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# GUIDE FOR **RIDER SAFETY** AND ACCESSIBILITY



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# WELCOME TO UNIVERSAL STUDIOS HOLLYWOOD

We have provided this guide to give you as much detailed information about each attraction experience as possible. Our goal is to ensure that everyone is able to make well-informed decisions about their ability to safely, comfortably and conveniently experience each of our attractions. If, at any time, you feel that you do not have enough information to make these decisions, please contact any of our experienced Team Members for help in planning your day.

Additionally, we have included specific information for guests with disabilities. This information provides a clear outline of the accommodations at each attraction, as well as the physical requirements for entering or exiting ride vehicles and other attraction areas. It is important to note that, although all of our Team Members 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 that may be needed.

Our goal is to provide the best accommodation possible to all of our guests. With the information that follows, and the expert assistance our Team Members can offer in answering questions, we are confident the experience you have with us will exceed your expectations!

**PARTICIPATE RESPONSIBLY**  
**FAILURE TO FOLLOW POSTED GUIDELINES**  
**MAY RESULT IN SERIOUS INJURY OR**  
**EXPULSION FROM THE PARK**

## ATTRACTION INFORMATION SYMBOL DESCRIPTIONS

You will see the following symbols used throughout the Attraction Descriptions section and the Ride Warning signage:



Attraction is not allowed for guests with a history of heart conditions or abnormal blood pressure.



Attraction is not allowed for guests with a history of neck, back or similar physical conditions.



Expectant mothers are not allowed on this attraction.



Attraction is not recommended for those susceptible to motion sickness or dizziness.



Attraction is not recommended for guests who are susceptible to fear of heights.



Attraction is not recommended for guests who have medical sensitivity to strobe effects.



Attraction is not recommended for guests who have medical sensitivity to fog effects.



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



Attraction is not recommended for guests wearing casts.



Attraction is not recommended for recent surgery or other conditions that may be aggravated by this ride.



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



One natural leg must fit underneath the shin guard. Prosthetic limbs should be secured to prevent hazards or loss due to ride forces.



Attraction employs safety restraints which may restrict certain guests from riding due to body shape and size. A test seat is available at select attractions to assist guests in determining their ability to ride.



Guests must transfer to a manual wheelchair.



Guests must be able to transfer to the ride vehicle's seating with assistance from another member of their party. Attraction Team Members 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.



Children within this range of height must be accompanied by a Supervising Companion.



Parental discretion is recommended due to mature themes or frightening images.



Closed Caption available.



Open Caption monitors available.



Audio available for portions of the attraction through Assistive Listening Devices.



Large print scripts with Braille are available for loan.



Attraction/ride vehicle can accommodate service animals.



Attraction/ride vehicle not accessible for service animals. Service animal kennel available upon request.

# GENERAL INFORMATION

## PARKING

Guests entering the toll plaza with an accessible parking permit will be directed to the parking area for guests with disabilities.

## WHEELCHAIR AND ELECTRIC CONVENIENCE VEHICLE RENTAL

Wheelchairs and Electric Convenience Vehicles (ECVs) are available for a fee at our wheelchair/stroller rental facility located just inside the main entrance.

## RESTROOMS

All restrooms have wheelchair-accessible facilities and are located throughout the Park. Family Restrooms (single-user) are available on CityWalk near the west side restrooms, the wet play area of Super Silly Fun Land and adjacent to the Lower Lot restrooms.

## FAMILY CENTER

The Family Center offers the following services:

- Quiet Rooms: Specially-equipped spaces where guests with autism spectrum disorder and their families can take a break. Sensory toys and therapy blankets available for use in quiet rooms upon request.
- Nursing Rooms: Private, lockable nursing rooms for breast feeding come with a chair and sink.
- Family Restrooms: Adult and children accessible single-user restrooms.

