

VISUAL STORY



My visit to
Dreamworld



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This visual story is designed to help everyone enjoy their visit to Dreamworld

I will be **visiting** Dreamworld

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This visual story tells me what to expect when I visit Dreamworld.

- Dreamworld team members can assist me so that I have a positive experience at Dreamworld.
- Dreamworld is open 7 days a week & closes only on ANZAC Day & Christmas Day.
- The Dreamworld website dreamworld.com.au is the best place to check current operating hours.



It is OK to ask a Dreamworld team member if I need help. They wear a name badge so I can identify them





What I can expect at Dreamworld.

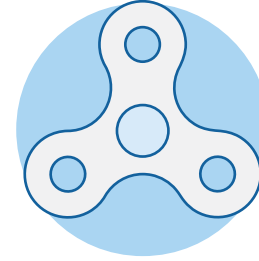
- Dreamworld is a theme park located in Coomera on the Northern Gold Coast, in Queensland.
- During my visit, I can choose to go on a range of kids, family or thrill rides, I can see Australian wildlife & tigers & I can experience a variety of entertainment, shopping & dining options.
- Next door to Dreamworld & within walking distance is WhiteWater World, a water park containing water slide attractions & a wave pool.
- Team members at the front entry can help me decide which ticket is best for my visit or I can visit [dreamworld.com.au](https://www.dreamworld.com.au).



Dreamworld is 30 minutes from Surfers Paradise & 45 minutes from Brisbane

What can I bring?

For safety reasons on higher thrill rides, I might be asked to remove some loose items, such as headphones & glasses. There will be property boxes in which I can safely leave my belongings. If I prefer to leave my loose items on, Dreamworld team members can direct me to the rides where this is permitted.



I can leave loose items such as headphones on the following rides:

Sky Voyager

Bananas in Pyjamas Carousel

Dreamworld Express

Humpty-Go-Round

Big Red Planes

Deep Sea Dodgems

Play School Wheel

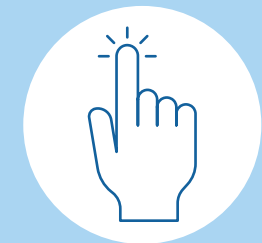
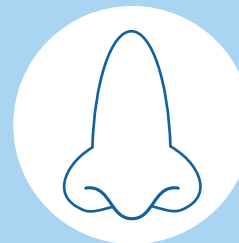
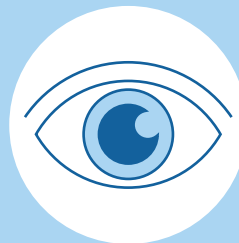
Vintage Cars

Big Red Boat Coaster

My sensory guide

I will see the following symbols in this visual story.

They will help me prepare for spaces that might have bright lights, smells, sounds or things to touch.



Rules at Dreamworld



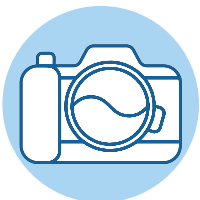
· I cannot bring food & drinks into Dreamworld, however there are a range of food & beverage options available for me to purchase. I can talk to a Dreamworld Team Member if I have specific dietary needs.



· I should keep my hands clean to ensure that I am not spreading germs. There are bathrooms with hand washing facilities available to me throughout the park.



· If I need to cough or sneeze, I should do so into my arm, & if I feel sick or have cold & flu symptoms, I should stay home until I feel better.



· I can take photos throughout my day on my own device; however, I will not be permitted to take my device onto some rides & attractions for safety reasons.



· There are some things I can touch, like photo opportunities & some wildlife, like the kangaroos.



· There are some things I cannot touch, such as other wildlife & restricted areas. There are signs posted to tell me which areas I should not enter.



· Sometimes rides & attractions can be busy & there may be long waiting times. I can use my phone or a sensory item while I wait.



· Dreamworld has some intense rides & attractions. I will follow the instructions of team members & signage to make sure I have a safe & fun day.

