



# ***RIDER'S GUIDE***

***FOR RIDER SAFETY AND  
GUESTS WITH DISABILITIES***



**The Entertainment Capital of L.A.™**

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## Welcome to Universal Studios Hollywood–The Entertainment Capital of L.A.™!

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We've designed this information guide with the goal of ensuring that guests are able to make informed decisions about their ability to safely, comfortably and conveniently experience our attractions. It is a supplement to the Studio Guide map, which is available at all Main Entrance turnstiles and Guest Relations. Please note that all information is subject to change.

Additionally, we have included information for guests with disabilities such as the accommodations at each attraction, its physical requirements for entering or exiting ride vehicles and other attraction areas. It is important to note that although all of our Attraction Attendants are eager to make your day as pleasant as possible, they are not trained in lifting or carrying techniques and therefore cannot provide physical assistance. We suggest that guests with disabilities bring a companion who can provide any physical assistance needed.

We want everyone to enjoy their visit. Please show common courtesy and respect to fellow Park guests. Do not use profanity or engage in unsafe, illegal or offensive behavior. Please abide by all safety warnings and posted signage. Proper attire – including shoes and shirts – must be worn at all times.

For your safety while on attractions, please keep your hands, arms, feet and legs inside the vehicle and supervise children at all times.

If you have any questions or concerns, please stop by Guest Relations or feel free to speak with any one of our Attraction Attendants.

Have a great time at Universal Studios Hollywood–  
The Entertainment Capital of L.A.™!

## Explanation of Terms

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All of the attractions at Universal Studios Hollywood<sup>SM</sup> incorporate safety systems designed to accommodate people of average physical stature and body proportion. Therefore, certain restrictions may apply for some guests at each attraction based on the nature and dynamics of the experience. This includes restrictions based on body shape or size, height, medical conditions, or other physical conditions which could be aggravated by the experience. Our prime consideration is the ability of each person to endure the dynamics of each attraction without risk of injury to that person or others.

We have used a standard set of terms to describe each of our attractions. Our intent is to provide you with a clear understanding of each attraction's dynamics and physical requirements so that you can make an informed decision about experiencing them.

The attraction information in this guide will be presented in the following categories:

### ATTRACTION DESCRIPTION

This section outlines the specific ride vehicle movements to be expected while riding.

### IMPORTANT ACCESS INFORMATION

This section outlines specific physical restrictions and requirements to ensure a comfortable and safe ride experience.

### GUESTS WITH SERVICE ANIMALS

This section outlines the level of accommodation and other special instructions for those guests accompanied by service animals.

It is important to review this information fully before experiencing each attraction, consulting with any ride attendant to clarify issues or questions that you may have.

### INFORMATION FOR GUESTS USING WHEELCHAIRS

This section outlines the level of accommodation and other special instructions for those persons using wheelchairs as they experience each attraction.

It is important to review this information fully before experiencing each attraction, consulting with any ride attendant to clarify issues or questions that you may have.

As part of the **IMPORTANT ACCESS INFORMATION** there are some fundamental requirements necessary to ride which may differ slightly from attraction to attraction. All variations of these requirements follow with explanations.

## To Ride You Should Be Able To:

### CONTINUOUSLY GRASP THE RESTRAINT MECHANISM WITH AT LEAST ONE UPPER EXTREMITY.

**EXPLANATION:** The guest must have at least one upper extremity or prosthesis exhibiting good grip control with the ability to brace and be strong enough to allow the guest to maintain the proper riding position through the duration of the ride.

### INDEPENDENTLY MAINTAIN YOURSELF IN AN UPRIGHT POSITION WHILE SEATED.

**EXPLANATION:** The guest must have the body and spinal control to sit upright without the aid of other people or devices and be able to maintain the proper riding posture even during bumpy or other characteristic movements of the ride.

### ABSORB SUDDEN AND DRAMATIC MOVEMENTS INCLUDING SPINNING AND TURNING OR THOSE SIMILAR TO A ROLLER COASTER OR MOTION BASED ATTRACTION.

**EXPLANATION:** The guest must have sufficient awareness of the nature of the ride and the ability to sit upright and hold on to the restraint mechanism and/or brace during the dynamic motion of the ride.