## FIRST AID

We have two First Aid stations for your convenience, which are identified on the Studio Map by the First Aid symbol. One is located next to French Street Bistro on the Upper Lot. The other is located next to Studio Store 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 Team Member if you are in need of First Aid assistance.

## GUESTS USING WHEELED MOBILITY DEVICES



Accessible routes and access for guests in wheeled mobility devices are provided throughout the property. A shuttle equipped with a wheelchair lift is available to transport guests from the bottom of Universal Hollywood Drive (next to Lankershim Blvd.) to the hotels, CityWalk and the Theme Park. A shuttle is available to transport guests that cannot navigate the escalators between the Theme Park's Lower Lot and Upper Lot. Please refer to your Studio Map to find Lower Lot/Upper Lot transportation locations.

For all Universal Studios Hollywood transportation options, wheelchairs, ECVs, Other Power-Driven Mobility Devices (OPDMDs) and other mobility devices must fit without being forced on lifts, ramps and in designated wheelchair spaces.

Wheelchairs, ECVs and OPDMDs must be tied down in the shuttle by a Universal Studios Hollywood driver. Guests in ECVs and OPDMDs must transfer to shuttle seating during the trip. Guests may remain in stroller-wheelchair unless the device is three-wheeled or a standard stroller. In these cases, the guest must transfer to shuttle seating during the trip.

For your enjoyment and convenience, Universal Studios Hollywood's shopping and dining facilities are designed to be accessible to wheeled mobility devices.

Our queues are made to be accessible to guests using wheelchairs (with the exception of The Simpsons Ride, Revenge of the Mummy, Forbidden Journey, Mario Kart™: Bowser's Challenge and the Studio Tour). If necessary, please see an Attractions Attendant for assistance. Due to their dramatic motion, most of the ride vehicles at Universal Studios Hollywood will not accommodate standard wheelchairs, electric wheelchairs, ECVs and OPDMDs.

The Studio Tour accommodates standard wheelchairs and most electric wheelchairs but not ECVs or OPDMDs. The Secret Life of Pets: Off the Leash ride accommodates standard wheelchairs and stroller-wheelchairs but not electric wheelchairs, ECVs or OPDMDs. Our outdoor stage shows have areas reserved for wheeled mobility devices. These areas are clearly marked with the International Symbol of Accessibility. If you need access to these areas, please notify a Team Member at the venue for assistance.

## **MANUAL-DRIVEN AND POWER-DRIVEN MOBILITY DEVICE SAFE USAGE POLICY**

Guests must adhere to Universal Studios Hollywood's safe usage policy for manual-driven and power-driven mobility devices, such as, but not limited to, standard wheelchairs, stroller-wheelchairs, scooters, walkers, or other manual-driven mobility devices and power-driven wheelchairs, Electric Convenience Vehicles/ scooters, Segways or other power-driven mobility devices.

- Guests must operate these mobility devices at a safe speed equivalent to or slightly slower than surrounding pedestrians.
- Guests are responsible for any harm, damages or injury caused to any person or property due to the user's intentional, reckless or negligent usage of these mobility devices.
- The Park is not responsible for any harm or damage caused to any mobility device by other Park guests, or while a mobility device is left unattended, or while a mobility device is used in violation of these rules.
- Powered mobility devices are prohibited on escalators and must utilize elevators and Alternate Transport Vehicles provided.
- Manual mobility devices are allowed on escalators but guests must exit the device and maintain control of it during the trip.
- Guests who cannot exit or maintain control of their device must utilize elevators and Alternate Transport Vehicles provided.
- Powered mobility devices must be powered down and keys removed (as applicable) when left unattended.



## **GUESTS USING ELECTRIC CONVENIENCE VEHICLES (ECVS) AND ELECTRIC WHEELCHAIRS**

Our show and attraction entrances accommodate all wheelchairs (both standard and electric) and most ECVs.

