

Contents

2009 Dollywood Disability Guide

Ticket Information

Tickets	1
Guest Services	1

General Information

Accessibility	2
First Aid	2
TTY Devices	2
Wheelchair & ECV Rental	2
Companion-Assisted Restrooms	3
Companion Assistance	4
Service Animals	4 & 5
Theaters	4
Smoking	6
Shops & Restaurants	6
Complimentary Ice Water	6

Ride Guidelines & Rules

Amusements & Games	7
Medical Restrictions	7
Food & Drink	7
Securing Loose Items	7
Boarding a Ride or Attraction	8
Restraint Systems	8
Oxygen Tanks	8
Artificial Limbs & Amputees	8
Ride Evacuations	9

Ride Descriptions

Symbols	10
Ride Descriptions	11

Arrival & Departure Information

Disability Parking	27
Guest Drop Off & Pickup Area	27
Tram Service	27



The Smoky Mountain Family Adventure

Welcome! We want your Dollywood visit to be fun and enjoyable. Our Disability Guide is a helpful resource to assist in planning your day and making informed decisions about the various attractions, rides, services and amenities in our Park. If you need additional assistance, please feel free to ask any Host. We proudly offer a wholesome, family-fun environment for our Guests, and we are here to help Create Memories Worth Repeating™ for you and your family.

The Park Guide Map is available inside the Park turnstiles and includes a layout of the Park. The day's show schedule also is available.

To maintain the Park's family atmosphere, we ask that all Guests be courteous to other visitors and Hosts. Please abide by all safety information posted throughout the Park or provided by our Hosts.

Thank you for your consideration and enjoy your day at Dollywood.

Tickets

At the Front Gate, you will find clearly marked disability accessible windows for purchasing admission tickets and Season Passes. Regular admission ticket and Season Pass prices apply. (Prices are subject to change without notice.)

Guest Services

Guest Services is located to the right of the ticket windows near Doggywood™ and provides a variety of services including this brochure in large print, information on Assisted Listening Devices, show-times, locations of Service Animal Relief Areas and information about Park amenities and services.

General Information

2009 Dollywood Disability Guide

Accessibility

Most of Dollywood is accessible to our Guests with disabilities. All disability entrances and exits are clearly marked at rides and theaters. Please ask any Host if you need assistance or have any questions.

First Aid

Dollywood staffs three First Aid Offices—one in the Jukebox Junction area two doors down from the Pines Theatre; one in the Village area near the train crossing; and another in Timber Canyon next to the River Battle restrooms. (Please refer to the Park Guide Map for specific locations.) First Aid is staffed with certified EMTs and paramedics. If you should have a medical emergency, please contact the nearest Host who will notify First Aid to respond. Guests bringing medications that must be refrigerated and/or extra oxygen bottles may leave these items in any First Aid Office. Please clearly label medications and other personal belongings with the responsible party's name, address, phone number and the date. ID is required to retrieve items. If First Aid is not staffed, please use the telephone located by the office door exterior to contact another First Aid location or Security. An attendant will be immediately dispatched to assist you.

TTY Devices

Dollywood offers Text Telephone (TTY) Devices for Guests' use in the First Aid Office located in the Village area near the train crossing.

Wheelchair & ECV Rental

Wheelchairs and Electric Convenience Vehicles (ECVs) are available daily for rent on a first-come, first-served basis. Wheelchairs are \$8 per day. ECVs are \$33 per day; \$17 after 3 p.m. until Park closing. A security deposit is required for cash rentals. Operator training is required for ECVs. (Prices are subject to change without notice. During Smoky Mountain Christmas—Nov. 7, 2009-Jan. 2, 2010, prices are discounted after 6 p.m.) Wheelchairs and


General Information

2009 Dollywood Disability Guide

ECVs may be rented and returned at Stroller & Wheelchair Rental just inside the Park turnstiles, to the left, adjacent to the Southern Gospel Museum and Hall of Fame.

Please note: All Guests using wheelchairs and ECVs, whether personal or rented at Dollywood, must follow all manufacturer's operating guidelines and Park rules. Park rules are available at the rental booth for Guests bringing their own wheelchairs or ECVs. Dollywood also reserves the right to deny entry to any ECV or wheelchair deemed unsafe for use in the Park near other Guests. Only one Guest per ECV or wheelchair. No passenger carriers and/or trailers of any type may be attached to ECVs. Guests must be 18 or older to rent an ECV in the Park. The Guest using the ECV must rent the ECV.

