



# **Coco Key Hotel and Water Resort**

Guest Safety and Accessibility Guide

# Table Of Contents

- Welcome.....Pg. 3
- General Information....Pg. 4
  - Service Animals....Pg. 4
  - Guest Services....Pg. 4
  - Restrooms....Pg. 4
  - First Aid....Pg. 4
  - Complimentary Life Vests....Pg. 4
  - Restaurants....Pg. 5
  - Gift Shops ....Pg. 5
  - Ride Access Information....Pg. 5
  - Height Requirements....Pg. 5
  - Casts, Braces and Walking Boots...Pg. 6
  - Prosthetic Devices and Amputations....Pg. 6
- Guests of Exceptional Size....Pg. 6
- Ride Escorts....Pg. 6
- Loose Article Policy....Pg. 7
- Oxygen Tanks....Pg. 7
- Safety Warning....Pg. 7
- Definitions....Pg. 8
- Ridership Criteria....Pg. 8-9
- Ride Information....Pg. 10
  - Minnows Lagoon....Pg. 10
  - Coral Reef Cove....Pg. 11
  - Parrots Perch....Pg. 12
  - Over The Falls Body Slide....Pg. 13
  - Boomerango....Pg. 14
  - Surfer Splash....Pg. 15

# Welcome To CoCo Key Hotel and Water Resort!!

- We're glad you're here! This guide provides an overview of services and facilities available for guests with disabilities who are visiting CoCo Key. We are committed to providing a safe and enjoyable environment to all guests. Please refer to Guest Services if you have any questions. At CoCo Key, we follow all ADA guidelines to help better assist guests with disabilities. Our facility matches the individual abilities of our guests to the requirements of each ride. The Americans With Disabilities Act or ADA, guidelines stipulate that any swimming pool with under 300 linear feet of pool wall must provide one means of access, and that means must be either a pool lift or a sloped entry. Our policy was developed based on the requirements of the manufacturer and by evaluating the physical and mental attributes required to safely ride each ride and participate in our other attractions. It is our policy to allow anyone to ride our rides and enjoy our attractions so long as they meet all of these requirements and such that it does not present a potential hazard to the guest or others.

\*Notice: The information in this guide is subject to change without notice. Please contact a CoCo Key team member regarding accessibility prior to entering a particular attraction. You also may wish to visit Guest Services for current information on accessibility and services.

- **SERVICE ANIMALS:** Service animals are welcome at CoCo Key Hotel and Water Resort facilities. Service animals must be individually trained to do work or perform task for the benefit of an individual with a disability. Service animals must remain on a leash or harness and/or under the control of its handler at all times and be house broken. If at any time your service animals behavior is out of control, you will be asked to remove your service animal from the premises. Please be aware that Service Animals are not permitted in the pools or on any attraction at CoCo Key.
- **Wheelchairs and Electric Convenience Vehicles (ECV's)** are allowed in the waterpark but may not enter the water.
- **RESTROOMS:** All restrooms are accessible to guests using wheelchairs and are clearly marked with the disabled symbol. Companion restrooms are also available.
- **FIRST AID:** First Aid is located at the waterpark front desk as well as inside the

waterpark. All lifeguards and supervisors have been trained in accordance with Ellis Association Lifeguard Training.

- **LIFE VESTS:** Weak swimmers, non-swimmers and those under 48 inches tall are recommended to wear a life vest. Only U.S. Coast Guard approved Type II, Type III, and Type V life vests are permitted at CoCo Key. Complimentary life vests are provided at the waterpark front desk for hotel guests and are U.S. Coast Guard approved. Life Vests are also available for Day Guests but must leave a \$10 Cash Deposit that will be returned when the life vest is turned in.

\*A **U.S. Coast Guard approved Type II life vest** is a buoyant style vest good for calm or inland water and suitable for supervised use in pools and water-parks. A U.S. Coast Guard approved Type III and V life vest is a flotation style vest good for calm or inland water and suitable for supervised use in pools and water-parks.

- **RESTAURANTS:** We have 2 restaurants on site. Tradewinds, open for breakfast until 11:00 A.M. daily, or Caliloo Grill , open for lunch and dinner until 7 P.M. daily. The Restaurants are accessible by ramp and stairs. There is seating spacious enough to accommodate a wheel chair and or walker, stroller, etc.

- **GIFT SHOPS:** All gift shops are wheelchair accessible. Please ask any team member for assistance.