## **GUESTS USING OXYGEN TANKS/DEVICES**

Due to the dramatic movement of the ride vehicles and certain special effects at Universal Studios Hollywood, oxygen (including compressed and liquid) tanks are only permitted at the following locations:

- DreamWorks Theatre Featuring Kung Fu Panda (stationary seating only)
- WaterWorld
- Oxygen concentrators or other related devices may be permitted if they can be secured and do not interfere with ride restraints. Please see a Team Member at specific venue for details.



## **GUESTS WHO ARE DEAF OR HARD OF HEARING**

Many Universal Studios Hollywood queues are equipped with amplified audio for assistive listening. Additionally, assistive listening is available throughout the attraction experience at WaterWorld. Assistive listening headsets are available for loan at Guest Relations.



## **CAPTIONING**

Caption monitoring is available upon request at designated attractions throughout the Park.

Captioning is available at the following attractions:

- Despicable Me: Minion Mayhem
- DreamWorks Theatre Featuring Kung Fu Panda
- The Secret Life of Pets: Off the Leash
- The Simpsons Ride
- Studio Tour

## GENERAL INFORMATION



### AMERICAN SIGN LANGUAGE (ASL) SERVICES

Video remote interpreting is available at Guest Relations and the First Aid stations. With one-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 via our website at [www.UniversalStudiosHollywood.com](http://www.UniversalStudiosHollywood.com) or call us at 1-800-864-8377.

### TELEPHONES

Please refer to your Studio Map for locations. Telecommunication devices for the deaf (TDD) and teletypewriter devices (TTY) are available at Guest Relations.



### LARGE-PRINT AND BRAILLE SCRIPTS

The Guide for Rider Safety and Accessibility is available for loan in large print and embossed in Braille at the Guest Relations lobby.

In addition, large-print scripts with Braille outlining the dialogue for our in-Park live action shows are available for loan at the Guest Relations lobby, as well as at each show listed below. Please see a Team Member for assistance.

- DreamWorks Theatre Featuring Kung Fu Panda
- Frog Choir
- Triwizard Spirit Rally
- WaterWorld

A large-print script is also available for the Studio Tour.



### SERVICE ANIMALS

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 consult the description for each ride and attraction listed later in the guide for more information. Please ask any of our Team Members if you have any questions regarding requirements.

Service animal stations are located at the following locations:

- In the Upper Lot by the entrance to Studio Tour
- In the Lower Lot next to the Starway across from the
- Jurassic World lagoon
- Outside the Park by the accessible parking adjacent to the security checkpoint

The following ride vehicles cannot accommodate service animals due to the nature of the experience:

- Flight of the Hippogriff™
- Harry Potter and the Forbidden Journey™
- Jurassic World - The Ride
- Mario Kart™: Bowser's Challenge
- Revenge of the Mummy - The Ride
- The Secret Life of Pets: Off the Leash

Service animal kennels are available at our rides. See any ride Team Member for assistance.

### GUESTS WITH PROSTHESES

Guests should properly secure all prosthetic limbs before riding the following attractions to prevent hazards or loss due to ride forces:

- Flight of the Hippogriff™
- Harry Potter and the Forbidden Journey™
- Revenge of the Mummy - The Ride

If you have any questions, please ask a Team Member or visit Guest Relations.

## **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. Casts or braces, where permitted, must fit comfortably in the ride unit and not interfere with proper functioning of the ride restraints. If in doubt about your ability to safely experience a ride, please review the Warning Sign, consult with a Team Member or visit Guest Relations for further information.

## **EVACUATIONS**

If an evacuation of an attraction or venue is needed, guests may be required to navigate stairs, narrow walkways, or ladders. Please have a member of your party carry or assist you, or wait in the ride vehicle for assistance.

# **ACCOMPANIED BY A SUPERVISING COMPANION**



Any child who meets the minimum height requirement of an attraction but does not meet the 48-inch ride-alone height requirement must be accompanied by a Supervising Companion. A Supervising Companion is defined as someone who is 14 years of age or older, meets all other attraction ridership requirements, and can assist a child under 48" (122cm) in height in complying with rider instructions. At all of our attractions, children under 48" must be able to sit upright unassisted.

