San Diego Zoo Safari Park

Accessibility Guide

Table of Contents

San Diego Zoo Wildlife Alliance, an Access-Friendly Organization 3

Frequently Asked Questions 4

Disability Accommodations 6

For Guests Who Are Deaf or Hard of Hearing 6

For Guests Who Have Sensory Processing Needs 6

For Guests with Limited Mobility 7

Africa Tram 7

Easy Access Pass 7

Parking 7

Presentations 8

Shuttle Service 8

Wheelchairs and Other Power-Driven Mobility Devices 8

Drinking Fountains 10

Health Services/First Aid; Refrigeration for Medication 10

Restrooms 10

Service Animals 10

Dining and Shopping 11

Guest Services Office 11

Premium Experiences 11

Contact Us 11

San Diego Zoo Wildlife Alliance, an Access-Friendly Organization

San Diego Zoo Wildlife Alliance is committed to ensuring that our wildlife conservation parks are welcoming to all. This is a pledge made by all our team members. We strive to provide a safe, friendly environment where visitors of all ages and abilities can enjoy getting close to nature in a way that only the San Diego Zoo and San Diego Zoo Safari Park can offer. We are committed to compliance with the Americans with Disabilities Act (ADA) and California Access Laws.

This guide addresses many of the accommodations San Diego Zoo Wildlife Alliance provides for persons with disabilities. However, if you have needs or questions outside of the content found in this document, you may contact us via email at accessibility@sdzwa.org or directly contact the location you're planning to visit by calling:

- Zoo at (619) 231-1515, ext. 3905
- Safari Park at (760) 747-8702, ext. 5126

You will find that we're able to best serve you if you call at least one week prior to your visit. We always welcome calls, comments, and suggestions from our guests. On the day of your visit, please feel free to discuss any special needs you have prior to entering the Safari Park at our Guest Services Ticket Booths, adjacent to the entrance or at Park Base once you are inside.

Access is a field that changes frequently as new information, technology, and laws evolve. We may need to modify this guide and our accessibility policies as appropriate.

Frequently Asked Questions

Wheelchairs and Other Powered Driven Mobility Devices

Q: Do you rent wheelchairs?

A: Yes. We have manual and Other Powered Driven Mobility Devices (OPDMD), also known as electric scooters or ECVs, available to be rented for the day.

Q: What is the cost for wheelchair rental?

A: Prices are subject to change. Prices are posted on the Guests With Disabilities page of the Safari Park website.

Q: Can a wheelchair or electric OPDMD be reserved ahead of time?

A: No. All rentals are on a first come, first served basis.

Q: What is the minimum age to operate an electric OPDMD?

A: Guests must be 18 years old to operate a San Diego Zoo Wildlife Alliance-owned OPDMD. Guests under 18 years must be accompanied by a parent or legal guardian.

Q. Does your guided tram tour accommodate wheelchairs?

A: Yes. The guided tram tour accommodates one wheelchair or OPDMD per vehicle.

Q. Do you have a map that suggests the best path of travel?

A. No, the Safari Park Accessibility Map does not suggest a best path of travel as the entire park is accessible with the exception of Gorilla Trail and World Gardens. Accessibility maps are available upon request at the ticket booths, turnstiles, and Park Base.

Attendants

Q: If a person with a disability brings an attendant, does the attendant get into the Safari Park free of charge?

A: Yes. For your convenience, complimentary passes for attendants may be obtained at any of the ticket windows at the entrance to the Safari Park.

Mobility/Transportation

Q: Is there a shuttle service for guests with disabilities?

A: Yes.

Q: Where does the shuttle service go?

A: Please download the Accessibility Map, or request one on grounds at the ticket booths, turnstiles, or Park Base to see shuttle stops in the Safari Park.

Communication

Q: Do you provide assistance for guests that need American Sign Language (ASL) interpretation?

A: Yes, please see the Disability Accommodation section.

Special Assistance

Q: Do you allow service animals?

A: Yes. We welcome guests with disabilities that choose to bring their **trained service animal** into the Safari Park. Animals “in training” are not allowed in the Safari Park. Please download the Accessibility Map or pick one up on grounds at ticket booths, turnstiles, or Park Base. This map shows the restricted and sensitive areas for service animals.