- **RIDE ACCESS INFORMATION:** At CoCo Key, safety is the only consideration that takes precedence over fun! Thrill rides, by their very nature, create forces and speeds that may not be acceptable or tolerable to some guests and may cause injury to some riders with known or unknown preexisting conditions. Many theme park rides incorporate safety systems designed by the manufacturer to accommodate people of average physical stature and body proportion. These systems may place restrictions on the ability of an individual to safely experience the ride. In general, you should ride only if you are in good health. Do not ride if you know or suspect you may be pregnant, have high blood pressure, heart, neck or back problems, motion sickness, recent surgery or any other medical condition that may be affected by the features of the ride. You should not ride if you have any impairment or condition that would prevent the normal use of the attraction or inability to follow any safety requirement

**Guests must be able to hold on tight and keep their hands, arms, legs and feet down and within the confines of the tube or raft at all times. Guests must be able to demonstrate a willingness and ability to comply with verbal and written rider requirements. The rider requirements and health restrictions are listed at the entrance of each ride. Guests with casts or braces will be restricted from riding certain rides where the cast or brace may present a hazard to the guest or slides. Please consult with our waterpark staff for more information or if in doubt about your ability to safely experience a ride. Our lifeguards can offer assistance steadying a guest transferring to or from a wheelchair. They may not lift or assist in lifting anyone using a wheelchair. All guests must be able to board a ride themselves or with help from a member of their party. The maturity level of any rider must be considered prior to riding.**

- **HEIGHT REQUIREMENTS:** Height requirements are posted at each attraction. Your child may be measured at the height check station located at all attraction entrances. All guests, including those using wheelchairs, must meet the height requirement

- **CASTS, BRACES AND WALKING BOOTS:** Guests with a full arm cast, full leg cast or braced arm cast may be restricted from riding certain rides and should refer to the Ride Information section of this guide for details.
- **PROSTHETIC DEVICES AND AMPUTATIONS:** Guests with any type of prosthesis should ensure it is properly secured before riding any ride. Padding will be required for exposed metal on prosthetic devices. Please contact any team member to determine specific ability to ride any ride.
- **GUESTS OF EXCEPTIONAL SIZE:** Riders must be able to maintain proper riding position. Safety guidelines have been designed by the manufacturer to accommodate people of average physical stature and body proportion. These guidelines may place restrictions on the ability of an individual to safely experience

the attraction. Extremely large or small individuals may not be safely accommodated by these guidelines. Our goal is to accommodate everyone who can safely participate in any of CoCo Keys attractions.

- **RIDE ESCORTS:** Ride escorts may be required due to mechanical problems, weather conditions or power interruption. If a ride escort is required, guests may need to negotiate stairs from the highest point of the ride. Guests will need to remain seated, pushing themselves forward with their hands to descend down the slide. Guests requiring assistance during the ride escort, may be escorted last in order to expedite the ride escort process. Please inquire about specific procedures prior to boarding a particular attraction.

- **LOOSE ARTICLE POLICY:** No loose articles other than sunglasses and hats are permitted on the attractions. We recommend that all loose articles are left in a locker or with a non-rider. CoCo Key is not responsible for lost or damaged articles. All found articles are returned to the Waterpark front Desk at the end of the night.
- **OXYGEN TANKS:** Due to the dynamics and certain characteristics of the pools and attractions, oxygen tanks are not permitted inside the water.
- **\*SAFETY WARNING\* BEFORE EXPERIENCING A RIDE PLEASE NOTE ALL SAFETY WARNINGS BOTH VERBAL AND WRITTEN FOR EACH RIDE, SUCH AS:** Please exercise caution in participating in each attraction, watching your step while loading/unloading in the attraction.

Please obey all instructions given by guards. Keep all parts of your body inside the ride at all times. You are responsible for your personal property. Finish food and beverages before boarding. *Proper swimsuit is required; clothing with zippers, buckles, buttons, denim and rivets are prohibited.* Water shoes and swimming material shirts maybe worn. Cotton, sport shorts and wetsuits are not permitted on body slides. Each attraction has a posted restriction sign at the attraction entrance. Please review these closely. If you have any questions, please see a CoCo Key team member for more details.

- No smoking while in line or while riding. Smoking is prohibited anywhere in the waterpark.