# **EXPLANATION OF TERMS**

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 venue or attraction experience to be expected.

## **IMPORTANT ACCESS INFORMATION**

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

## **RIDER REQUIREMENTS**

This section outlines necessary physical abilities required to be able to experience the ride.

## **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 Team Member to clarify issues or questions that you may have.

## **INFORMATION FOR GUESTS USING MOBILITY DEVICES**

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 Team Member 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.

# SAFETY ADVISORY

## FOR YOUR SAFETY

Read all health and safety requirements for each attraction, as they are not all the same. You know your physical conditions and limitations; Universal Studios Hollywood does not. If you suspect your health could be at risk for any reason, or you could aggravate a pre-existing condition of any kind, do not experience the attraction.

## RIDE INFORMATION

For your safety and the safety of others, always face forward, keeping your hands and feet inside the ride vehicle at all times. Remain seated until the ride comes to a complete stop or you receive instructions to exit the vehicle.

## LOST ITEMS

Never attempt to recover a lost item while riding. Notify a Team Member for assistance and we will do everything we can to recover your property as quickly as possible. Lockers are provided to secure your personal belongings.

## MAGNETIC FIELDS

Many common devices produce electric or magnetic fields. They are used in everyday life as well as in our Park. The magnetic fields are generally confined to the equipment and should pose no concern, as our guests are not exposed to the proximity of the fields.

## RESTRAINT SYSTEMS

All passenger restraint systems, including lap bars, shoulder harnesses and seat belts, must be unobstructed and positioned and fastened properly to assure guest safety. Guests who do not fit properly within any safety restraint will not be permitted to ride. Some rides employ safety restraints which may restrict certain guests from riding due to body shape and size. Guests whose waistlines are 40" or greater may not be accommodated on the following rides and are strongly encouraged to try the test seats provided at the entrances of the attractions to ensure their ability to ride:

- Flight of the Hippogriff™
- Harry Potter and the Forbidden Journey™
- Mario Kart™: Bowser's Challenge
- Revenge of the Mummy - The Ride
- The Secret Life of Pets: Off the Leash

Guests whose waistlines are 40" or greater may not be accommodated on the following rides:

- Despicable Me Minion Mayhem
- Jurassic World - The Ride
- The Simpsons Ride™
- TRANSFORMERS™: The Ride-3D

## LOOSE AND FREE-FLOWING ARTICLES

Loose articles such as cellphones, backpacks, stuffed animals and hats must be secured on the vehicle, left with a non-rider or stored in a locker. In addition, items that could potentially extend out of the ride vehicle, such as umbrellas, selfie sticks or canes, must be properly secured. Guests with excessively long hair, long and flowing articles of clothing, or long accessories must remove, tuck in or tie back articles.

Each ride has unique loose-article restrictions. Please see a Team Member at each ride for more information. Lockers are available at the following attractions:

- Harry Potter and the Forbidden Journey™
- Jurassic World - The Ride
- Revenge of the Mummy - The Ride

# ATTRACTION DESCRIPTIONS

## Despicable Me Minion Mayhem

### ATTRACTION DESCRIPTION

A ride that includes sudden tilting, shaking and jarring actions; it simulates a high-speed chase, extreme heights and sudden and dramatic accelerations, stops, climbs, and drops.

### IMPORTANT ACCESS INFORMATION



This ride employs safety restraints which may restrict certain guests from riding due to body shape and size. Secure all loose articles before riding. See a Team Member for further details.

### RIDER REQUIREMENTS

You must be able to independently maintain an upright position, and brace and support your torso, neck, and head while absorbing sudden and dramatic movements throughout the experience.

When seated, a leg (natural or prosthetic) must extend to the edge of the seat or terminate below the knee.

You must transfer into the vehicle compartment, either independently or with assistance from your companion. Some ride vehicles have been modified to aid with your transfer. Please see a Team Member for assistance.