Q: Are service animals allowed on safaris?

A: Service animals are permitted on the Africa Tram and Cart Safari. All other safaris require the service animal to be kenneled. On-site kennels are available only for service animals while the guest they service is on a safari experience.

Q: Can a team member assist guests with disabilities in the restroom?

A: No. Safari Park team members are neither trained nor permitted to lift a guest or help them inside a restroom. Guests needing this assistance should plan to visit the Safari Park with a designated attendant.

Disability Accommodations

Attendant Pass

Any Safari Park guest with a disability who has a valid ticket or membership and requires an attendant to visit the Safari Park is welcome to request one complimentary Attendant Pass. Please plan to visit any ticket window with your attendant to request an attendant's pass. A nominal charge will be added to cover the cost of an attendant's food and/or drinks on special safari experiences that include meals.

Interpretive Services

Any guests who are deaf or hard of hearing who plans to ride the Africa Tram or purchase a safari experience should notify the ticketing agent if they are in need of a professional interpreter. A complimentary additional seat will be held for your interpreter, and you will be directed to book interpretive services through our Guest Services team. The following interpretive services can be contracted on your behalf:

- American Sign Language (ASL)
- Certified Deaf Interpreter (CDI)
- Tactile Interpreter
- Lip Reading Interpreter

Please contact accessibility@sdzwa.org to make arrangements for an interpreter. Please note that we require a minimum of seven (7) business days' notice to book an interpreter. Services are subject to availability.

For Guests Who Have Sensory Processing Needs

The San Diego Zoo Safari Park has partnered with KultureCity to improve our ability to assist and accommodate guests with sensory needs. Our objective is to provide an inclusive and seamless experience for all guests, including those with sensory needs. We strive to raise awareness of the needs and challenges faced by individuals with sensory processing disorders by supplying our team members with continuous training and by offering the resources and accommodations below to our guests.

Sensory Bags

Complimentary sensory bags containing special KultureCity VIP badges, fidget tools, noise canceling headphones, and other resources are available for checkout by leaving a photo ID to be picked up when the bag is returned. Please visit Park Base, located near Signpost #2, or the Africa Tram Station.

Weighted Lap Pads
Weighted lap pads are also available upon request. There is no additional charge when you leave a photo ID that can be picked up when the lap pad is returned. Please visit Park Base located near Signpost #2.

Social Story and KultureCity All-Inclusive App
Download the KultureCity All-Inclusive App to get the social story for the San Diego Zoo Safari Park:

- App Store: http://bit.ly/KCiphone
- Google Play: http://bit.ly/KCandroid
- Social Story for Desktop: https://venue.kulturecity.org/venues/san-diego-zoo-safari-park

Holidays and weekends are busiest at the Safari Park. We suggest coming earlier in the day and on weekdays to avoid larger crowds.

Limited Mobility Guest Assistance
The San Diego Zoo Safari Park has many natural hills and valleys, which can be inherent barriers to easy mobility access. The Safari Park has some accommodations to make our hills and valleys more accessible. Please pick up or download an Accessibility Map for more detailed information. Our shuttle service and elevator in African Woods are available to assist guests on their journey. Please note the Safari Park has many changes in surfaces on roadways and walkways and guests are advised to use caution when traveling throughout the Safari Park.

Please note: The Safari Park is an expansive 900-acre pedestrian park. We recommend that guests with limited mobility/stamina bring or rent a mobility assistive device.

Please keep in mind that Safari Park team members are neither trained nor permitted to lift guests. A guest requiring such physical assistance should plan to visit the Safari Park with an attendant.

Africa Tram
The Africa Tram queue is accessible to all guests. Guests using a wheelchair, stroller or other mobility device should enter through the general entrance. Strollers, wheelchairs, and OPDMDs will be stored during the queuing process. The tour begins and ends at the same location. If you require assistance boarding the tram and cannot transfer from your mobility device, please notify a team member. **Please note, team members are neither trained nor permitted to lift guests.**

Easy Access Pass
Guests who have difficulty standing in line at the Africa Tram may request an “Easy Access Pass” at the Africa Tram host podium, across from the Africa Tram ticket booth. The attendant on duty will provide a return time for the group based on the length of the line. Guests may continue exploring and return at their assigned boarding time. Up to four additional members of the guest’s party may accompany a guest with a disability.