If walking or standing present physical challenges, we strongly recommend the use of a wheelchair or ECV to navigate Dollywood. Please remember that the distance between various Park buildings and attractions is much greater than any wait in line.

Due to the Park's mountainous terrain, some hills and valleys may be more challenging to navigate for Guests using wheelchairs and ECVs. Please consider this information while traveling through the Park. For our Guests' convenience, walkways and areas not recommended for ECVs or wheelchairs are indicated on the Park Guide Map by this symbol: 

Companion-Assisted Restrooms

For our Guests' convenience, we offer disability accessible, Companion-Assisted Restrooms in the following locations:

- Beside the Showstreet Baby Care Center
- Beside the Country Fair Baby Care Center
- In the First Aid Office (in the Village)
- Near the Daredevil Falls ride entrance (located in Craftsman's Valley)
- At the River Battle restrooms

General Information

2009 Dollywood Disability Guide

Each is indicated on the Park Guide Map. Please ask any Host for directions to any of these facilities.

Companion Assistance

Due to the nature and layout of our Park, Dollywood recommends that anyone legally blind or who has vision impairments enjoy the Park with a companion. Please ask any Host if you have further questions.

Service Animals

Domestic service animals are welcome in most locations throughout Dollywood. Animals must be in the owner's control and under control at all times. Service animals must be on a harness or leash no longer than four feet. Owners are responsible for cleaning and disposing of any animal waste.

Dollywood's Service Animal Relief Areas are located at Doggywood and beside Calico Falls Schoolhouse in Craftsman's Valley. Service animals are not allowed on rides or attractions with the exception of the Dollywood Express and Chasing Rainbows museum. If you wish to ride, we suggest a companion visit the Park with you to care for your service animal. Service animals must not be left unattended or with Park Hosts.

Service Animals are welcome at all theaters. Designated seats and accommodations are available for Guests with Service Animals. Due to the *Wings of America Birds of Prey* show content, we ask that any service animal remain under the owner's seat as to not distract the birds of prey. Dollywood reserves the right to deny access to a service animal when safety is in question.

Theaters

For the convenience of Guests using wheelchairs or ECVs, early entry is available before doors open for general seating. Doors open at least 30 minutes prior to showtimes in Showstreet Palace, DP's

General Information

2009 Dollywood Disability Guide

Celebrity and Pines Theatres. Heartsong opens 15 minutes prior to showtime. (Showtimes may change without notice.) Each theater is equipped to provide one (1) companion seat at every wheelchair/ECV space. Due to the layout and capacity of each theater, larger groups accompanying a Guest in a wheelchair or ECV may have to separate. Ushers are available to assist with wheelchair/ECV parking and seating. For additional assistance, please contact any Theater Usher.

Guests using walkers for assistance may park the walker in the theater's designated location. If a Guest cannot be separated from his/her walker, the Guest may sit in a designated companion seat and park the walker in the adjacent wheelchair/ECV space, if available.

Due to Tennessee State Fire Codes, Guests using ECVs or wheelchairs may not park in any theater aisle or row. Seating is limited in all theaters and is filled on a first-come, first-served basis.

All outdoor theaters are accessible to Guests with disabilities. All safety guidelines and fire codes for indoor theaters also apply to outdoor venues. If you have any questions, please notify a sound technician in the back of the theater or any other Host.

Assisted Listening Devices: These devices are available at all theaters. At the Valley Theatre and the Back Porch Theatre, please see the Sound Technician before the show. At DP's Celebrity Theatre, the Pines Theatre, Heartsong and Showstreet Palace Theatre, please ask any Theater Usher for assistance before the show.


Service Animals: Service Animals are welcome at all theaters. Designated seats and accommodations are available for Guests with Service Animals.

General Information

2009 Dollywood Disability Guide

Show Scripts: Dollywood's regular season show scripts are available for use during the show and must be returned at the end of the performance. Please see a Theater Usher for assistance. Scripts also are available for the Imagination Cinema, Dollywood Express, Dolly's Attic Presentation in the Chasing Rainbows museum and the *Wings of America* birds of prey show. Please see a Host at these locations for assistance.


Smoking

Smoking at Dollywood is permitted only in designated smoking areas. These areas are located throughout the Park and indicated on the Park Guide Map by this symbol: 

Shops & Restaurants

Dollywood shops and restaurants are accessible to Guests with disabilities. Please ask any Host if you need assistance reaching items or have special dietary needs. Some restaurants may require Guests using an ECV to transfer to a Dollywood-provided standard wheelchair.

