

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.



DISABLE ACCES AND COMPANION (Please contact the Ticket Office)

Showing the Handicap Certification under Law 104/92 and/or Disability Card, the Guest with a disability under 18 years old and/or an adult >18 years old who is permanently non-ambulatory (with a wheelchair) or blind, will be able to collect their Complimentary Ticket, upon verification of documents; while his companion, must be an adult and of legal age, will be able to purchase an entry discount ticket only at the Park Ticket Office.

Adult Guests >18 years old with Handicap Certification under Law 104/92/Disability Card and deaf guests with a companion, upon presentation and verification of documents at the Park Ticket Office, will be have a special rate of an entrance ticket and, after verification of an actual need for accompaniment, they will be entitled to a companion with a discounted ticket (to be purchased only at the Park Ticket Office). In the case of multiple companions, please note that the discounted ticket can only be assigned to one of them.

The Companion has the obligation to know the functional and cognitive abilities of the accompanied person and must evaluate whether the chosen attraction is appropriate for a correct fruition.

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 restriction);
 - Provide full assistance during access and exit from the attraction and during boarding and disembarking operations from the attraction vehicle;
 - Ensure assistance and the need for evacuation from the Park in case of emergency.
- The Park applies the following rates to Guests with disabilities and their family member/companion:

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- Guest with a disability <18 years old: Free entry (showing the Handicap Certification under Law 104/92/Disability Card at the Park Ticket Offices);

- Guest >18 years old permanently non-ambulatory (with wheelchair) and/or blind: Free entry;

- Guest with a disability >18 years old and/or deaf with companion: Entrance with a special rate (showing the Handicap Certification under Law 104/92/Disability Card at the Park Ticket Offices);

- Disabled guest with >60% disability: Reduced rate entry (can only be purchased at the Park Ticket Offices);

- Companion: Entrance at a discounted rate (maximum one per person with a disability) provided for the Companion of the disabled Guest <18 years old, for the Companion of the non-disabled Guest ambulatory and/or blind and/or deaf >18 years old, for the Companion of the disabled Guest >18 years old subject to verification of the actual need for accompaniment.

The free ticket for the Guest with a disability and the discounted ticket for the Companion will be granted ONLY upon presentation of the documents indicated above and ONLY at the Park Ticket Office.

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ACCESS TO ATTRACTIONS WITH "SPECIAL GUEST"

The Special Guest is a bracelet that is issued to the Guest with a disability and to a maximum of three close family members, facilitating access to queues once an hour and must be shown to operators of attractions.

The Park Management reserves the right to withdraw the Special Guest in case of abuse or inappropriate use.

Groups of disabled people must always have a sufficient number of companions to be able to accompany them safely inside the Park and on the attractions.

Accessibility to attractions is subject to change without notice.

Some attractions may be temporarily closed for extraordinary repairs.

The opening of some attractions is subject to weather conditions.

To ensure well-being and safety, please follow the Park's internal regulations and follow the instructions of our staff as well as the existing signs.



GUIDE 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 during the day and bags for waste disposal.

Guide and assistance dogs must always be accompanied and are allowed in the show areas but they are not allowed on the attractions.

Therefore, the dog cannot be left unattended outside the attractions and, in case of absence of the owner and his companion, must always be left in the custody of another accompanying person.

Please note that our staff are not authorized to care for guide and assistance dogs. In the case of non-guide dogs, they must always be equipped with a leash and muzzle if they are medium/large size.



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

Bar, 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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