### POSSESS SUFFICIENT UPPER BODY STRENGTH TO KEEP YOUR HEAD AGAINST THE HEADREST DURING EXTREME UPWARD ACCELERATION.

**EXPLANATION:** The guest must have the sufficient muscle control to support their head, neck and upper torso in a standard, forward-looking position during the movement of the ride vehicle.

### RIDES EMPLOY SAFETY RESTRAINTS.

**EXPLANATION:** All rides employ safety restraints which may restrict certain people from riding due to their body shape and size.

- You should not ride if you have had recent surgery or have other conditions which could be aggravated by these attractions.
- Prosthetic limbs should be secured or removed to prevent hazards or loss due to ride forces.

Please see Attraction Attendant for assistance.

## Descriptions & Restrictions

There are a few general conditions which apply to all attractions:

### CASTS OR BRACES

Guests with casts or braces will be restricted from riding rides where the cast or brace may present a hazard to the guest or others. If in doubt about your ability to safely experience a ride, please consult with an Attraction Attendant or Guest Services for further information. Seating required at all shows, rides and The Studio Tour to participate.

### “ACCOMPANIED BY AN ADULT”

Whenever a guest is required to be accompanied by a responsible adult, the responsible adult must be able to safely ride the ride in addition to assisting the guest, including maintaining their own postural control under the dynamics of the ride, if necessary. At all of our attractions, children must be accompanied by an adult and must be able to sit upright unassisted on all rides.

### OXYGEN TANKS

Due to the dramatic movement of the ride vehicles and certain flame effects at Universal Studios Hollywood,<sup>SM</sup> oxygen tanks are not permitted at the following locations:

Jurassic Park<sup>®</sup>—The Ride

The Simpsons Ride<sup>™</sup>

Revenge of the Mummy<sup>SM</sup>—The Ride

Studio Tour *(See attendant for assistance)*

Backdraft<sup>®</sup> *(See attendant for assistance)*

WaterWorld<sup>®</sup> *(See attendant for assistance)*

Shrek 4-D<sup>™</sup> *(See attendant for assistance)*

Terminator 2<sup>®</sup>: 3-D *(See attendant for assistance)*

### SAFETY WARNINGS

Please keep all parts of your body inside the ride vehicle at all times.

Face forward while the ride vehicle is in motion.

No picture taking or video taping while riding.

Evacuations may be required due to such causes as a mechanical concern, weather conditions, or power interruptions. If an evacuation is required, guest will be required to navigate stairs, ladders and/or narrow passes or will need to wait to be evacuated.

## Attraction Information Symbol Descriptions

You will also see the following symbols used throughout the attraction information section:



Attraction is not recommended for guests who are susceptible to fear of closed-in spaces.



Attraction is not recommended for guests with a history of neck or back conditions.



Attraction is not recommended for guests with a history of heart trouble or abnormal blood pressure.



Attraction is not recommended for expectant mothers.



Attraction is not recommended for those susceptible to motion sickness.



Attraction is not recommended for guests who have medical conditions that could be aggravated by strobe effects.



Attraction is not recommended for guests who have medical conditions that could be aggravated by fog effects.



Attraction is not recommended for guests with a fear of heights.



Attraction is not recommended for guests who have recently had surgery.



Attraction is not recommended for guests wearing casts.



Attraction is not recommended for those who are sensitive to loud or sudden noises.



Attraction is not recommended for guests who do not want to get wet.



Attraction is not recommended for guests with sensitivity to strong smells.



Attraction can not accommodate oxygen cylinders.



Closed caption monitors available.



Open caption monitors available.



Reflective Captioning is available at Terminator 2<sup>®</sup>: 3-D.



Assistive listening devices available.



Guests must be able to transfer to the ride vehicle's seating with assistance from another member of their party. Attraction Attendants may not assist.



Guests may remain in their wheelchair throughout the attraction experience.



Guests may remain in their Electric Convenience Vehicle (ECV) throughout the attraction experience.



Guests must be of the indicated height to experience this attraction.



Attraction can accommodate service animals.



Attraction not accessible for service animals.



Prosthetic limbs should be secured or removed to prevent hazards or loss due to ride forces.

## General Information

### PARKING

Vehicles entering the Toll Plaza with a Disabled Parking Permit will be directed to the parking area for Guests with Disabilities.