- **DEFINITIONS:** Every ride entrance lists height requirements and special instructions regarding the ride. CoCo Key uses the following terms:

- **Supervising Companion:** A supervising companion is someone who physically and mentally meets all the requirements to ride the ride themselves and is 14 years of age or older.
- **Accompanied by:** Whenever a guest needs accompaniment, the accompanying person must meet all the ride requirements, as well as assist the guest. This includes helping the guests in the boarding and exiting of the ride, assisting the guest in maintaining postural control while riding, and assisting the guest down stairs, catwalks or ladders in case of a ride escort.
- **Hand-Held Infant:** A hand-held infant is a child who is unable to the ride unit independently or maintain independent seated postural control.
- **Functioning Extremity:** A functioning extremity is a limb over which a person has control. A prosthetic device is considered a functioning extremity.
- **Ability to hold on or brace:** Ability to use one's arms to maintain a grasp on an assist bar and support one's body during normal and emergency procedures on a ride and to use one's legs to brace to maintain a seated position during the forces of the ride.

**RIDERSHIP CRITERIA:** The ability for a disabled guest to ride certain rides or attractions is evaluated based on certain criteria which may include manufacturer's requirements and other safety considerations. Some of those may include the following:

- 1. Ability to maintain the proper riding position throughout the ride. The guest must have the body and spinal control to maintain the proper riding position throughout the ride without the aid of other people or devices and be able to maintain the proper riding position even during bumping or other characteristic movements of the ride.

- 2. Weight distribution to allow the restraint device to function as designed. The weight distribution of the guests body must not interfere with any of the ride or attractions safety and restraint devices as they were designed.
- 3. Control of upper torso – including head and neck. The guest must have sufficient muscle control to support their head, neck and upper torso in the proper position during the ride or attractions designed dynamic motions.
- 4. Ability to hold on with one functioning hand. A functioning hand is an upper extremity or prosthesis with fingers that have the ability to grasp the restraint device and exhibits good grip control, the ability to brace and is strong enough to maintain the proper riding position throughout the duration of the ride.
- 5. Ability to hold on with two functioning hands. Ability to hold on with two functioning hands as described above.
- 6. Ability to hold on with one functioning arm. A functioning arm is an upper extremity or prosthesis that has the ability to arm-grip the restraint device by wrapping the arm around the restraint device and is strong enough to allow the guest to maintain the proper riding position throughout the duration of the ride.
- 7. Ability to hold on with two functioning arms. Ability to hold on with two functioning arms as described above.

- 6. Ability to hold on with one functioning arm. A functioning arm is an upper extremity or prosthesis that has the ability to arm-grip the restraint device by wrapping the arm around the restraint device and is strong enough to allow the guest to maintain the proper riding position throughout the duration of the ride.
- 7. Ability to hold on with two functioning arms. Ability to hold on with two functioning arms as described above.
- 8. Ability to brace self with one functioning leg. Guest must have one functioning leg, natural or prosthetic, for bracing their body during the course of the ride or attraction.
- 9. Ability to brace self with two functioning legs. Guest must have two functioning legs, natural or prosthetic, to be used for bracing their body during the course of the ride or attraction and maintaining balance when entering and exiting a ride or attraction.
- 10. Minimum of two functioning extremities. Guest must have a minimum of two functioning extremities, natural or prosthetic (two arms, two legs, or one arm and one leg), to brace themselves during the ride and assist in entering and exiting the ride or attraction.
- 11. Minimum of three functioning extremities. Guest must have a minimum of three functioning extremities, natural or prosthetic (two legs and an arm or two arms and a leg) to allow the guest to brace in a tripod manner during the ride.
- 12. Ability to enter and exit the ride without endangering self or others. Guest must be able to enter and exit the ride without jeopardizing themselves or others and to assist with

their own evacuation, if necessary. This may include entering through an exit or having someone aid him or her in boarding. If a guest has to be lifted in and out of a ride unit, they must be accompanied by a supervising companion who is accustomed to doing this. For the safety of ride or attraction operators and the guest, our operators are instructed not to perform this function, other than in children's ride areas.

- 13. Appropriate Observed Conduct. Guest must demonstrate appropriate observed conduct by indicating a willingness and ability to understand, participate in and follow all rider requirements. Appropriate observed conduct may include but not be limited to, maintaining the proper riding position, attention to and compliance with safety instructions, proper use of restraints and safety equipment and a willingness to participate in the attraction.

In addition to the basic physical and mental requirements defined, each ride is evaluated relative to specific temporary conditions which may prevent a guest from safely riding a particular ride. Some of the specific conditions evaluated include: • Cervical collar or neck brace • Broken collar bone • Full arm cast • Braced arm cast • Lower arm cast • Full leg cast • Lower leg cast • Bilateral abduction leg casts (brace between legs) • The suitability of safely carrying hand-held infants on each ride.

