

## Canada's Wonderland Information for Guests with Autism Spectrum Disorder (ASD)

You may be asking yourself whether Canada's Wonderland is appropriate for guests with an autism spectrum disorder (ASD) or whether your loved one on the spectrum will be able to handle the theme park experience. Canada's Wonderland has taken steps to be well-prepared to welcome and provide accommodations for all types of disabilities, including autism and related disorders.

As you know, advance planning is a requirement for any successful theme park visit with a person with ASD. Your visit to Canada's Wonderland will include a plethora of sensory stimulation including crowds, dark and loud theatres, coasters traveling overhead, lights and noises, waiting in line, to mention a few. At Canada's Wonderland, we strive to provide equal opportunity to all of our guests while providing a variety of options tailored to specific needs. Our highly trained staff is knowledgeable and eager to assist.

You can find information on our rides, shows and attractions in advance, by visiting the park's website [www.canadaswonderland.com](http://www.canadaswonderland.com). The park's Guest Assistance Guide is also available for download. The Guide outlines the specifics about each attraction, including height requirements and health restrictions. Feel free to contact Guest Services in advance at (905) 832-8131 or email [guestservices@canadaswonderland.com](mailto:guestservices@canadaswonderland.com) with any additional questions.

When you arrive at the park, please proceed to Guest Services located at the Front Gate.

- Please have the individual requiring accommodation accompany you to Guest Services.
- A pass may be issued depending on the needs of your group, including a boarding pass used for scheduling times to ride attractions.
- At Guest Services we offer KidTrack, a wrist band program, which will assist you and park personnel in reuniting your group should you become separated.
- We also offer a Parent Swap policy at the rides. This allows one parent to ride while another parent waits with the child. When the ride is complete, the parents swap child responsibility at the exit.
- Additionally, if you need to rent a stroller, wheelchair or locker, proceed to Stroller Rental adjacent to Guest Services inside the front gate.
- Please re-visit Guest Services if you need any additional help with your day.

We also recommend that as an added safety measure you take a photo of members of your party (especially if you have a child with ASD who may dart away or wander off) on your mobile device. This photo can be of great assistance to quickly reunite your party if you are separated.

During your visit:

- Guests who wear headphones of any type will not be able to wear them while riding our attractions. We have available disposable ear protection for use at Guest Services.
- If you are separated during your visit, please contact any park employee for assistance.
- Ride delays may occur while riding and members of your party may be required to sit quietly until the ride is restarted or guests are escorted off the ride
- Please be aware, if an evacuation is required, guests may need to maneuver across catwalks from the highest point of the ride and down steeply inclined steps.
- If you have any doubts whatsoever about an attraction's appropriateness for the individual with ASD, please have someone in your party ride it first to make an informed determination.

Canada's Wonderland offers our guests several restful attractions and quiet places that your party can enjoy during the day. The park has a first aid station near the washrooms in Medieval Fair and family care center (Lost Parents) in Planet Snoopy and our front gate guest services location. Additionally, air conditioned restaurants provide a nice break from the sensory stimulation.

Canada's Wonderland is a wonderful destination for families and friends to visit. Our goal is to make your experience at the park both smooth and full of family-fun. Please let us know if you have any further questions by contacting (905) 832-8131, emailing [guestservices@canadaswonderland.com](mailto:guestservices@canadaswonderland.com) or by talking to a Guest Services representative at the park.