger syndrome and Down syndrome.

BRACELET OF YELLOW COLOUR

This bracelet is dedicated to PHYSICAL DISABLES On the TABLE OF RESTRICTIONS OF ACCESS TO ATTRACTIONS are shown numbers 1 to 5 according to the different limitations:

1. Wheelchair accessible if accompanied by an adult
2. Transfer from the wheelchair to the seat of the attraction, accompanied by an adult
3. Host with bone, spine, limb or other orthopaedic problems
4. Host with upper limb impairment able to walk independently
5. Host with lower limb and/or multiple limb impairment, able to walk independentlyautonomia

BRACELET OF RED COLOUR

In this case we talk about guests with blindness or deafness who will have access to all attractions but must always be accompanied by an adult person. In case you do not recognize yourself in any of the above categories, EXCLUDING physical disabilities, you will be handed a document of Manleva discharge with responsibility in which your companion declares to take full responsibility for the visit to the Park. In this case you will not receive any BRACELET, however having the right to the various discounted rates. Access may vary depending on the type of attraction Our staff will evaluate whether the configuration of seats and restraints, or the mode of evacuation in case of emergency, allow you to use the attraction with maximum safety in the event that this condition necessary for your health and safety is not guaranteed, access may not be allowed. The conditions for accessibility of attractions may be changed without notice (for example in bad weather and/or for technical reasons).

The bracelet you will be given also has a 'skip the line' function, allowing you to access the attractions from the same entrance of the owner of the MagicPass and will allow you to shorten waiting times.

Together with the bracelet you will also be given an EASY PASS on which we will report the color of the bracelet assigned, your name and surname and possibly the presence of the companion, so that on subsequent visits it is not necessary to fill in the accreditation forms again it will be sufficient to show your EASY PASS to our staff.

*The medical certificate, to ensure fairness, must be provided even if the disability is clearly visible Must attest to an out of the ordinary disability under Law 104 92 bear the name and surname of the doctor, address of the study/ clinic, name of the person requesting the access pass to the attraction, a statement that the person concerned has a disability or other qualifying damage, which prevents the Guest from waiting in a standard queue, a period of time valid for disability (if permanent or temporary) and doctor's signature It is not necessary to describe the nature of the disability.

RATES

ANY 100% DISABILITY

DISABLED GUEST: FREE ENTRY

ACCOMPANYING PERSON: FREE ENTRY

ANY DISABILITY FROM 70% TO 99%

DISABLED GUEST: FREE ENTRY

ACCOMPANYING PERSON: ENTRY REDUCED TO 19.90 EUROS

ANY DISABILITY BELOW 70%

DISABLED GUEST: ENTRY REDUCED TO 19.90 EUROS

ACCOMPANYING PERSON: NO BENEFITS PROVIDED

THE COMPANION

MagiCland wishes to recall the sense of responsibility of the companions both in accepting the limitations dictated and in compliance with the rules, always paying great attention to the type of disability and it is for this purpose that this guide has been prepared. The accompanying person must also sign the “information and indemnity form for guests with disabilities” and deliver it, duly completed and signed, to the Park information office. The accompanying person, who is recommended to be of age, must always be present and assist the disabled person in the procedures for boarding and disembarking from the attraction and must be adequately informed of any difficulties the accompanied person assuming directly the risks of possible negative consequences which may result from the use of the attractions. It is the accompanying person, therefore, who will have to evaluate and decide whether an attraction is suitable or not for the person he accompanies within the Park. After reading the prescriptions, limitations and solicitations related to the use of the same. In case of doubts, it is advisable to try it in advance independently and decide accordingly. It should also be remembered that the accompanying person must take care of his companion, during the ascent and descent from the attraction and in the event of evacuation. Park staff are not authorized to lift people and objects. The parent or carer is responsible for the person with special needs who accompanies the attraction since only he/ she knows about any psychophysical limits, as well as possible reactions to “new” and different situations such as attractions.

Park personnel are not allowed to lift people and objects. The guide is responsible for the person with specific needs that accompanies on the attraction because only he/she knows the possible psychophysical limits, as well as possible reactions to situations “ and particularly stimulating

The accompanying person must therefore:

- to know the cognitive abilities of the person accompanied, assessing whether the attraction is appropriate for proper use;
- observe in advance the operation of the attraction to ensure that the person accompanied can use it safely for themselves and others;
- request any further information, in particular on possible emergency situations and possible evacuation arrangements;
- read carefully signs showing any restrictions on the attraction.

Finally, it must ALWAYS:

- to provide full assistance in the phases of access and exit from the attraction and in the operations of boarding and disembarkation of the attraction car;
- supervise the person accompanied continuously during the use of the attraction, in order to be able to intervene in case of need;
- provide emergency assistance and evacuation needs; reassure the person accompanied;
- to understand the messages and instructions of behaviour and the safety rules on board the attraction
- ensure a safe experience on board the attraction.

It is recommended that the companion evaluate in advance the operation of the attraction, if possible test it independently to assess the characteristics and any stress caused, so as to determine whether the person accompanying you is suitable and whether the attraction is usable.