# Minnows Lagoon

- Designed with children under 36 inches in mind, Minnows Lagoon features pint-sized slides and mushroom fountains loved by little ones and adults. Water depth will range from zero inches to three feet deep.
- Guests using wheelchairs may access from the zero depth beach entry to the pool. Guest must transfer themselves out of their chair to access the pool. Guests may need assistance from a member of their party to complete this process.
- **HEIGHT REQUIREMENT:** There is no height requirement. Rider cannot exceed 200 lbs. Weak or non-swimmers should have an accompanying adult. Weak swimmers, non-swimmers, and those under 48 inches are recommended to wear a life vest. Only U.S. Coast Guard approved Type II and Type III life vests are permitted at CoCo Key.
- **RIDE RESTRICTIONS:** For your safety, you should experience this attraction only if you are in good health. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery or any other impairment or medical condition that may be

affected by the features on this attraction or prevent the normal use of this attraction, shall not experience this attraction. **Single riders only.**

**PHYSICAL RESTRICTIONS:** In order to access Minnows Lagoon, guests must meet the following criteria previously defined:

- Control of upper torso – including head and neck (3)\*
- Ability to enter and exit the ride without endangering self or Other (12)\*
- Appropriate observed conduct (13)\*

Pad recommended for casts. Pad required if exposed metal on prosthetic devices.

(\*An accompanying supervising companion may assist if they fit the criteria for the category.)

- **CLOTHING RESTRICTIONS:** Swim wear with exposed zippers, rivets, buckles, or metal ornamentation, necklaces or chains, and water shoes are not permitted on the slides.

# Coral Reef Cove

- Come enjoy Coral Reef Cove and play under the waterfall or take a plunge down Cyclone, the twisting waterslide that drops into a 5 foot pool.
- **RIDE ACCESS:** Guests can enter through one of three locations. Stairs are located in the 3 feet end of shallow water, the middle of the pool and the deep end of the 5 foot pool. There is a chair lift located in the shallower end of the pool. However chairs and wheelchairs are not permitted in the pool. Water depth is 3 feet to 5 feet .
- **HEIGHT REQUIREMENT:** Due to the drop into 5 feet of water, the height requirement for cyclone is 48 inches. Rider cannot exceed 300 lbs. There is no height requirement needed for the pool.
- **RIDE RESTRICTIONS:** For your safety, you should experience this attraction only if you are in good health. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery or any other impairment or medical condition that may be affected by the features on this attraction or prevent the normal use of this attraction, shall not experience this attraction. **Single Riders only.**
- **PHYSICAL RESTRICTIONS:** In order to access Cyclone, guests must meet the following criteria previously defined:
  - Ability to maintain proper riding position throughout the ride (1)\*
  - Control of upper torso – including head and neck (3)\*
  - Ability to enter and exit the ride without endangering self or other (12)\*
  - Appropriate observed conduct (13)
  - Pad recommended for casts. Pad required if exposed metal on prosthetic devices. (\*An accompanying supervising companion may assist if they fit the criteria for the category.)
- **CLOTHING RESTRICTIONS:** Swim wear with exposed zippers, rivets, buckles, or metal ornamentation, necklaces or chains, and water shoes are not permitted on the slides.

# Parrots Perch

- If you're a kid, Parrots Perch is the place to be. With a beginner's body slide, 2 intermediate, water spouts and a big bucket that splashes down, kids can laugh it up all day long- and so can you!
- **RIDE ACCESS:** Guests enter through zero depth entry, however chairs and wheelchairs are not permitted in the pool.
- Maximum water depth is 1 foot.
- **HEIGHT REQUIREMENT:** Our purple slides have no height requirement so little ones can enjoy all day. Our blue, green and yellow slides have a height requirement of 40 inches.
- **RIDE RESTRICTIONS:** For your safety, you should experience this attraction only if you are in good health. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery or any other impairment or medical condition that may be affected by the features on this attraction or prevent the normal use of this attraction, shall not experience this attraction. **Single Riders only.**

**PHYSICAL RESTRICTIONS:** In order to access Parrots Perch and immediate slides in the area, guests must meet the following criteria previously defined:

- Ability to maintain proper riding position throughout the ride (1)\*
- Control of upper torso – including head and neck (3)\*
- Ability to enter and exit the ride without endangering self or other (12)\*
- Appropriate observed conduct (13)

Pad recommended for casts. Pad required if exposed metal on prosthetic devices. (\*An accompanying supervising companion may assist if they fit the criteria for the category.)