### GUESTS WITH SERVICE ANIMALS

The vehicle has minimal to adequate floor space and has adequate containment for medium to large animals (smaller or crated animals may not be appropriate).

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



## Dino Play for Kids

### ATTRACTION DESCRIPTION

An outdoor, Jurassic period-themed playground.

### IMPORTANT ACCESS INFORMATION



### GUESTS WITH SERVICE ANIMALS

This walk-through attraction has adequate floor space throughout.

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



# ATTRACTION DESCRIPTIONS

## DreamWorks Theatre Featuring Kung Fu Panda

### ATTRACTION DESCRIPTION

An active movie experience presented in a theater-style setting with seat movement that includes sudden tilting, shaking and jarring actions.

### IMPORTANT ACCESS INFORMATION



Upon Request



Upon Request



### RIDER REQUIREMENTS

You must be able to independently maintain an upright position throughout the experience. Only one guest permitted per moving seat.

Guests wishing to experience seat movement must transfer into the seat either independently or with assistance from your companion. All seats at the end of the rows have been modified to aid with your transfer. Please see a Team Member for assistance.

### GUESTS WITH SERVICE ANIMALS

This attraction has adequate floor space throughout, but it is recommended that guests sit at the end of the rows with service animals in the aisles.

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



Designated wheelchair and ECV parking located in the attraction. Strollers as wheelchairs are permitted in these locations.

## Flight of the Hippogriff™

### ATTRACTION DESCRIPTION

A high-speed roller coaster ride that includes sudden and dramatic accelerations, climbs, tilts and drops.

### IMPORTANT ACCESS INFORMATION



This ride employs safety restraints which may restrict certain guests from riding due to body shape and size.

Guests whose waistlines are 40" or greater may not be accommodated on the ride and are strongly encouraged to try the test seat provided at the entrance of the attraction to assist guests in determining their ability to ride.

Secure all loose articles before riding. See a Team Member for further details.

## Flight of the Hippogriff™ (continued)

### RIDER REQUIREMENTS

You must be able to independently maintain an upright position, and brace and support your torso, neck, and head while absorbing sudden and dramatic movements throughout the experience. When seated, a leg (natural or prosthetic) must extend to the edge of the seat or terminate below the knee.

You must transfer into the vehicle compartment, either independently or with assistance from your companion. Ride vehicles have been modified to aid with your transfer. Please see a Team Member for assistance.

### GUESTS WITH SERVICE ANIMALS

This ride vehicle cannot accommodate service animals. A service animal kennel is available upon request.

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



## Harry Potter and the Forbidden Journey™

### ATTRACTION DESCRIPTION

A ride that moves through a building along a track and includes abrupt multi-directional motion that turns you on your back. Features sudden tilting, turning and jarring action, as well as simulations of a high-speed chase, extreme height with sudden and dramatic acceleration, spin, stops, climbs and dives.

### IMPORTANT ACCESS INFORMATION



This ride employs safety restraints which may restrict certain guests from riding due to body shape and size.

Guests whose waistlines are 40" or greater may not be accommodated on the ride and are strongly encouraged to try the test seat provided at the entrance of the attraction to assist guests in determining their ability to ride.

Secure all loose articles before riding. See a Team Member for further details.

### RIDER REQUIREMENTS

You must be able to independently maintain an upright position, and brace and support your torso, neck, and head while absorbing sudden and dramatic movements throughout the experience. When seated, both legs (natural or prosthetic) must extend to the edge of the seat or terminate below the knee.

For guests with difficulty transitioning between stationary and moving platforms, a non-moving transfer station is available to aid with transfer. Please see a Team Member for assistance.

### GUESTS WITH SERVICE ANIMALS

This ride vehicle cannot accommodate service animals. A service animal kennel is available upon request.