Complimentary Ice Water

Many Dollywood food/concession locations that serve Coca-Cola™ fountain drinks also offer complimentary cups of ice water. Locations are throughout the Park and indicated on the Park Guide Map by this symbol: 

Ride Guidelines & Rules

2009 Dollywood Disability Guide

Amusements & Games

All amusements and games are accessible to Guests with disabilities. All amusements and games require an additional fee and are not included in Park admission.

Medical Restrictions

All Ride Safety Information is posted at each ride entrance so that you may make informed decisions on your ability to safely participate. This brochure describes the ride's movements and forces while the ride safety signs include medical restrictions and special safety instructions.

Remember: Dollywood does not know your medical history or restrictions. Please review all safety information prior to boarding. Please be aware of all medical and height restrictions. We also encourage you to watch the ride or attraction prior to choosing to ride. If in doubt, do not ride.

Food & Drink

You may finish food and drinks while waiting in line. However, eating, drinking or chewing gum or candy while riding is prohibited.

Securing Loose Items

Glass items, game prizes, umbrellas, canes, crutches, caps, glasses, cameras and other loose items must be left with a non-riding member of your party or stored in a Park rental locker or your personal vehicle. Some rides provide shelves or bins to store these items while riding; however, Dollywood is not responsible for items damaged, lost or stolen during your ride experience.

Remember: Ride Hosts are assigned and in place to ensure Guest safety and to operate the ride. Thus, they cannot be responsible for Guests' personal items. Park rental lockers are available for rent, and locations are indicated on the Park Guide Map by this symbol:



Ride Guidelines & Rules

2009 Dollywood Disability Guide

Boarding a Ride or Attraction

Guests using wheelchairs or ECVs or those with other disabilities may use the marked disability entrances to gain access to the ride or attraction. A maximum of five (5) Guests may accompany a Guest using the ride or attraction's marked disability entrance. The party shall not exceed a total of six (6) Guests. These entrances are designed to provide access to the ride, not to expedite your wait. You may have to wait once reaching the loading area. If you need assistance transferring from your ECV or wheelchair, you must visit the Park with a companion. Our ride Hosts may provide information or answer questions; however, they are not trained to assist you in transferring to and from a ride vehicle and will not be able to do so.

Restraint Systems

Guests must be able to fit properly into all ride restraint systems to participate. All rides and attractions at Dollywood are designed for persons with average body stature and proportion. Some ride restraint systems may not accommodate all Guests of larger weight and/or greater height.

For the safety of Guests nearby, those wearing casts, braces or prostheses may be unable to ride due to the inability to be properly restrained.

Oxygen Tanks

Due to the forces, speeds and movements of our rides, oxygen tanks are not permitted on ride vehicles or boats. Oxygen tanks are allowed on the Dollywood Express and Imagination Cinema (non-motion seating areas only) and trams.

Artificial Limbs & Amputees

On some rides, Guests who are amputees or those with artificial limbs may be unable to participate due to the inability to remain properly restrained during the ride or attraction. Guests must securely

Ride Guidelines & Rules

2009 Dollywood Disability Guide

lock or remove any prostheses before boarding to ensure the safety of other Guests.

Ride Evacuations

Evacuations may be required in the unlikely event of mechanical difficulties or inclement weather. In the event of an evacuation, Guests may need to maneuver across catwalks and/or descend steep steps. Those unable to evacuate may need to wait, restrained in their seats, for further assistance to arrive.

Symbols

2009 Dollywood Disability Guide



This symbol indicates that Guests can remain in their wheelchairs or ECVs throughout the ride or attraction. It also identifies disability entrances throughout the Park.



This symbol indicates that Guests who use wheelchairs or ECVs must transfer from their vehicle to a ride vehicle to ride.



This symbol indicates that Guests using ECVs must transfer from their ECV to a wheelchair to participate in the attraction.



This symbol indicates that Guests who use wheelchairs or ECVs must be able to leave their vehicles and walk or be assisted by their companion to the ride entrance.



This symbol indicates that Guests must meet a minimum height requirement to ride.



This symbol indicates a High Thrill Attraction featuring high speeds with extremely unusual and stressful physical forces. This ride contains startling and unexpected thrills appropriate for only the most healthy and physically able riders.



This symbol indicates a Moderate Thrill Attraction featuring moderate speeds with unexpected movements and unusual and stressful physical forces including but not limited to unanticipated thrills.



This symbol indicates a Mild Thrill Attraction featuring low speeds with expected movements and anticipated thrills.

