

# ACCESSIBILITY GUIDE

Discover all the Rules governing entry to the Park for individuals with disabilities.



## PARKING

The internal parking of CavallinoMatto has reserved parking spaces for guests with disabilities.



## DISABLED ACCESS AND COMPANION (Please contact the Ticket Office)

By presenting the Handicap Certification under Law 104/92, Article 3, Paragraph 3, for non-self-sufficient individuals, the guest with a disability can collect their Complimentary Ticket, while their companion – who must be an adult of legal age – can purchase a discounted entrance ticket. In the case of multiple companions, please note that the discounted ticket can only be assigned to one of them.

The companion must be familiar with the functional and cognitive abilities of the person they are accompanying and must assess whether the chosen attraction is suitable for proper enjoyment. The companion must also:

- Always be on the attraction with the guest with a disability.
- Carefully read the signs placed near the attractions (indicating any restrictions).
- Provide full assistance during access and exit from the attraction and during boarding and disembarking from the attraction's vehicle.
- Ensure assistance in case of emergencies and the need for evacuation from the Park.

The Park applies the following rates to guests with disabilities and their family member/companion:

- **Guest with a disability:** Free admission (by presenting the Handicap Certification under Law 104/92, Article 3, Paragraph 3, at the Park Ticket Office);
- **Companion:** Discounted CavallinoMatto ticket (maximum one companion per person with a disability).

The complimentary ticket for the guest with a disability and the discounted ticket for the companion will be granted **ONLY** upon presentation of the aforementioned documents directly at the Park Ticket Office.

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## ACCESS TO ATTRACTIONS WITH "SPECIAL GUEST" PASSES

To make the use of attractions more convenient, the Park issues special passes for guests with disabilities and their companions (up to a maximum of three companions based on the attraction's capacity).

The Park's management reserves the right to withdraw passes in cases of abuse or inappropriate use.

Groups of differently-abled individuals must always have a sufficient number of companions to accompany the group within the Park and on the attractions.

Accessibility to attractions is subject to change without notice.

Some attractions may be temporarily closed.

The opening of certain attractions is dependent on weather conditions.

To ensure well-being and safety, please follow the Park's internal regulations and the guidance of our staff, as well as the posted signage.



## GUIDE DOGS AND ASSISTANCE DOGS

Guide and assistance dogs are welcome inside the Park, but it is recommended to bring a water bowl to allow the dog to stay hydrated throughout the day and bags for waste disposal.

Guide and assistance dogs must always be accompanied.

They are allowed in show areas but are not permitted on the attractions.

Therefore, the dog cannot be left unattended outside the attractions, and in the absence of the owner and their companion, it must be entrusted to another accompanying person.

Please note that our staff is not authorized to care for guide and assistance dogs.

In the case of non-guide dogs, they must be equipped with a muzzle and a leash if they are medium-sized or larger.



## RESTROOM FACILITIES

Restroom facilities within the Park, indicated on the map with the WC symbol, are accessible to people with disabilities.

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## INFIRMARY

The Infirmary service, provided by CavallinoMatto Park, is reserved for Park guests and is offered free of charge during their stay in the Park. It provides assistance to visitors before they may need to seek medical attention or emergency care for any reason.



## BAR, RESTAURANT, AND SELF SERVICE

Bars, restaurants, and self-service facilities are easily accessible for wheelchair users. Indoor areas only allow guide and assistance dogs. In case of specific allergies or intolerances (e.g., celiac disease), Park staff can assist in selecting food and beverages. Smoking is prohibited in all establishments, including outdoor refreshment areas. Availability and opening hours of these facilities may vary.



## SHOPS

Shops are easily accessible to wheelchair users and accept guide and assistance dogs. Smoking is prohibited in all shops. Availability and opening hours of these establishments may vary.



## SHOWS AND FANTASY ARENA

The theaters and areas where shows are performed have reserved seating for guests with disabilities. Smoking is prohibited in all theaters and show areas.

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