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



# ATTRACTION DESCRIPTIONS

## Jurassic World - The Ride

### ATTRACTION DESCRIPTION

A ride that moves along a water track and includes sudden and dramatic accelerations, steep inclines and drops from extreme heights. Riders will get significantly wet.

### IMPORTANT ACCESS INFORMATION



This ride employs safety restraints which may restrict certain guests from riding due to body shape and size.

Secure all loose articles before riding. See a Team Member for further details.

### RIDER REQUIREMENTS

You must be able to independently maintain an upright position, and brace and support your torso, neck and head while absorbing sudden and dramatic movements throughout the experience.

When seated, both legs (natural or prosthetic) must extend to the edge of the seat or terminate below the knee.

You must negotiate below-floor surface entry into the ride vehicle compartment, either independently or with assistance from your companion. A transfer device is available to aid with your transfer. Please see a Team Member for assistance.

### GUESTS WITH SERVICE ANIMALS

This attraction cannot accommodate service animals. A service animal kennel is available upon request.

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



## Mario Kart™: Bowser's Challenge

### ATTRACTION DESCRIPTION

This ride moves along a track and includes sudden accelerations, turning and spinning as well as augmented reality simulations of a high-speed race.

### IMPORTANT ACCESS INFORMATION



This ride employs restraints which may restrict certain guests from riding due to body shape and size.

Guests whose waistlines are 40" or greater may not be accommodated on the ride and are strongly encouraged to try the test seat provided at the entrance of the attraction to assist guests in determining their ability to ride. Secure all loose articles before riding. See a Team Member for further details.

## Mario Kart™: Bowser's Challenge (continued)

### RIDER REQUIREMENTS

You must be able to independently maintain an upright position, and brace and support your torso, neck, and head while absorbing sudden and dramatic movements throughout the experience.

When seated, a leg (natural or prosthetic) must extend to the edge of the seat or terminate below the knee.

You must negotiate a barrier into the ride vehicle compartment either independently or with assistance from your companion. The Front Row has a 6" step up and two 6" steps down and the Back Row has two 6" steps up and a 6" step down. Some ride vehicles have been modified to aid with your transfer. Please see a Team Member for assistance.

### GUESTS WITH SERVICE ANIMALS

This ride vehicle cannot accommodate service animals. A service animal kennel is available upon request.

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



## Revenge of the Mummy - The Ride

### ATTRACTION DESCRIPTION

A high-speed roller coaster ride that includes sudden and dramatic accelerations, climbs, tilts and drops, both forwards and backwards.

### IMPORTANT ACCESS INFORMATION



The queue contains a short flight of stairs. This ride employs safety restraints which may restrict certain guests from riding due to body shape and size. Guests whose waistlines are 40" or greater may not be accommodated on the ride and are strongly encouraged to try the test seat provided at the entrance of the attraction to assist guests in determining their ability to ride. Secure all loose articles before riding. See a Team Member for further details.

### RIDER REQUIREMENTS

You must be able to independently maintain an upright position, and brace and support your torso, neck, and head with at least one upper extremity while absorbing sudden and dramatic movements throughout the experience.

When seated, one leg must fit under the shin guard and the other leg (natural or prosthetic) must extend to the edge of the seat or terminate below the knee.

You must transfer into the vehicle compartment, either independently or with assistance from your companion. Some ride vehicles have been modified to aid with your transfer. Please see a Team Member for assistance.

### GUESTS WITH SERVICE ANIMALS

This ride vehicle cannot accommodate service animals. A service animal kennel is available upon request.

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



# ATTRACTION DESCRIPTIONS

## The Secret Life of Pets: Off the Leash

### ATTRACTION DESCRIPTION

A ride that moves through a building along a track that includes slow turning and spinning. A moving walkway is used for boarding and disembarking vehicles.

### IMPORTANT ACCESS INFORMATION



This ride employs safety restraints which may restrict certain guests from riding due to body shape and size. Guests whose waistlines are 40" or greater may not be accommodated on the ride and are strongly encouraged to try the test seat provided at the entrance of the attraction to assist guests in determining their ability to ride. Secure all loose articles before riding. See a Team Member for further details.