Ride Descriptions

2009 Dollywood Disability Guide

ADVENTURES IN IMAGINATION

Chasing Rainbows Museum



This interactive and partially-guided tour of a two-story collection of exhibits, enhanced by various multi-media experiences, depicts the life and stories of Dolly Parton. Guests begin on the upper level which is accessible by stairs or elevator. After enjoying a look at Dolly's attic, you may view the exhibits at your own pace. Once finished with the upper level, return to the elevator which takes you to the first floor to enjoy the remainder of the attraction. If you transferred to a wheelchair from an ECV, return to the entrance at the end of your visit to transfer back to your ECV. Guests with service animals should use the same entrance as Guests with wheelchairs or ECVs.

Imagination Cinema featuring:

- **Thunder Road (March 27-June 10, 2009 & Aug. 4-Oct. 31, 2009)**



Pre-Show Time: 2 minutes, 30 seconds
Ride Time: 4 minutes

- **Journey to the Center of the Earth™ 4D Experience (June 12-Aug. 2, 2009)**
Pre-Show Time: 4 minutes
Ride Time: 5 minutes

- **The Polar Express™ 4D Experience (Nov. 7, 2009-Jan. 2, 2010)**
Pre-Show Time: 5 minutes
Ride Time: 12 minutes

Minimum Height: 42" for motion seating
Under 42" must sit in non-motion seating and be accompanied by someone age 16 or older
Guests will experience a **turbulent motion simulator ride** with fast motion in every direction. Guests will experience strong side-to-side, front-to-back and back-to-front forces as well as rapidly changing speeds. Guests also will experience fog, fragrance, wind, mist and lighting effects as well as high-volume sound. Guests must have upper body control

Ride Descriptions

2009 Dollywood Disability Guide

and be able to sit up straight with their head against the seat back. A seat belt must be worn at all times. Non-motion seating is available for those who would like to experience the movie but not the ride. Guests subject to motion sickness should not ride. Guests may remain in their wheelchair or ECV in the non-motion seating area. Guests using wheelchairs, ECVs or those with other disabilities should enter at the left side of the building through the designated doors. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle.

CRAFTSMAN'S VALLEY

Blazing Fury



Minimum Height: 42"

Ride Time: 3 minutes, 20 seconds

This indoor roller coaster and water ride is in a dark environment with quick turns and sudden drops. The ride has a lap bar that secures across two riders per seat. Due to operating systems, Guests must be able to load and unload in 30 seconds or less. Guests must have upper body control and be able to sit up straight with seat restraint fastened. Be aware that strobe lights and other special effects are used in this ride, and **YOU WILL GET WET**. Due to the nature of this ride, Guests may need companion assistance in transferring from their wheelchair to a ride vehicle. All Guests using wheelchairs or those with other disabilities should use the ride exit and wait at the black gates until instructed by a Host to board.

Daredevil Falls



Minimum Height: 42"

Ride Time: 3 minutes

This super flume water ride consists of quick turns and a 60-foot drop at a speed of 50 mph. The boat holds eight Guests; two per seat. Due to the ride design, Guests must be able to load and unload

Ride Descriptions

2009 Dollywood Disability Guide

quickly into a moving boat. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. This ride does not have restraint devices; therefore, all Guests must have upper body control and the ability to sit up straight and grasp the boat handle. **YOU WILL GET WET** or soaked on this ride. Be aware that strobe lights are used at this ride for ride photography. Guests using wheelchairs and/or ECVs should enter through the gate between Hickory House BBQ and the Blacksmith & Foundry and merge with the existing line.

Tennessee Tornado

Minimum Height: 48"

Ride Time: 1 minute, 48 seconds



This multi-looping steel roller coaster ride includes a 128-foot drop, three inversions and speeds up to 70 mph. This ride creates a 3x G-force on the rider. All riders must have upper body control and the ability to sit up straight with their head against the seat back. The restraint mechanism is an over-the-shoulder harness locked by a ride Host. Guests must securely lock or remove any prostheses before boarding to ensure the safety of other Guests. Be aware that strobe lights are used at this ride for ride photography. Due to the ride's loading and unloading procedures, the rear seat is designated for Guests with disabilities seating. Due to the nature of this ride, Guests may need companion assistance when transferring from their wheelchair to a ride vehicle. Guests using ECVs must transfer to a Dollywood-provided wheelchair. Guests using wheelchairs or those with other disabilities may enter the ride through the Arcade and follow signs to the left, leading to the elevator. A Dollywood-provided wheelchair is located inside the elevator. (If the wheelchair is not there, please wait by the elevator until the current occupant has completed his/her ride.) Once on the load platform, Guests should wait behind the gate for Host assistance.