Parking
Accessible parking is available in our parking lot on a first come, first served basis. A valid disability

parking placard or license plate is required. Please note that the San Diego Police Department enforces the Safari Park's disabled parking spaces. If designated disabled spots are all taken, guests with disability placards will be directed to the Preferred Parking Lot at no additional charge. Be sure to display your placard issued by an appropriate government motor vehicle agency.

Presentations
Wheelchair seating is available at the front of Benbough Amphitheater. Please look for the accessible areas at the amphitheater, designated by the wheelchair access symbol. Please ask any team member for assistance if needed.

ADA Shuttle Service
An ADA Shuttle service is available for guests with mobility needs and operates continuously between two shuttle stops, one at Park Base and one at Okavango Outpost (near the Africa Tram station). Please download and refer to the Accessibility Map for shuttle stop locations. Shuttles run every 30 minutes starting 30 minutes after the Safari Park opens and then ends at closing time.

Wheelchairs and Mobility Devices
The Safari Park is widely accessible to guests using both manual and electric wheelchairs. Consistent with federal guidelines, we define "wheelchairs" as devices designed primarily for use by individuals with mobility disabilities.

- We also accommodate the use of certain nontraditional wheelchairs (e.g. steerable knee walkers).
- We reserve the right to inspect devices to determine whether they are safe enough to navigate the Safari Park.

Other Power-Driven Mobility Devices (OPDMDs)
The Safari Park accommodates the use of some Other Power-Driven Mobility Devices, or OPDMDs (also known as electric scooters or ECVs). These are vehicles that are not wheelchairs, but rather are electric devices designed primarily for use by individuals with mobility limitations.

- In the interest of maintaining a safe and accessible environment while at the same time ensuring that everyone has a positive experience at the Safari Park, we regulate the operation of mobility devices. It is prohibited to operate a mobility device at a speed significantly greater than the flow of the surrounding pedestrian traffic.

Acceptable OPDMDs
Permitted mobility devices include the following:

- Electric OPDMDs and other single-seat electric scooters with three or more wheels that cannot exceed more than six (6) miles per hour.
- Segways® with a steering handle are permitted but must operate only in "turtle" mode.

Prohibited OPDMDs
Prohibited OPDMDs include the following:

- Any device that has or should have a registered license plate.
- Any device that has only one wheel.
- Any device that has two tandem wheels (e.g. two-wheeled electric or motorized scooters).
- Any OPDMD that has been structurally or mechanically altered.
- All Hoverboards or Segways without a steering handle.
- Any golf carts or similar type of vehicle.
- Any gas-powered vehicle.
- Any OPDMD that is not listed as acceptable (above).

Notwithstanding the above lists, for safety reasons we reserve the right to inspect any mobility device to determine whether it appears safe enough to operate at the Safari Park. During such an inspection, we will consider various factors, included but not limited to the following:

- The type, size, weight, dimensions, minimum speed, and maximum speed of the device.
- The high volume of pedestrian traffic the Safari Park receives.
- The Safari Park's unique natural and architectural characteristics (e.g. hills, pathways).
- The potential harm the device might cause to its operator, other guests, and the environment.
- Whether the device appears stable and can balance on its own without the use of a kickstand.
- Federal, state, and municipal regulations (e.g. whether the device is permitted on sidewalks).
- Other information the Safari Park might find in the device's use manual or through other investigation.

The Operation of Wheelchairs and OPDMDs

Please consult the Accessibility Map before operating a wheelchair or OPDMD on the grounds. Familiarity with the areas of the park that have steep slopes and other limitations will ensure a safe and enjoyable visit.

- We recommend guests consider only operating their wheelchairs and OPDMDs on mild slopes. The Safari Park has areas with steep grades that limit accessibility. In the interest of safety, we recommend that guests in manual wheelchairs avoid these areas. All guests using these routes should use caution to avoid serious injury.
- It is required that guests operate their wheelchairs and OPDMDs within the applicable manufacturer guidelines.
- Operation of wheelchairs and OPDMDs is restricted to those for whom the devices have been fitted.
- Before operating an OPDMD, please read the device's manufacturer guidelines to determine whether the vehicle is susceptible to electromagnetic interference.