### RIDER REQUIREMENTS

You must be able to independently maintain an upright position, and brace and support your torso, neck, and head throughout the experience.

When seated, a leg (natural or prosthetic) must extend to the edge of the seat or terminate below the knee. You must navigate onto a moving walkway to board and disembark the vehicle.

You must negotiate a 11" high barrier into the ride vehicle compartment, either independently or with assistance from your companion.

### GUESTS WITH SERVICE ANIMALS

This ride vehicle cannot accommodate service animals. A service animal kennel is available upon request.

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



You must have the ability to transfer to the ride vehicle's seating.

For Guests who cannot transfer, a wheelchair access vehicle is available. Please see a Team Member for assistance. Motorized wheelchairs and electric convenience vehicles are not allowed in the ride queue. Guests using these mobility devices must have the ability to navigate to the ride vehicle without them or transfer to a standard wheelchair.

Stroller-wheelchairs are allowed on the wheelchair access vehicle but must be WC19 certified or contain at least four tie-down anchors.

## Silly Swirly Fun Ride

### ATTRACTION DESCRIPTION

A circular-motion ride with controls for moving the vehicle up and down.

### IMPORTANT ACCESS INFORMATION



## Silly Swirly Fun Ride (continued)

This ride employs restraints which may restrict certain guests from riding due to body shape and size. Secure all loose articles before riding. See a Team Member for further details.

### RIDER REQUIREMENTS

You must be able to independently maintain an upright position throughout the experience. No lap sitting.

When seated, a leg (natural or prosthetic) must extend to the edge of the seat or terminate below the knee.

You must negotiate a 10" high barrier into the ride vehicle compartment, either independently or with assistance from your companion. Some ride vehicles have been modified to aid with your transfer. Please see a Team Member for assistance.

### GUESTS WITH SERVICE ANIMALS

The vehicle has minimal to adequate floor space and has adequate side barriers for containment.

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



## The Simpsons Ride™

### ATTRACTION DESCRIPTION

A simulation ride that includes sudden tilting, shaking and jarring actions which simulates a high-speed chase, extreme heights and sudden and dramatic accelerations, stops, climbs and drops.

### IMPORTANT ACCESS INFORMATION



This ride employs safety restraints which may restrict certain guests from riding due to body shape and size. Secure all loose articles before riding. See a Team Member for further details.

### RIDER REQUIREMENTS

You must be able to independently maintain an upright position, and brace and support your torso, neck, and head while absorbing sudden and dramatic movements throughout the experience.

When seated, a leg (natural or prosthetic) must extend to the edge of the seat or terminate below the knee.

You must negotiate a 10" high barrier into the ride vehicle compartment, either independently or with assistance from your companion. Some ride vehicles have been modified to aid with your transfer. Please see a Team Member for assistance.

### GUESTS WITH SERVICE ANIMALS

The vehicle has minimal to adequate floor space. The vehicle has adequate side barriers for containment.

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



# ATTRACTION DESCRIPTIONS

## Studio Tour

### ATTRACTION DESCRIPTION

This tour lasts approximately 45-60 minutes and passes through the Backlot and several attractions at moderate speeds. Some attractions on the tour include sudden tilting, shaking and jarring actions as well as 3-D simulations of high-speed chases, extreme heights and sudden and dramatic accelerations, stops, climbs and drops. Riders will get wet. Parental discretion is recommended due to mature themes.

### IMPORTANT ACCESS INFORMATION



### RIDER REQUIREMENTS

You must remain seated and keep hands and feet inside the tram vehicle throughout the experience.

You must negotiate up two steps into the tram vehicle, either independently or with assistance from your companion. Guests that cannot navigate the steps may utilize the transfer ramp available at the unload area. Some tram vehicles have been modified to accommodate wheelchairs and most electric wheelchairs, but not ECVs or OPDMDs.

