

ENCHANTED FOREST-Accessibility Information

The following provides information on services and facilities available for guests with disabilities. Many, but not all, of Enchanted Forest's attractions, shows, and restaurants are accessible to guests with disabilities, including those with wheelchairs. The following information is intended to assist you with determining your ability to participate on rides and attractions in addition to accessing services throughout the park.

Any team member will be happy to ask a manager to come to your location and discuss the best options for navigating our park. We are happy to see what we can do to make your visit an enjoyable and memorable day and assist in any way possible with any special needs.

WHEELCHAIRS

WARNING: Excessive slopes for wheelchairs. Use caution. This park is build on a hill. Upon request, assistance will be provided to get through the park. The Enchanted Forest does not have wheelchairs for rent, but if you desire assistance pushing your own wheelchair in the park, please go to the entrance or exit buildings and ask for wheelchair assistance. We will make every effort to provide a person to push your wheelchair. Please call at least 24 hours in advance to ensure assistance is available. 503-371-4242 ext "0"

This property has been inspected by Darrel N. Ackerman, Consulting and Personal Services, Inc. Through Mr. Ackerman's meetings with the Oregon Disabilities Committee, it has been determined that "due to terrain conditions nothing can be done to provide accessible ramping to all attraction sites." The Enchanted Forest is in the process of making the park more accessible wheelchairs and your input would appreciated.

COURTESY GOLF CART

We have a golf cart that we can use to transport guests with mobility issues if they can safely transfer in and our of the golf cart. We can pick up and drop off at the entrance, Western Town, Kiddy Rides and Jolly Roger water-light show. We cannot transport on paths narrower than the golf cart, so we cannot transport through the Storybook Lane. We can also secure folded wheelchairs and walkers on the back of the golf cart. Let any Enchanted Forest team member know when you need to be transported and they will contact our driver who will meet you. There are weight and size limitations for our golf cart on our hills.

MOTORIZED WHEELCHAIRS

Motorized wheelchairs are not recommended due to the extremely steep terrain. If you choose to use a motorized wheelchair, please use **EXTREME CAUTION** when negotiating the hills;turning on hills may cause your wheelchair to tip. For those choosing to use motorized wheelchairs, we require that a safe speed be maintained while traveling in the park. Due to steep terrain, not all motorized wheelchairs have the power to make it up our hills.

Suggestion: If your motorized wheelchair does not have enough power, try to avoid the steepest paths. Proceed through the park in the following order:.

1. Go right through the picnic area upon entering the park.
2. Proceed through the archway of the English Village. Start at the waterlight show (which is wheelchair accessible) and continue through the Old Europe Village to The Challenge of Mondor.
3. Go to the upper ride level toward the Log Ride and Kiddy Rides.
4. See the Comedy Theatre
5. Go back through the ride area and when you can see Ice Mountain turn right at the Tipi.
6. Proceed through the western town.
7. After you have finished viewing the Western Town, go to the Shoe Slide.
8. Travel backwards through Storybook Lane. This will put you in the Entrance Area.

RESTROOMS

All public restrooms are wheelchair accessible. They are located by the park entrance/exit, in the Western Town, and toward the top of the hill by the Kiddy Rides, across from the Log Ride exit. For disabled persons accompanied by a member of the opposite sex, we suggest using the handicapped men's/family restroom by the entrance/exit because it is a large private restroom with a lock or the Family Restroom toward the top of the hill by the Kiddy Rides across from the Log Ride exit.

WHEELCHAIR RAMPS

Wheelchair ramps are located at

- Entrance booths/exit
- Comedy Theatre
- Western Town by the Shooting Gallery (use this ramp to access the main Western Town gift shop)
- Log ride by the observation deck (use this ramp as wheelchair entrance)

TIGHT CLEARANCES (in old structures)

- Castle Entrance Hall, 29" (may bypass by going through archway to the right of the Castle)
- Gingerbread House, 30" ; (bypass trails)
- Seven Dwarves' Mine, 23" (steep ramp to the right, or backtrack and see things on the upper level of Storybook Lane by going to the trail by the shoe slide)
- Western Town Caves, one area as tight as 14"

*Several small structures in Storybook Lane

have stairs. (The Maze has stairs at the end. The Witch's head has stairs. The Crooked House has stairs. The Shoe Slide has Stairs. All of these structures have bypass trails.)