Dreamworld Map

- I can download the Dreamworld Map from the Dreamworld website before I visit:
<https://www.dreamworld.com.au/map>
- I can open the map on my mobile device & use it throughout my day.
- There are large, printed maps I can view when I am at Dreamworld.

THRILL RIDES

- D6 STEEL TAIPAN**
Min height 130cm - Max height 200cm
Triple Launch Coaster
- C4 THE GIANT DROP**
Min height 120cm - Max height 195cm,
Min age 10 +
Free fall ride
- E3 MOTOCOASTER**
Min height 90cm for sidcar,
Maximum height 130cm for motorcycle,
Max height 160cm
Australian roller coaster
- H4 SERPENT SLAYER**
Min height 120cm
Thrill ride with spinning gondolas
- H6 THE CLAW**
Min height 120cm - Max height 200cm,
Min age 10 +
Pendulum ride
- I5 TAIL SPIN**
Min height 130cm
Flying steel ride
- J7 THE GOLD COASTER**
Min height 120cm - Max height 200cm,
Under 10 years with an adult
Roller coaster

FAMILY RIDES

- A1 VINTAGE CARS**
Under 120cm with an adult
Family car ride experience
- B1 SKY VOYAGER**
Min height 160cm, between 80cm - 180cm
with an adult, min age 4 +
- C4 CANDY FLYER**
Min height 100cm
Revolving flying ride
- I4 DREAMWORLD DODGEMS**
Min height 90cm, between 90cm - 120cm
with an adult, Max height 190cm
Dodgem car ride
- J6 BELINDA'S TREE HOUSE**
No height restriction
Ball pit and interactive play equipment
- H5 SHOCKWAVE**
Min height 120cm
Spinning disc ride

WILDLIFE

- F2 BIG RED BOAT**
Under 130cm with an adult
Spinning boat ride
- H6 BANANAS IN PYJAMAS CAROUSEL**
Under 100cm with an adult
Merry-go-round
- C2 ALISSIE WILDLIFE**
See kangaroos, koalas, bilbies, a wombat, emu, dingoes, emuoddes and more!
- B1 KOALA PHOTOS**
Get a photo while cuddling a koala here
- H1 TIGER ISLAND**
See our incredible tigers display natural behaviours during daily presentations

ENTERTAINMENT

- F5 DREAMWORLD THEATRE**
See daily shows and entertainment
throughout your day in the iconic
Dreamworld Theatre

Facilities: Park Health Facilities, Toilets, Disabled Toilets, Guest Services, Parenting Room, Lockers, Train Station, Drinking Fountain, Smoking Area



Arriving & Parking at Dreamworld

- When I arrive at Dreamworld, there will be a red sign overhead, welcoming me to the theme park.
- I can follow the road until I reach the Dreamworld car park.
- Parking at Dreamworld is free.
- On my left is a public bus stop. It is a short distance from the Dreamworld front gate.
- At my first available right turn, I can access car park spaces that are accessible.
- I will need to have a disability parking permit to use these spaces.



Approaching the Dreamworld Front Gate

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- When I have parked safely, I will travel a short distance to the Dreamworld front gate.
- I can choose to use one of two ramps on either side, or I can choose to use a staircase at the very front.
- This area can be crowded.
- If it gets loud, I can wear my headphones.



- As I am looking at the Dreamworld front gate, I can see a LEGO® store to the right.
- To the right of the LEGO® store, I can access male & female toilets.
- I will be able to use accessible toilets once I am inside the park.

Gaining Admission to Dreamworld

- I can see ticket prices & options on signage once I reach the front entry.
- I can use the signage above each booth or door to see which one I should use.
- If I have pre-purchased my ticket or have a companion card, I can use the entry in the middle with signage above that says **ANNUAL PASSHOLDERS & RETURNING VISITORS**.
- If I need any specific assistance, or if I require wheelchair or stroller hire, I can use the entry with signage above it that says **GUEST SERVICES ENTRY**.