Ride Descriptions

2009 Dollywood Disability Guide

COUNTRY FAIR

Amazing Flying Elephants

Minimum Height: Less than 48" must ride with someone age 16 or older

Ride Time: 2 minutes

Guests ride in rotating, flying "elephant" vehicles and push a button in the ride vehicle to move the elephants up and down on this family ride. Guests must have upper body control and be able to sit up straight with their head against the seat back. A seat belt must be worn at all times. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.



Busy Bees

Ride Time: 2 minutes

Guests ride in rotating, bouncing "bee" vehicles on this children's rotating flying ride. Guests must have upper body control and be able to sit up straight with the restraint fastened. A seat belt must be worn at all times. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.



Demolition Derby

Minimum Height: 42" to ride; 56" to drive. Less than 56" must ride with someone 56" or taller

Ride Time: 2 minutes

Guests on this bumper car family ride will experience bumps from other cars in all directions. Guests who drive must be able to use a floor pedal and steer the car simultaneously. Drivers and passengers must have upper body control and the ability to sit up straight during the ride's sudden accelerations and stops. A lap bar must be engaged



Ride Descriptions

2009 Dollywood Disability Guide

at all times. Due to the nature of this ride, Guests may need companion assistance when transferring from their wheelchair to a ride vehicle. Guests who use wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.

Dizzy Disk

Minimum Height: 48”

Ride Time: 2 minutes

Guests riding this high-speed rotating and spinning disk family ride must sit with their stomachs against a padded panel, straddling a ride seat with a restraint locked against their back by a Ride Host. The ride moves back and forth at high speeds while spinning. Guests must have upper body control and the ability to sit up straight with the restraint fastened. Guests must securely lock or remove any prostheses before boarding to ensure the safety of other Guests. Due to the nature of this ride, Guests may need companion assistance transferring to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.



Lemon Twist

Minimum Height: Less than 48” must ride with someone age 16 or older

Ride Time: 2 minutes

Guests riding this spinning “tea cups” family ride revolve atop a simultaneously rotating ride base. Guests must meet all safety requirements which include upper body control and the ability to sit up straight with their head against the seat back. Due to the nature of this ride, Guests may need companion assistance transferring to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.



Ride Descriptions

2009 Dollywood Disability Guide

Lucky Ducky

Ride Time: 2 minutes

Guests riding this rotating children’s “duck” round ride must have upper body control and the ability to sit up straight with the restraint fastened. A seat belt must be worn at all times. Due to the nature of this ride, Guests may need companion assistance transferring to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.



Piggy Parade

Ride Time: 2 minutes

Guests riding this rotating children’s “piggy” round ride must have upper body control and be able to sit up straight with the restraint fastened. A seat belt must be worn at all times. Due to the nature of this ride, Guests may need companion assistance transferring to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.



Shooting Star

Minimum Height: Less

than 42” must ride with someone age 16 or older

Ride Time: 2 minutes

This junior free fall family ride takes Guests 25 feet up in the air and bounces them up and down. Guests must have upper body control and the ability to sit up straight with their head against the seat back. Guests must wear an over-the-shoulder restraint device. Guests must securely lock or remove any prostheses before boarding to ensure the safety of other Guests. Guests may need companion assistance transferring to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.



Ride Descriptions

2009 Dollywood Disability Guide

Scrambler

Minimum Height: 36"

Taller than 36" but not exceeding 48" must ride with someone age 16 or older

Ride Time: 2 minutes

This multi-direction rotating family ride spins on the ride axis and simultaneously on the axis of the ride vehicles. Guests must have upper body control and the ability to sit up straight with the restraint fastened. A lap bar must be engaged at all times. Guests with leg prostheses may not be able to ride due to the restraint design. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.



Sky Rider

Minimum Height: 42"

Taller than 42" but not exceeding 48" must ride with someone age 16 or older

Ride Time: 2 minutes

This family airplane ride rotates, taking Guests 70 feet up in the air. Guests have the ability to move the airplane back and forth using a joystick. Guests must wear an over-the-shoulder restraint device. Guests must securely lock or remove any prostheses before boarding to ensure the safety of other Guests. Guests must have upper body control and the ability to sit up straight with their head against the seat back. Due to the nature of this ride, Guests may need companion assistance transferring to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.