Wheelchair and OPDMD Rentals

Manual wheelchairs and OPDMDs are available on a first-come, first-served basis. Guests can rent them just inside the main entrance to the Safari Park. Rentals require a picture ID and the age requirement to operate an electric OPDMD is 18 years old. Guests under 18 years of age must be accompanied by a parent or legal guardian. The only person allowed to operate the electric scooter is the one for whom the rental is issued. The scooters are designed for a single passenger. Tandem riding or holding children on your lap is not permissible. Please visit the Safari Park Guests With Disabilities page for rental prices.

Drinking Fountains

Guest-accessible drinking fountains are located throughout the facility. Complimentary cups of water may also be requested at any food stand or restaurant.

Health Services/First Aid; Refrigeration for Medication

Health Services is located in Park Base near Signpost #2. If at any time you need immediate assistance, please ask any Safari Park team member for assistance.

- If you have special medical needs, please consult with our health service personnel at this location.
- Refrigeration for medication is available at this location.

Restrooms

Please refer to your guide map for restroom locations.

- All restrooms in the Safari Park are accessible.
- Refer to the accessibility map for the location of family/gender neutral restrooms. Safari Park team members are neither trained nor permitted to lift a guest or help them inside a restroom. Guests requiring physical assistance should plan to visit the Safari Park with an attendant.

Service Animals

We welcome guests with disabilities that choose to bring their trained service animal into the Safari Park. Emotional support animals, companion animals, comfort animals, or pets are not allowed entry into the Safari Park. Service animal trainers may not bring their in-training animals into the Safari Park.

- Please visit a team member at the entrance turnstiles to check-in your service animal.
- Service animals permitted in the Safari Park are dogs and miniature horses.
- Service animals must remain on a leash or a tether and be under control of its handler at all times. Leash or tether cannot exceed six (6) feet in length. Animals must be housebroken.
- If at any time your service animal's behavior is inappropriate, you will be asked to remove your service animal from the premises.
- If a guest who requires a service animal is scheduled for a safari experience that doesn't allow service animals, the service animal may be temporarily housed in our on-site kennels. The service animal may be kenneled for the length of the safari experience only.
- There are several designated 'relief areas' around the Safari Park. These areas are accessible with waste cleanup and disposal bags available at each location. Please refer to our Accessibility Map for exact locations. Please help the Safari Park maintain the best experience for all by picking up after your animal.
- Service animals are restricted where there is direct contact with wildlife at the Safari Park and limited in certain areas due to the sensitivity of the wildlife at the Safari Park. These restricted and sensitive areas can be found on the Accessibility Map.
- Service animals must be kept back six (6) feet from wildlife presentations in public spaces.

Dining and Shopping

- All dining locations are accessible.
- All merchandise locations are accessible.

.

Guest Services Office

Upon arrival, feel free to check-in at the Safari Park's Guest Services office, located adjacent to the entry turnstiles. Our team members will advise you of accommodation tools the Safari Park has in place that might be beneficial. The Safari Park cares for a vast array of animals and plants and as such changes in habitats and availability may occur according to their needs. The Safari Park can provide tips and updates on its daily calendar of events that might help you plan your day.

Our Safari Park team members are here to help. We strive to provide a safe, friendly environment where visitors of all ages and abilities can enjoy getting close to nature in a way that only these experiences can offer, and we welcome all guests to join us.

Premium Experiences

Wildlife Safaris

Each vehicle can accommodate one wheelchair. Both the person with a disability and the wheelchair itself must be able to withstand the movements of the safari vehicle on uneven and/or dirt roads.

Roar & Snore

The Roar & Snore campground is wheelchair accessible, with partial access to behind-the-scenes areas. An ADA-accessible restroom is provided at the campsite. For more information, please contact the Reservation Sales team at (619) 718-3000.

Contact Us

San Diego Zoo Safari Park Accessibility Questions
Email Accessibility@sdzwa.org
or call (760) 747-8702 x5126
Monday through Friday, 8 a.m. to 4:30 p.m.
Comments, suggestions, and general questions about the Safari Park
(619) 231-1515