I can also ask Guest Services to check my height in the same location. This will help me to understand which rides I can safely go on. This will be done by extending a measuring tape against a wall next to me.



Preparing for my day once I am inside the park 9



· I can expect to hear music playing throughout Dreamworld. If it gets too loud, I can wear my headphones.



· As soon as I enter the park to my immediate left, there are male & female toilets as well as accessible toilets available to me.

· There are also lockers for hire in the same space which I can use to store my belongings, a water bubbler for me to fill my water bottle as well as a power bank for me to charge my device.



· Rides have rider requirements to keep me safe. To help me plan my day I can visit this webpage to view accessibility information relating to each attraction:

[Dreamworld | Accessibility Information](#) & at each noticeboard in front of the rides.

· If I have specific needs, I can visit the Park Health & Accessibility facility next to the attraction named Sky Voyager to receive a rider assessment.

· The Park Health & Accessibility team will provide me with information related to the rides which I can safely access today.

· As I approach the attraction named Steel Taipan, I can access a water bubbler that also has a low water tap for service animals.



· Physical maps can be found near the park's entry to the right side of the Dreamworld Globe as well as near Central Station, The Claw, the Crocodile Enclosure & near the Billabong Restaurant.

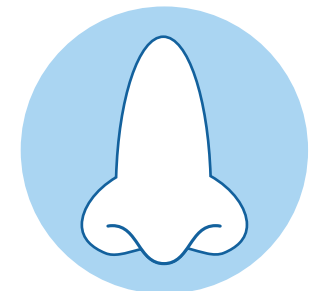
Going on Rides

- Rides have a range of safety features, & Dreamworld team members are trained to make sure you have a safe & fun time when you decide to go on them.
- If you are seated on a ride & then change your mind, that is OK - raise your hand to get a team member's attention & if safe to do so, they will approach & assist you.
- Rides have different processes, so it is important to follow the team member's instructions.
- The safety features on rides mean that sometimes stoppages can take place. These are nothing to worry about - simply follow the direction of the team member & they will resolve the situation safely as quickly as they can.

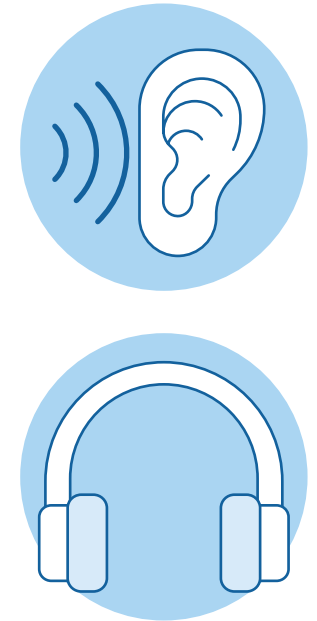


Eating & Drinking at Dreamworld

- I can purchase food & beverage during my day from various outlets.
- I can let team members know if I have specific dietary requirements & they can make my order to suit my needs.
- Food Central is a centrally located eating area, with a variety of outlets.
- I can order at the counter, or I can order from my mobile device using the QR codes on the dining tables.
- This area can be crowded.
- If it gets loud, I can wear my headphones.
- There are food smells here.
- The food & smells attract birds. I must not feed the birds.
- Food Central has many available tables & seats. There are picnic tables which are accessible & can fit a wheelchair comfortably underneath either end.



The Dreamworld Express






- I can board the Dreamworld Express train from Central Station, which can be located on a map.
- I might wait up to 20 minutes to ride the train.
- As the Dreamworld Express approaches the station, a bell rings. If it gets loud, I can wear my headphones.
- It has one stop, which is in Dreamworld's wildlife area.
- I can also use the train to do a full loop from Central Station & come back to Central Station.
- It takes up to 15 minutes to reach Wildlife & up to 20 minutes for a full loop.
- The Dreamworld Express has ramps & adjustable seats. If I am a wheelchair user, I can access any carriage.
- If I need further help, I can ask Dreamworld Express team members

