

Alton Towers Ride Access Pass

What is a Ride Access Pass?

The Ride Access Pass is a system that is in place to help guests who require extra assistance or are unable to queue due to a condition or disability. This allows them access to the rides via a queuing system for themselves and up to three people (one of which must be age 14+).

The Ride Access Pass removes the need for the guests to wait within the main ride queue lines, and enter by a dedicated entrance for Ride Access Pass users.

Merlin Entertainments have partnered with Nimbus Disability to process their Ride Access Pass applications, who will individually assess your needs and determine if you are unable to queue. You can then collect your Ride Access Pass on your first visit to any of the following locations Alton Towers Resort, Chessington World of Adventures Resort, LEGOLAND Windsor Resort or THORPE PARK Resort which will be valid for 3 years.

Please note that having a registered disability does not mean you automatically receive a Ride Access Pass.

How Do I Apply For The Ride Access Pass?

- Applications will need to be submitted through their partner, Nimbus Disability, a social enterprise and an organisation run by and for disabled people and is recognised as a lead authority on accessible ticketing in the UK.
- The team at Nimbus Disability will process your registration within 72 hours, you will not be able to link your application to a Merlin Ride Access Pass until it has been approved.
- You will be provided with a unique reference number which can then be used to link to the Ride Access Pass system.
- During your free registration there will be an opportunity to upgrade to an Access Card which is the best solution available for communicating your access requirements across a range of different venues outside of Merlin Entertainments.

Once you register, Nimbus Disability will handle all your details securely and safely without Merlin Entertainments viewing the reason why you require a Ride Access Pass.