Ride Descriptions

2009 Dollywood Disability Guide

VeggieTales® Sideshow Spin

Minimum Height: 36"

Ride Time: 2 minutes

This miniature roller coaster takes Guests up and down slopes and through various curves. Guests must have upper body control and be able to sit up straight with their head against the seat back. The ride has a lap bar that secures across riders. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.



Waltzing Swinger

Minimum Height: 42"

Taller than 42" but not exceeding 48" must ride with someone age 16 or older

Ride Time: 2 minutes

This large, revolving, tilting swing family ride rotates, ascends 25 feet up in the air and tilts. Guests must have upper body control and the ability to sit up straight with the restraint fastened. A lap bar must be engaged at all times. Guests must securely lock or remove any prostheses before boarding to ensure the safety of other Guests. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.



Wonder Wheel

Minimum Height: Less than 48" must ride with someone age 16 or older

Ride Time: 2 minutes

On this 60-foot Ferris wheel family ride, Guests will be stopped several times while the ride seats are loaded and unloaded. Guests must have upper



Ride Descriptions

2009 Dollywood Disability Guide

body control and the ability to sit up straight with their head against the seat back. A lap bar must be engaged at all times. Guests must securely lock or remove any prostheses before boarding to ensure the safety of other Guests. Because of seat balancing requirements, Guests with double amputations must ride with another adult. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Guests who use wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.

DREAMLAND FOREST

Dreamland Forest

The ground level of this walk-through interactive family playground attraction is wheelchair accessible. You may get wet while enjoying the area.



Dreamland Forest Tiny Tots Playground Area

An interactive children's play area where children can climb and slide on "forest-themed" play structures. All adults and teenagers visiting Dreamland Forest Tiny Tots Playground Area must be accompanied by a Guest 48" or under.



Mountain Slidewinder

Minimum Height: 39"

Ride Time: 45 seconds

Guests must navigate many stairs and steep mountainous terrain when approaching this high-speed water-toboggan ride's boarding area. Therefore, Guests using wheelchairs or ECVs must be able to leave their vehicle and walk. Guests who have difficulty walking may require companion assistance. Guests board by stepping into a boat, sitting in a squatting position and grasping onto handles on each side of the ride vehicle. Guests will experience quick turns, rapidly changing speeds and quick deceleration. **YOU WILL GET WET**, possibly



Ride Descriptions

2009 Dollywood Disability Guide

soaked. Due to the forces exerted on the riders and because the boats do not have restraints, all riders must have upper body control and the ability to sit up straight and grasp the boat handles at all times. Since each ride vehicle has a maximum weight capacity, each group of riders must step onto the scales prior to boarding. If the maximum weight capacity is exceeded, the number of riders in the group will be reconfigured until the regulation maximum weight capacity is met. In some instances, this may result in some Guests riding independently of their parties or some Guests riding individually.

JUKEBOX JUNCTION

Rockin' Roadway

Minimum Height: Less than 42" must ride with someone age 16 or older

Ride Time: 3 minutes

Due to the design of this miniature self-propelled car family ride, Guests must be able to load and unload quickly. Guests must have upper body control and the ability to sit up straight with the restraint fastened. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Guests who use wheelchairs, ECVs or those with other disabilities should enter at the marked ride entrance and take an immediate right to the marked disability gate and wait for Host assistance.



RIVERTOWN JUNCTION

Smoky Mountain

River Rampage

Minimum Height: 36"

Taller than 36" but not exceeding 48" must ride with someone age 16 or older

Ride Time: 3 minutes, 30 seconds

Guests on this six-person, water rapids round raft



Ride Descriptions

2009 Dollywood Disability Guide

ride will experience strong side-to-side, front-to-back, back-to-front forces and quick rotations as well as rapidly changing speeds. A seat belt must be worn at all times. **YOU WILL GET WET**, possibly soaked. All Guests must have upper body control and be able to sit up straight with their head against the seat back. Due to the nature of this ride, Guests may need companion assistance transferring to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should enter at the ride exit and receive further instructions upon reaching the loading platform.

TIMBER CANYON

Beaver Creek

This children's area features a shallow wading pool with controlled-flow, slow-moving water. **YOU WILL GET WET**. All adults and teenagers visiting Beaver Creek must be accompanied by a Guest 48" or under.



Beaver Creek Boat Float

This interactive children's activity features shallow, controlled-flow water. Various elevated, open troughs accommodate small floating boats. **YOU WILL GET WET**. All adults and teenagers visiting Beaver Creek Boat Float must be accompanied by a Guest 48" or under.