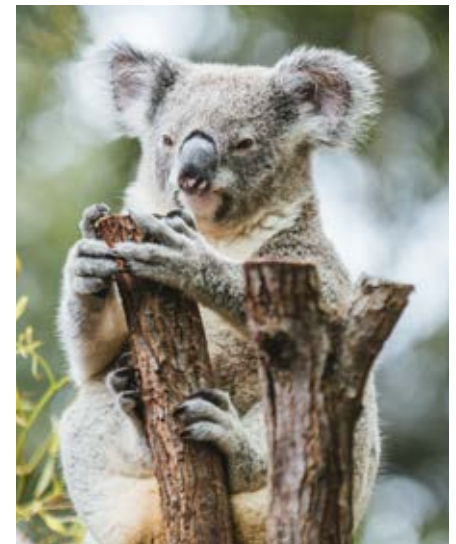
The Tiger Island Daily Presentation

- The Tiger Island presentation takes place at 12pm every day at the Tiger Island Stadium.
- I can use the park maps to find my way to Tiger Island. I will not be late. I will arrive 15 minutes early to take my seat & secure my spot.
- If I need assistance, I can ask a team member at Tiger Island.
- The Tiger Island presentation is around 25 minutes. I will see natural behaviours from the tigers & hear educational information from the Tiger Handlers.
- I can access Tiger Island Stadium from two directions. I can access ramps from each direction with tactile ground surfaces that will lead me to accessible seating if I need it.
- Accessible seating spots are in the front row of Tiger Island Stadium.
- It can be crowded & loud at Tiger Island Stadium. If it is too loud for me, I can wear my headphones.
- There are accessible toilets between the Tiger Bazaar shop & the stadium seating area.



Native Wildlife at Dreamworld

- I can visit the native wildlife area.
- It can take up to 20 minutes to walk to native wildlife from Dreamworld's front gate.
- When I visit the native wildlife area, I can visit a range of animals, including cassowaries, kangaroos, koalas, dingoes, a wombat, emus & more.
- I am allowed to touch the kangaroos gently, if they are in areas that I can access. 
- I am not allowed to touch any other wildlife unless a Dreamworld Wildlife Keeper gives me permission.
- The koala enclosure in the kangaroo area has an accessible ramp that I can use if I am using a wheelchair & wish to get up close.
- There can be a range of smells in the native wildlife area. 
- The native wildlife area is typically a quiet space. 
- While I am in native wildlife, I can access male & female toilets & an accessible toilet which are all located next to the crocodile enclosure.