### WHEELCHAIR ACCESSIBLE

Access for guests in wheelchairs is provided throughout the Park. Accessible routes are available at all our attractions and between the upper and lower levels of the Park. Please refer to your Studio Guide to find transportation to the Lower Lot.

For your enjoyment and convenience, Universal Studios Hollywood's shopping and dining facilities are designed to be wheelchair accessible. Also, our outdoor stage shows have areas reserved for guests with disabilities. These areas are clearly marked with the International Symbol of Accessibility. If you need access to these areas please notify the Attraction Attendant at the venue who will assist you.

### WHEELCHAIR RENTAL

Wheelchairs are available for a nominal fee at our wheelchair/stroller rental facility located just inside the main entrance.



### GUESTS USING ELECTRIC CONVENIENCE VEHICLES (ECV'S) AND ELECTRIC WHEELCHAIRS

Our shows and attractions accommodate all "wheelchairs" (both standard & electric) and most ECV's.

Our Studio Tour accommodates standard wheelchairs and most electric wheelchairs but not ECV's.

We apologize, but due to their dramatic motion, none of the ride vehicles at Universal Studios Hollywood™ will accommodate Electric Convenience Vehicles (ECV'S), standard or electric wheelchairs.



### VISION DISABILITIES

Safety and Guests with Disabilities information and attraction scripts are available in large font and embossed in Braille at Guest Relations or at each designated attraction or show at Universal Studios Hollywood.



### GUIDE DOG ESCORTS / SERVICE ANIMALS

Guide dogs and service animals are welcome in all of our restaurants, shows and retail locations. Some of our attractions have specific admission requirements for service animals. Please ask any of our show or Attraction Attendants if you have any questions regarding requirements. Service animal stations are located in the Lower Lot, adjacent to the Jurassic Park® splashdown, in the Upper Lot, by the Gate A entrance to Universal's Animal Actors and outside the Park by the Taxi Drop-off adjacent to the bus unloading area.

We apologize, but the following attractions cannot accommodate service animals due to the nature of the experience:

- Revenge of the Mummy™ –The Ride
- Jurassic Park®–The Ride
- Universal's House of Horrors



### FIRST AID

We have two First Aid stations for your convenience, which are identified on the Park map by the First Aid symbol. One is located next to the Universal's Animal Actors show on the Upper Lot. The other is located adjacent to Jurassic Park® on the Lower Lot. Nurses are on duty during regular Park hours to assist you. Certified EMTs provide additional coverage throughout the Park. Please see any Attraction Attendant if you are in need of First Aid assistance.



### HEARING DISABILITIES

To fully enjoy many of the shows in the Park, we have Assistive Listening Devices available free of charge. Instructions on use available upon request. Simply present an I.D. at Guest Relations.

### SCRIPTS

Scripts outlining the dialogue in our shows are also available at Guest Relations and at the shows. Ask an Attendant for assistance.

### SIGN LANGUAGE INTERPRETING

With two week advance notice, sign language interpreting services will be made available at Universal Studios Hollywood at no charge. To arrange for sign language interpreting services please contact Guest Relations at 1-800-UNIVERSAL or e-mail us at [guestrelations@UniversalStudiosHollywood.com](mailto:guestrelations@UniversalStudiosHollywood.com). Any cancellations made within 72 hours of reservation date are subject to a fee.



### CLOSED CAPTIONING



### OPEN CAPTIONING

Caption monitoring is available upon request at designated attractions throughout the park. Please check entrance signs for availability.



### REFLECTIVE CAPTIONING

Reflective Captioning is available at Terminator 2®: 3-D. Ask an Attraction Attendant for assistance.



### RESTROOMS

All restrooms have wheelchair accessible facilities and are located throughout the Park.



There are also unisex and family restrooms located at The Adventures of Curious George and at both First Aid stations.



### TELEPHONES

Accessible telephones are located throughout the Park. Please refer to your Studio Guide for locations. TDD telephones are available at Guest Relations.

Telephones with amplification devices are also located throughout the park.



### WATER FOUNTAINS

Accessible water fountains are available throughout the Park. Cups of water may also be requested at any restaurant.