GIFT SHOPS

The Exit Gift Shop

Gepetto's Toys and Treasures (located in the English Village)

Opera House Gift Shop (located in the Western Town, accessible from the ramp by the Shooting Gallery)

Our gift shop attendants are happy to assist in reaching merchandise or reading price tags.

RIDE ATTRACTIONS

Ice Mountain Bobsleds and Haunted House are not wheelchair accessible.

The Challenge of Mondor is accessible to the left of the cue line. Riders must transfer from their wheelchair into the car.

The Big Timber Log Ride is accessible by going up the exit/wheelchair entrance ramp. Riders must transfer from their wheelchair into the log.

All of the attractions at Enchanted Forest have rider requirements. This guide helps to explain the tasks that you must be capable of performing in order to safely enjoy our attractions. After all, the safety of all our guests is our first concern.

Regulations for riding amusement rides require that the rider must be able to enter and exit the ride, bobsled, log, boat, chair or car on his or her own. Our ride operators are not trained in lifting and transferring guests from wheelchairs and therefore, not permitted to assist you. They will, however, provide direction to the extent that they are able. We suggest that you come with someone who can physically help you when necessary. Also, you must have good upper body strength to hang onto handrails, good body control and reflexes, to ride our rides and avoid potential injury since many of the rides include sudden, steep drops and turns. Accessibility may vary depending upon special conditions.

Please read the signs posted at rides listing rider safety requirements and warnings.

CARETAKERS and SERVICE ANIMALS

It is the policy of Enchanted Forest as a public accommodation under Title III of the Americans with Disabilities Act to comply with all laws and regulations concerning the accessibility of the park for persons with disabilities.

Definitions

For the purpose of this policy,

“Caretakers” is defined as a person, either employed as such or not, who monitors, supervises, and cares for an individual with a disability.

“Disability” is defined as a person who has a physical or mental impairment that substantially limits one or more major life activities, or has a record of such an impairment, or is regarded as having such an impairment.

“Service Animal” is defined as any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric,

intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not considered to be service animals. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks. The work or task a dog has been trained to provide must be directly related to the person's disability.

Admissions Policy

Enchanted Forest is committed to ensuring that all visitors and guests have to opportunity to experience and enjoy the many attractions the park has to offer. In addition to the existing services and accommodations offered by Enchanted Forest to persons with disabilities, it shall be the policy of Enchanted Forest to provide free admission to the primary caretaker of any disabled guest.

The policy shall not apply to relatives or friends of either the caretaker or disabled person. The primary caretaker may participate in all attractions and rides at the standard rates. The Enchanted Forest shall be the final decision maker under this policy and any questions or concerns shall be directed to the manager on duty.

Service Animals Policy

Trained service animals are welcome at Enchanted Forest. Guests with service animals should follow the same procedures on the attractions as outlined for guests with mobility impairments. Because of the aggressive nature of some attractions, and because our rides are not engineered for animal safety, service animals will need to be left with a non-riding member of the guest's party . We are not permitted to take control of your service animal.

Service animals must be house broken and remain on a leash or harness and under the control of their handler at all times. Owners are responsible for disposing of their animal's waste. Guests whose service animal demonstrates aggressive and/or annoying actions toward a Guest or Team Member will be directed to remove the animal from the park.

Guests with service animals should follow the same procedures on the attractions as outlined for guests with mobility impairments. Because of the aggressive nature of some attractions, service animals may need to be left with a non-riding member of the guest's party. Our rides are not engineered for animal safety. The only exception would be small animals in kennels on the Kiddy Ferris Wheel, Kiddy Train and the Challenge of Mondor and only if the kennel is small enough to be placed on the floor of the car and the kennel is safely enclosed by our ride vehicle.

SUGGESTIONS

Construction on Enchanted Forest began in 1964. Unfortunately, this was before there was much awareness about consideration of wheelchair needs, such as clearance widths. We regret that

much of the early construction did not take these widths into account and the only way to fix some these problems would be to totally demolish and rebuild some of the attractions. This has not always been possible due to space and terrain, or a desire to keep some of the original creations of Roger Tofte. Wherever possible, we have tried to address the needs of wheelchair visitors, and appreciate your understanding and suggestions. Suggestions may be left in our suggestion box at the gift stores or addressed to Susan Vaslev or Mary Tofte.