Lil' Loggers' Landing

This is an interactive children's play area where children can climb, slide and ride seesaws. Guests must have upper body control to participate. All adults and teenagers visiting Lil' Loggers' Landing must be accompanied by a Guest 48" or under.



Ride Descriptions

2009 Dollywood Disability Guide

Lumberjack Lifts

Minimum Height: 39"

Taller than 39" but not exceeding 48" must ride with someone age 16 or older

Ride Time: 2 minutes

This two-passenger-powered tower family ride takes Guests 25 feet up in the air. Guests must sit facing outward with legs dangling. The ride has a lap bar that is locked by the Ride Host. Guests of larger weight may be unable to ride due to the ride restraint's locking mechanism. Guests use their arms to pull ropes which move the passenger seats up and down while the tower rotates. Guests must have upper body control and the ability to sit up straight with their head against the seat back. Guests must securely lock or remove any prostheses before boarding to ensure the safety of other Guests. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should wait at the ride exit gate for Host assistance.



Mystery Mine™

Minimum Height: 48"

Ride Time: 2 minutes, 30 seconds

This steel roller coaster ride includes an 85-foot, 95-degree drop, two complete inversions, extreme banking and maximum speeds of 60 mph. This ride creates a maximum 4x G-force on the rider. Be aware that this ride uses special effects consisting of fog, smoke and heat. All riders must have upper body control and the ability to sit up straight with their head against the seat back. The restraint mechanism is a padded over-the-shoulder harness restraint locked by a ride Host. Guests must securely lock or remove any prostheses before boarding to ensure the safety of other Guests. We recommend that Guests not of average stature try the seat



Ride Descriptions

2009 Dollywood Disability Guide

replica located near Buzz the Vulture prior to entering the line. Be aware that strobe lights are used at this ride for ride photography. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Guests using standard wheelchairs or Guests with other disabilities should use the elevator at the Q₂Q entrance. Guests using electric wheelchairs or ECVs must transfer to a Dollywood-provided standard wheelchair located at the elevator entrance prior to boarding elevator.

Thunderhead[®]



Minimum Height: 48"

Ride Time: 2 minutes, 30 seconds

This wooden roller coaster ride includes a 100-foot drop, 22 accelerating quick turns, extreme banking and maximum speeds of 55 mph. This ride creates a maximum 3.5x G-force on the rider. All riders must have upper body control and the ability to sit up straight with the restraint fastened during quick left and right turns. The restraint mechanism is a lap bar and seat belt that must lock completely and remain secure for the entire ride. We recommend that Guests not of average stature try the seat replica located on the walkway near the ride entrance prior to entering the line. Be aware that strobe lights are used at this ride for ride photography. Guests must securely lock or remove any prostheses before boarding to ensure the safety of other Guests. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Guests using wheelchairs or those with other disabilities should enter using the elevator at the ride exit and wait for Host assistance. Guests using electric wheelchairs or ECVs must transfer to a Dollywood-provided standard wheelchair located at the elevator entrance prior to boarding elevator.

Ride Descriptions

2009 Dollywood Disability Guide

Timber Tower[™]

Minimum Height: 48"

Ride Time: 2 minutes, 30 seconds



Guests riding this spinning, 55-foot-tall topple tower ride must sit facing outward, legs dangling, with a padded over-the-shoulder harness restraint locked by a ride Host. In addition to multiple rotations, the ride moves up and down, and sways left to right in various directions at sudden, steep angles. Be aware that **YOU MAY GET WET**. Guests must have upper body control and the ability to sit up straight with their head against the seat back. Guests must securely lock or remove any prostheses before boarding to ensure the safety of other Guests. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Guests using wheelchairs, ECVs or those with other disabilities should wait in the ride's disability queue line for Host assistance.

THE VILLAGE

Dollywood Express

Ride Time: Approximately 30 minutes



An authentic coal-burning steam train travels a five-mile loop. Wheelchairs and service animals are welcome on the train; space is limited. Seats are filled on a first-come, first-served basis. Due to the limited number of seats in the disability section, your companion(s) may have to ride separately on the train. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Guests using ECVs must transfer from their ECV to a train bench seat to ride. Guests who use wheelchairs or ECVs or those with other disabilities should wait at the ride exit located to the right of the Depot for Host assistance. Guests with service animals should use the same entrance as Guests with wheelchairs or ECVs.