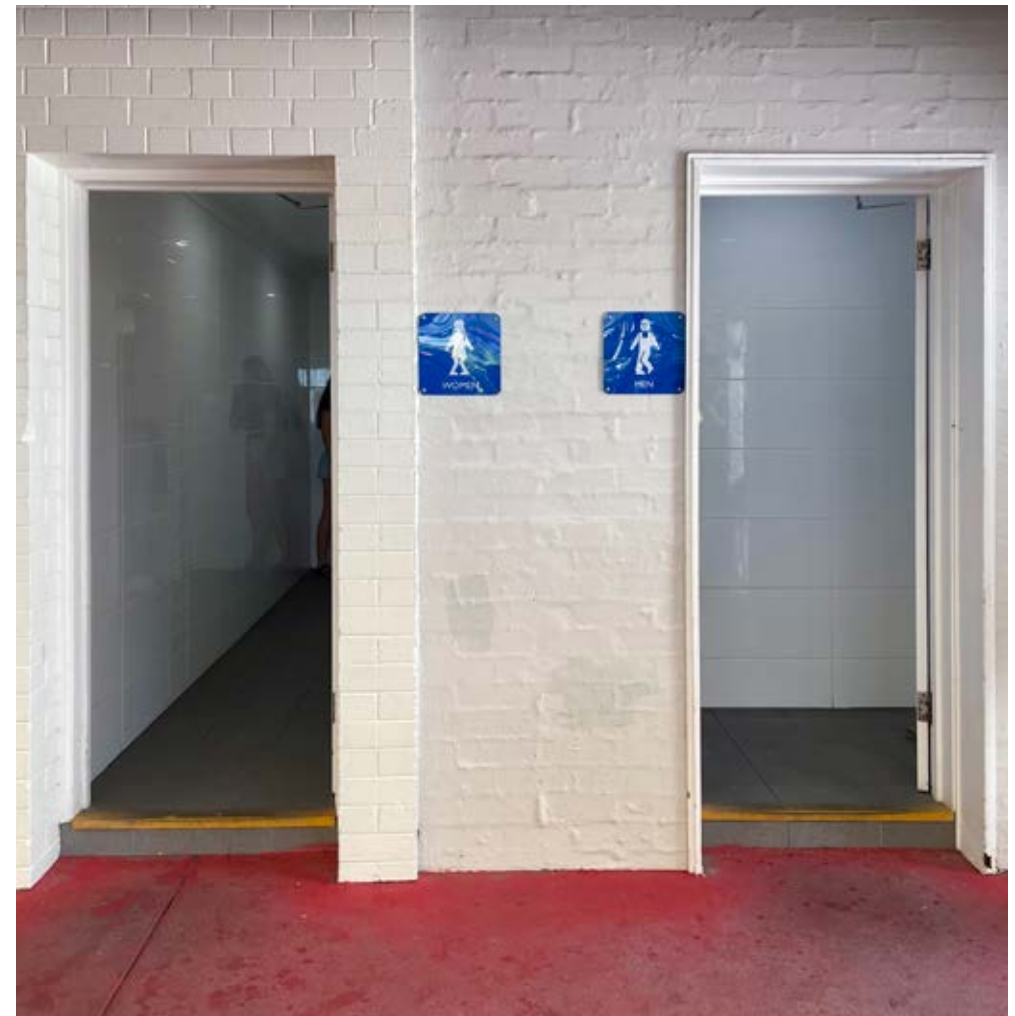
Other areas at Dreamworld

- The Dreamworld Website (dreamworld.com.au) is the best way to plan my day.
- In addition to rides & wildlife, I can also meet characters & see performances. If I wish to meet a character, I can approach them or join the queue if one has formed.
- There are many places to sit down in the shade & rest throughout my day. If it is bright throughout my day, I can wear my hat & sunglasses.
- Rides & performances can be loud. If it gets too loud, I can wear my headphones.



Toilets at Dreamworld

- I can look for signs, use the map or ask a team member if I need help finding a toilet.
- There are male, female & accessible toilets in various locations, as well as baby change facilities.



Dreamworld Team Members

- I can approach the friendly Dreamworld team for assistance throughout my day.
- Team members can help me:
 - Find my way
 - Give me information about attractions
 - Answer questions
 - Arrange emergency medical assistance if I need it
- Some team members have training in **The Sunflower Program**. You can recognise them by spotting their Sunflower Badge. These team members are trained to assist guests with hidden disabilities.



Parents Centre at Dreamworld

- There is a **Parents Centre** in Kenny & Belinda's Dreamland that offers convenient changing, feeding, play & bathroom facilities for families.
- It offers private breastfeeding spaces, parent & child toilets, an accessible change table for infants, a children's play area & kitchen facilities.



· Because Dreamworld is a theme park, there are lots of rides & music, which can make loud noises.



· Performances also take place where performers might use loud microphones. Microphones are used in Main Street, at the Tiger Island Stadium & in the Native Wildlife area. I can ask a team member what time these talks take place.

· There are quiet spaces throughout the park, especially in Native Wildlife, where I can take a break.



I can use the following strategies to help me feel comfortable if it is too noisy:

- Move to a quieter area
- Use noise-cancelling headphones
- Take a break
- Ask for help



We hope you **enjoy** your day at Dreamworld,
and we look forward to **welcoming** you back again soon