GUIDE AND ASSISTANCE DOGS

Inside Magicland guide and assistance dogs are welcome but it is advisable, before accessing, to have a bowl, to allow the dog to quench their thirst during the day, and bags for the collection of their waste. Guide and assistance dogs must always be accompanied; they are admitted to the show areas but they are not allowed on the attractions. Therefore, the dog cannot be left unattended outside the attractions and, in the absence of the owner and his companion, it must always be left in the care of an additional accompanying person. We remind you that our operators are not authorized to deal with guide and assistance dogs.

ATTRACTIONS

Except for specific needs envisaged by the single and specific attraction, in general, to board the attractions, you must be able to:

- Keep yourself seated, offering sufficient strength of the trunk and neck to keep your head on the headrest of the seat;
- Keep yourself in a vertical position while sitting, without the help of other people or containment devices;
- Counteracting the acceleration produced by the attraction, tightening and/or grasping the restraint system with at least one upper limb.

Please also note that, for access to some attractions:

- It is necessary to remove the prostheses before climbing;
- It is possible not to get boarded in the presence of casts.

If it were necessary to leave the attraction or show area in advance for technical reasons, all guests would be in a position to quickly leave the attraction or area, even leaving a different point than the entrance. Upon the occurrence of such eventualities, the companion is invited to collaborate with our operators explaining the situation to the companion, assisting him in the evacuation procedures.

The accompanying person must therefore assist the guest in the event of an evacuation, also managing any sudden reactions of the accompanied person to both physical and emotional stress. Our operators are available in case of specific needs.

INFO

If you have questions, a suggestion to improve our service or you need to track down your group, come and visit us at the Info Point. It is easily identified on the map by the symbol. Feel free to ask any person on the MagicLand Team, who will point you in the quickest way to reach him. At the Info Point we will be happy to help you plan your day, remind you of the times of our beautiful street animation and our shows. Furthermore, only at the Info Point can you request and obtain your Easy Pass which will allow you to freely and safely access all the attractions designed to welcome you (see dedicated paragraph).

MAGICLAND MOBILITY

The “MagicLand Mobility” service is available directly at the entrance to MagicLand. Those with walking difficulties can rent, the innovative Mobility Scooters, to enjoy all the fun in complete autonomy.

YOUR SAFETY

The MagicLand attraction access policy was developed in consultation with industry experts, based on the recommendations of the manufacturers and our experience, and provides different access restrictions for each attraction. The entrance to each is equipped with an information sign with pictograms of simple interpretation, linked to physical characteristics, to the state of health and to the recommendations to follow. Some attractions travel at high speed, producing excessive G-force values for guests with orthopedic problems or prostheses and braces, who could be removed from the stresses they will undergo during the race. Remember that our staff will always have to evaluate whether your morphology, the characteristics of the attraction, the type of safety systems present and the evacuation procedures in case of emergency, allow you to use the attraction in total safety. If your disability is not visible, please report it to help us better host you: you should always be in good health to access the attractions, the MagicLand Team does not know your situation so if you suspect that accessing an attraction may aggravate your physical condition, do not take risks!

IMPORTANT

- To plan your day, consult the indications on the map, but remember that the methods of use may change without notice, as in the case of adverse weather conditions or technical reasons.
- All guests with reduced mobility, visually impaired or blind, and with disabilities such that it is difficult for them to understand and put into practice the instructions given by our team, must be accompanied by an adult.

RELAXATION AREAS

These are generally uncrowded areas where you can sit in the shade until you have regained your energy.

- PICNIC AREA
- PATIO BAR LA CAMBUSA
- PATIO BAR VILLA ROMANA
- PATIO DOMUS AUREA

QUIET ROOM

The QUIET ROOM is a space dedicated to individuals with autism and neurodevelopmental disorders, designed to manage crises caused by sensory overload and behavioral challenges. It features adjustable lighting, comfortable seating, relaxing sounds, and carpets (shoes are recommended to be removed upon entry). It can also be used as a break from the auditory and visual stimuli of the park. Access is free, so usage should be based on actual needs.

RESTROOMS

MagicLand's restrooms are designed to be easily accessible to guests with disabilities, including those inside restaurants and the Gran Teatro, and are easily identified on the map.

FIRST AID

The infirmary is manned by qualified medical personnel to provide the first necessary care in an emergency. It is located on Main Street, near the entrance and in front of the Customer Service, it is always open during park opening hours and indicated on the map by the symbol.

If you need to store your medicines in a refrigerator, contact our medical staff, they will provide you with all the assistance you need. Guests who need specific medications, such as an anaphylaxis kit, are welcome to bring everything they need to the park and keep it in an easily accessible place.

SHOWS & ENTERTAINMENT

The theaters in the park have seats reserved for our guests with disabilities. Contact the MagicLand Team at the entrance of each structure who will accompany you. Seats are not bookable; to make sure that your group can also sit next to you, we recommend that you arrive 15/20 minutes before the show starts. Even the places where you can meet our mascot “Gattobaleno” are accessible to everyone, consult the billboard with the times of our shows and animations located in the Main Street and choose the one that is most in line with your day.