Ride Descriptions

2009 Dollywood Disability Guide

Village Carousel



Minimum Height: Less than 36" must ride with someone age 16 or older

Ride Time: 2 minutes, 30 seconds

On this nostalgic carousel family ride, the seats move up and down as the ride revolves. Guests must be able to step up and straddle the moving seat in order to ride. Guests must have upper body control and be able to sit up straight with the restraint fastened. Guests who do not want to ride in a moving seat may sit in one of the two stationary chariots. Guests may choose to remain in a wheelchair to ride; however, Guests using ECVs must transfer to a ride seat. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Guests using wheelchairs should wait at the ride exit to board using a ramp.

WILDERNESS PASS

River Battle



Minimum Height: Less than 48" must ride with someone age 16 or older

Ride Time: Approximately 5 minutes

This water ride features eight-passenger rafts that travel slowly along a 500-foot channel. Each passenger has access to a soaker gun that is used to "shoot" multiple targets, other passengers or rafts, and onlookers. Guests must have upper body control and be able to sit up straight with their head against the seat back. Guests using ECVs must transfer to a Dollywood-provided wheelchair located at the ride's designated disability entrance. Guests using wheelchairs should follow the signs to the disability entrance. **YOU WILL GET WET. PERSONAL WHEELCHAIRS WILL GET WET.**

Ride Descriptions

2009 Dollywood Disability Guide

(Standard wheelchairs only; no powered wheelchairs or ECVs are permitted on the ride.) If a Guest does not wish to use their personal wheelchair, the Guest may transfer to a Dollywood provided standard wheelchair. Due to the nature of this ride, Guests may need companion assistance transferring from their wheelchair to a ride vehicle. Companion seating is located adjacent to the wheelchair position on the wheelchair-accessible boat. For your safety, the combined weight of the wheelchair and its occupant cannot exceed 600 pounds. Please note that Dollywood cannot be responsible for any damage to personal wheelchairs.

SkyZip* powered by Skyline Eco-Adventures

Minimum Height: 48"

Maximum Weight: 300 lbs.

Ride Time: 10 minutes prep time; 10 seconds crossing



This 100-foot-long zipline adventure travels 10 feet above the Park's terrain. After being properly outfitted with a zipline harness, helmet, and pulley by a SkyZip Guide, riders will individually travel self-propelled along a line that extends between two platforms. Platforms are accessible by way of stairs or a ramp. A SkyZip Guide is stationed at the landing platform to assist in a smooth arrival/landing. Riders must have upper body strength to hold themselves in an upright position during the zipline crossing. Due to the nature of this attraction, some degree of impact and bounce during departure, crossing and arrival is to be expected. Guests may need companion assistance in transferring onto and off the zipline. Wheelchairs and ECVs will be transported from the takeoff ramp to the landing ramp by a SkyZip Guide.

**This attraction requires an additional fee.*

Arrival & Departure Information

2009 Dollywood Disability Guide

Disability Parking

The main parking area and van accessible spaces for Guests with disabilities are located in the disability parking area adjacent to the Park entrance. Upon arrival at Dollywood please advise the Toll Booth Hosts that you need disability parking, and they will direct you to the disability lot or the Guest Drop Off & Pickup Area. Disabled parking is filled on a first-come, first-served basis and may reach capacity early on some operating days. If the disability parking area is unavailable, the Guest Drop Off & Pickup Area adjacent to the Park entrance may be utilized for ease of dropping off and picking up Guests with disabilities. Standard vehicle and RV parking fees apply unless Guest is a Dollywood Gold or Super Gold Passholder.

All vehicles parked in a marked disabled parking space must have a government-issued license plate or displayed disabled parking tag. Without proper permits, violators may be subject to fines issued by the City of Pigeon Forge Police Department and/or towing of the vehicle at the owner's expense.

Guest Drop Off & Pickup Area

For our Guests' convenience, we provide a Guest Drop Off & Pickup Area located at the Park's front gate entrance. Instead of boarding a tram, Guests using wheelchairs as well as those using ECVs may use this location to access or leave the Park.

Tram Service

Tram Stops are located in each parking section, and wheelchairs are permitted on trams. Guests in wheelchairs may board a tram for transportation to or from your designated parking area. However, manufacturer's guidelines do not allow ECVs or electric wheelchairs aboard the trams. We recommend that Guests using these vehicles park in disability parking and proceed to the Front Gate or use the Guest Drop Off & Pickup Area.

Service animals are allowed on trams as long as they meet guidelines outlined in the Service Animals section of this brochure.