## Attraction Descriptions

### The Adventures of Curious George

#### ATTRACTION DESCRIPTION:

Come monkey around with Curious George®. Soak up the thrills of a 500 gallon water dump and unleash thousands of flying foam balls in this wild play area just for kids.

#### IMPORTANT ACCESS INFORMATION:



Check with Attraction Attendant.

#### GUESTS WITH SERVICE ANIMALS:

This walk-through attraction has adequate floor space throughout. There are several interactive water effects throughout the play area.

#### INFORMATION FOR GUESTS USING WHEELCHAIRS:



### Backdraft®

#### ATTRACTION DESCRIPTION:

This attraction puts you in the midst of a warehouse fire. You will experience loud noise, strong fire effects and sudden movements which may be too intense for young children.

#### IMPORTANT ACCESS INFORMATION:



See Attraction Attendant for assistance.

See Attraction Attendant for assistance.



Attraction not recommended for guests who have sensitive skin.

#### GUESTS WITH SERVICE ANIMALS:

This walk-through attraction has adequate floor space throughout for service animals. This show includes loud explosion noises and live fire effects.

#### INFORMATION FOR GUESTS USING WHEELCHAIRS:



Designated wheelchair and ECV parking located in the attraction.

### The Blues Brothers®

#### ATTRACTION DESCRIPTION:

This is a live musical revue featuring the R&B groove of Jake and Elwood, the bad boys of blues.

#### IMPORTANT ACCESS INFORMATION:



#### GUESTS WITH SERVICE ANIMALS:

This outdoor show has adequate floor space and contains some loud music.

#### INFORMATION FOR GUESTS USING WHEELCHAIRS:



Designated wheelchair and ECV seating located at the front of the stage.

### Fear Factor Live

#### ATTRACTION DESCRIPTION:

This is a live show that involves stunts performed by guests of Universal Studios Hollywood<sup>SM</sup> based on the hit TV show FEAR FACTOR on NBC.

#### IMPORTANT ACCESS INFORMATION:



#### TO PARTICIPATE AS A CONTESTANT ONLY:

Please proceed to Casting Center for casting requirements.

#### INFORMATION FOR GUESTS USING WHEELCHAIRS:



See Attraction Attendant for assistance.



# Attraction Descriptions, cont.

## The Simpsons Ride™

### ATTRACTION DESCRIPTION:

Join The Simpsons on a hysterical, almost unimaginable adventure ride to a fantasy amusement park dreamed up by Krusty the Clown! The Simpsons Ride is a highly aggressive ride which involves sudden and jarring movements.

### IMPORTANT ACCESS INFORMATION:



Upon Request

The ride involves special strobe and fog effects which could aggravate certain medical conditions.

This ride employs safety restraints which may not accommodate certain people due to their body shape or size.

Attraction is not recommended for guests who have fear of enclosed spaces.

### TO RIDE YOU SHOULD BE ABLE TO:

Continuously grasp the lap bar with at least one upper extremity; independently maintain yourself in an upright position while seated; absorb the sudden and dramatic movements similar to a roller coaster; and negotiate a 10" high barrier into the ride vehicle compartment, either independently or with assistance from your companion.

### GUESTS WITH SERVICE ANIMALS:

The vehicle has minimal to adequate floor space. The vehicle has adequate side barriers for containment. The vehicle has multi-directional motion and abrupt directional changes. The show includes loud noises and fog effects.

### INFORMATION FOR GUESTS USING WHEELCHAIRS:



## Special Effects Stages

### ATTRACTION DESCRIPTION:

Explore three stages that put you into the action, and reveal the secrets of creating special effects. Certain effects may be too intense for children.

### IMPORTANT ACCESS INFORMATION:



### GUESTS WITH SERVICE ANIMALS:

This attraction has adequate floor space throughout. There are various performers in direct proximity to the audience.

### INFORMATION FOR GUESTS USING WHEELCHAIRS:



Designated wheelchair and ECV parking are located in the attraction.

## Studio Tour

### ATTRACTION DESCRIPTION:

This tour passes through several attractions, which contain loud explosions, large flame effects, fog effects, tidal wave effects, an animated shark and a large animated gorilla. The vehicle rocks aggressively from side to side and up and down during "Earthquake." Certain effects may be too intense for children.

### IMPORTANT ACCESS INFORMATION:



Check with Attraction Attendant.