To attend the shows and animations that take place in the outdoor areas of the Park, there are no reserved places We recommend that you arrive in advance to find a location where you can enjoy yourself comfortably.

ATTENTION

Activities that take place outdoors, in case of weather situations that do not guarantee the safe execution, or for technical reasons, can be cancelled.

RESTAURANTS & SHOPS

All the restaurants and shops of MagicLand are easily accessible to our guests with special needs, please contact our Team present in them for any need or if you need advice. At the self service THE CASTLE autistic people can use tables reserved for them, located in more quiet of the restaurant.

HAVE FUN!

And, of course, we invite
you to tell us how to
improve your MagicLand
experience!



TABELLA DELLE LIMITAZIONI DI ACCESSO ALLE ATTRAZIONI













LIMITI DI ACCESSO

NESSUNA RESTRIZIONE PER L'ACCESSO AI TEATRI, ALLE AREE DI SPETTACOLI, GIOCHI E RISTORO.



ATTRAZIONI	ALTEZZA MINIMA	ALTEZZA/PESO MAX								1	2	3	4	5
1 Shock	Per coraggiosi 130 cm	200 cm - 120 kg	●							V			V	
2 Jungle Express	Per bambini 90 cm									V	V		V	
3 Gattabaleno TM	Per tutti 95 cm		●										V	
4 Isola Volante	Per tutti 120 cm									V	V	V	V	V
5 Stagno Magico	Per bambini 105 cm		●							V	V	V	V	V
6 Giraido	Per bambini 90 cm		●							V	V	V	V	V
7 Magic Boat	Per tutti 90 cm		●							V	V	V	V	V
8 Ping il Ragno	Per bambini 90 cm		●							V	V	V	V	V
9 Pilastro Magico	Per bambini 105 cm		●							V	V	V	V	V
10 Mongolfiere	Per bambini 90 cm		●							V	V	V	V	V
11 Carosello	Per bambini		●							V	V	V	V	V
12 Maison Houdini	Per tutti 120 cm		●									V	V	V
13 Dune	Per tutti 95 cm		●									V	V	V
14 Mystika	Per coraggiosi 140 cm		●							V		V	V	V
15 Cagliostro	Per coraggiosi 120 cm	195 cm-120 kg	●									V	V	V
16 Huntik	Per tutti 100 cm		●							V	V	V	V	V
17 Yucatan	Per tutti 121 cm	195 cm	●							V	V	V	V	V
18 Olandese Volante	Per tutti 110 cm		●							V	V	V	V	V
19 Planetarium	Per tutti									V	V	V	V	V
20 Le Rapide	Per tutti 121 cm	195 cm	●							V	V	V	V	V
21 Safari	Per bambini 90 cm		●							V	V	V	V	V
22 Esplorabruco	Per bambini 95 cm		●							V	V	V	V	V
23 Motogiungla	Per tutti 105 cm	140 cm	●							V	V	V	V	V
24 Battaglia Navale	Per tutti 95 cm									V	V	V	V	V
25 Haunted Hotel e Dungeons	Per coraggiosi									V	V	V	V	V
26 Jungle Camp	Per bambini 100 cm		●							V	V	V	V	V
27 Radura Dei Geysir	Per bambini N/A									V	V	V	V	V
28 Baby Jungle Camp	Per bambini N/A									V	V	V	V	V
29 Gran Teatro	Per tutti N/A									V	V	V	V	V
30 Piccolo Teatro	Per tutti N/A									V	V	V	V	V
31 Nui Lua	Per tutti 90 cm		●							V	V	V	V	V
32 Wild Rodeo	Per coraggiosi 140 cm	200 cm	●											
33 Baby Ranch	Per bambini N/A									V	V	V	V	V

TABELLA DELLE LIMITAZIONI DI ACCESSO ALLE ATTRAZIONI

LEGENDA	
	È necessario poter salire le scale autonomamente
	Attrazione con difficoltà in caso di evacuazione
	Ospiti affetti da epilessia, epilessia fotosensibile, fotosensibilità e/o caustrofobia se accompagnati da un adulto
	Ospiti affetti da disabilità cognitiva
	Accessibile in sedia a rotelle se accompagnati da un adulto
	Trasferimento dalla sedia a rotelle al sedile dell'attrazione, accompagnati da un adulto
	Ospite con problemi ossei, alla colonna vertebrale, portatori di protesi agli arti o con altri problemi ortopedici
	Ospite con menomazione ad arto superiore in grado di deambulare in autonomia
	Ospite con menomazione ad arto inferiore e/o a più arti, in grado di deambulare in autonomia
	Attrazione in cui ospiti con cecità, sordità o sordocecità devono essere accompagnati da una persona maggiorenne
	Attrazione vietata a persone con problemi di ipertensione e disturbi cardiaci e/o circolatori
	Attrazione vietata alle donne in gravidanza