### 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 MOBILITY DEVICES



## Super Silly Fun Land

### ATTRACTION DESCRIPTION

An outdoor, *Despicable Me*-themed playground including dry and wet play areas. Guests inside the wet play area will get significantly wet.

### IMPORTANT ACCESS INFORMATION



Shoes must be worn at all times. Please be under 48" to utilize the dry zone. Adults must be accompanied by a child.

### GUESTS WITH SERVICE ANIMALS

This walk-through attraction has adequate floor space throughout.

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



## TRANSFORMERS™: The Ride-3D

### ATTRACTION DESCRIPTION

A ride that moves through a building along a track that includes sudden tilting, shaking and jarring actions as well as 3-D simulations of a high-speed chase, extreme heights and sudden and dramatic accelerations, stops, spins, climbs and drops. Parental discretion is recommended due to mature themes.

### IMPORTANT ACCESS INFORMATION



This ride employs safety restraints which may restrict certain guests from riding due to body shape and size. Secure all loose articles before riding. See a Team Member for further details.

### RIDER REQUIREMENTS

You must be able to independently maintain an upright position, and brace and support your torso, neck, and head while absorbing sudden and dramatic movements throughout the experience.

When seated, a leg (natural or prosthetic) must extend to the edge of the seat or terminate below the knee.

You must transfer into the 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.

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



## WaterWorld

### ATTRACTION DESCRIPTION

A live show in an outdoor theater including stunts, loud explosion noises, flame effects and pyrotechnics. Guests sitting in the green "Soak Zone" seating will get significantly wet. Parental discretion is recommended due to mature themes.

### IMPORTANT ACCESS INFORMATION



### GUESTS WITH SERVICE ANIMALS

This show has adequate floor space throughout.

### INFORMATION FOR GUESTS USING MOBILITY DEVICES



Designated wheelchair and ECV parking is located in the show. Top-of-bleacher seating is accessible by wheelchair lift. Please see a Team Member for assistance. Strollers as wheelchairs are permitted in these locations.

We're happy you've chosen to visit Universal Studios Hollywood, 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: 1-800-864-8377**

## Height Requirements Quick Reference Guide



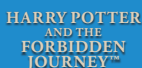
### Despicable Me Minion Mayhem

Must be at least 40" (102 cm). Children between 40" (102 cm) and 48" (122 cm) must be accompanied by a Supervising Companion.



### Flight of the Hippogriff™

Must be at least 39" (99 cm). Children between 39" (99 cm) and 48" (122 cm) must be accompanied by a Supervising Companion.



### Harry Potter and the Forbidden Journey™

Must be at least 48" (122 cm).



### Jurassic World -The Ride

Must be at least 42" (107 cm). Children between 42" (107 cm) and 48" (122 cm) must be accompanied by a Supervising Companion.



### Mario Kart™: Bowser's Challenge

Must be at least 40" (101 cm). Children between 40" (101 cm) and 48" (122 cm) must be accompanied by a Supervising Companion.



### Revenge of the Mummy - The Ride

Must be at least 48" (122 cm).



### The Secret Life of Pets: Off the Leash

Must be at least 34" (86 cm). Children between 34" (86 cm) and 48" (122 cm) must be accompanied by a Supervising Companion.



### Silly Swirly Fun Ride

Children under 48" (122 cm) must be accompanied by a Supervising Companion.



### The Simpsons Ride™

Must be at least 40" (102 cm). Children between 40" (102 cm) and 48" (122 cm) must be accompanied by a Supervising Companion.



### TRANSFORMERS™: The Ride-3D

Must be at least 40" (102 cm). Children between 40" (102 cm) and 48" (122 cm) must be accompanied by a Supervising Companion.



**FAILURE TO FOLLOW POSTED  
GUIDELINES MAY RESULT  
IN SERIOUS INJURY OR  
EXPULSION FROM THE PARK**

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