See Attraction Attendant for assistance.

See Attraction Attendant for assistance.



Upon Request

### GUESTS WITH SERVICE ANIMALS:

This attraction has adequate floor space and side barriers for medium to large service animals (smaller or crated animals may not be appropriate).

### INFORMATION FOR GUESTS USING WHEELCHAIRS:



THEME PARK | STUDIO TOUR | CITYWALK | CINEMAS | CONCERTS

THEME PARK | STUDIO TOUR | CITYWALK | CINEMAS | CONCERTS

## Attraction Descriptions, cont.

### Terminator 2®: 3-D

#### ATTRACTION DESCRIPTION:

See the Terminator in the world's first 3-D cyber-adventure.

The CYBERDYNE demonstration involves loud noises, special strobe and fog effects and sudden movements which could aggravate certain medical conditions. Due to the intense nature of this attraction parental guidance is advised.

#### IMPORTANT ACCESS INFORMATION:



See Attraction Attendant for assistance.

See Attraction Attendant for assistance.



See Attraction Attendant for assistance.

Upon Request

Upon Request

Stationary seating is available.

#### GUESTS WITH SERVICE ANIMALS:

This attraction has adequate floor space throughout. There are loud explosion noises, large simulated flame effects, overhead water effects, fog effects and performers in close proximity to the audience.

#### INFORMATION FOR GUESTS USING WHEELCHAIRS:



### Universal's Animal Actors

#### ATTRACTION DESCRIPTION:

This show features trained animals performing routines with animal trainers.

#### IMPORTANT ACCESS INFORMATION:



See Attraction Attendant for assistance.

#### GUESTS WITH SERVICE ANIMALS:

This attraction has adequate floor space throughout. There are various performers and animals in direct proximity to the audience. It is recommended that service animals remain near the back of the stadium so as not to distract the show animals during their performance.

#### INFORMATION FOR GUESTS USING WHEELCHAIRS:



### The Universal Experience: Behind the Scenes of Universal Pictures

#### ATTRACTION DESCRIPTION:

Go behind the scenes of Universal's film legacy in this interactive exhibit featuring authentic props, wardrobe and artifacts from past, present and upcoming Universal productions.

#### IMPORTANT ACCESS INFORMATION:



Please use the main entrance.

#### INFORMATION FOR GUESTS USING WHEELCHAIRS:



## Attraction Descriptions, cont.

### Universal's House of Horrors

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#### ATTRACTION DESCRIPTION:

This attraction takes you into the terror-filled sets of Universal horror movies. There are dark corridors where performers jump out from around corners, loud noises, and some water effects. There are also mirrored corridors and animated monsters. There are high altitude bridges and enclosed areas. Certain effects may be too intense for children.

#### IMPORTANT ACCESS INFORMATION:



#### INFORMATION FOR GUESTS USING WHEELCHAIRS:



### WaterWorld®

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#### ATTRACTION DESCRIPTION:

Experience death-defying stunts and breathtaking feats as we enter the midst of a live sea war spectacular. There are loud explosion noises, pyrotechnics, large flame effects and performers in close proximity to the audience. Due to the intense nature of this show parental guidance is advised.

#### IMPORTANT ACCESS INFORMATION:



Check with Attraction Attendant.

See Attraction Attendant for assistance.



#### GUESTS WITH SERVICE ANIMALS:

This stadium seating stunt show has adequate floor space throughout.

#### INFORMATION FOR GUESTS USING WHEELCHAIRS:



Designated wheelchair and ECV parking is located throughout the arena.

# WE'RE GLAD YOU'RE HERE!

We're happy you've chosen to visit Universal Studios Hollywood,<sup>™</sup> and we'll do our best to make sure you have a terrific time here. We are always interested in hearing your comments and suggestions. If you have any questions or concerns, please stop by Guest Relations or call us at (818) 622-3735. We'll be glad to help.

**For information, call: 1-800-UNIVERSAL  
TDD: (818) 752-8514**

## **Height Requirements Quick Reference Guide**



**Revenge of the Mummy<sup>™</sup> – The Ride**  
Must be at least 48”



**Jurassic Park<sup>®</sup> – The Ride**  
Must be at least 46”



**The Simpsons Ride<sup>™</sup>**  
Must be at least 40”



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