**CLOTHING RESTRICTIONS:** Swim wear with exposed zippers, rivets, buckles, or metal ornamentation, necklaces or chains, and water shoes are not permitted on the slides.

# Over The Falls Body Slide

- Experience the twists and turns on this four and a half story drop to the wading pool underneath.
  - **RIDE ACCESS:** Guests using wheelchairs will need to transfer from their wheelchair to ascend or descend the steps of the tower. In addition to this, guests will need to enter/exit the slide start tub. Guests will need to exit the slide splash pool. Maximum water depth is 1 foot.
  - **HEIGHT REQUIREMENT:** All riders must be 40 inches tall to ride and cannot exceed 300 lbs.
  - **RIDE RESTRICTIONS:** For your safety, you should experience this attraction only if you are in good health. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery or any other impairment or medical condition that may be affected by the features on this attraction or prevent the normal use of this attraction, shall not experience this attraction. **Single Riders only.**
  - **PHYSICAL RESTRICTIONS:** In order to access Parrots Perch and immediate slides in the area, guests must meet the following criteria previously defined:
    - Ability to maintain proper riding position throughout the ride (1)\*
    - Control of upper torso – including head and neck (3)\*
    - Ability to enter and exit the ride without endangering self or other (12)\*
    - Appropriate observed conduct (13)
- Pad recommended for casts. Pad required if exposed metal on prosthetic devices. (\*An accompanying supervising companion may assist if they fit the criteria for the category.)
- **CLOTHING RESTRICTIONS:** Swim wear with exposed zippers, rivets, buckles, or metal ornamentation, necklaces or chains, and water shoes are not permitted on the slides.

# Boomerango

- A water slide in which two riders speed down flumes into massive funnels, sliding high up one side and then the other.
- **RIDE ACCESS:** Guests using wheelchairs will need to transfer from their wheelchair to ascend or descend the steps of the tower. In addition to this, guests will need to enter/exit the slide start tub and transfer on to the ride tube. Guests will need to exit the slide splash pool. Maximum water depth is 1 foot.
- **HEIGHT REQUIREMENT:** Riders must be at least 48 inches tall to ride. Riders cannot exceed 400 lbs.
- **RIDE RESTRICTIONS:** For your safety, you should experience this attraction only if you are in good health. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery or any other impairment or medical condition that may be affected by the features on this attraction or prevent the normal use of this attraction, shall not experience this attraction. Double riders must not exceed 400 lbs. **Double Riders only.**
- **PHYSICAL RESTRICTIONS:** In order to access Surfer Splash, guests must meet the following criteria previously defined:
  - Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad required for wrist or forearm casts and exposed metal on prosthetic devices. (\*An accompanying supervising companion may assist if they fit the criteria for the category.)
- **CLOTHING RESTRICTIONS:** Swim wear with exposed zippers, rivets, buckles, or metal ornamentation, necklaces or chains, and water shoes are not permitted on the slides.

# Surfer Splash

- Single or double riders brave the twists and drop of the Surfer Splash tube slide.
- **RIDE ACCESS:** Guests using wheelchairs will need to transfer from their wheelchair to ascend or descend the steps of the tower. In addition to this, guests will need to enter/exit the slide start tub and transfer on to the ride tube. Guests will need to exit the slide splash pool. Maximum water depth is 1 foot.
- **HEIGHT REQUIREMENT:** Riders must be at least 42 inches tall to ride. Single riders cannot exceed 200 lbs and double riders cannot exceed 400 lbs.
- **RIDE RESTRICTIONS:** For your safety, you should experience this attraction only if you are in good health. Guests who know or suspect they may be pregnant, have high blood pressure, heart conditions, neck or back problems, recent surgery or any other impairment or medical condition that may be affected by the features on this attraction or prevent the normal use of this attraction, shall not experience this attraction. Single riders must not exceed 200 lbs. Double riders must not exceed 400 lbs.
- **PHYSICAL RESTRICTIONS:** In order to access Boomerango, guests must meet the following criteria previously defined:
  - Full or braced arm casts, full and lower leg casts, or brace between legs are not permitted. Pad required for wrist or forearm casts and exposed metal on prosthetic devices. (\*An accompanying supervising companion may assist if they fit the criteria for the category.)
  - **CLOTHING RESTRICTIONS:** Swim wear with exposed zippers, rivets, buckles, or metal ornamentation, necklaces or chains, and water shoes are not permitted on the slides.