

# **Dreamspire Park Policies & Safety Guidelines**

## **Introduction**

Dreamspire is committed to providing a safe, enjoyable environment for all guests and staff. This document outlines the park's policies, safety protocols, and guest responsibilities to ensure everyone's well-being.

## **1. General Park Policies**

### **Admission & Tickets**

- Valid admission ticket required for entry.
- Tickets are non-transferable and must be used on the date specified unless otherwise noted.
- Children under 3 enter free with a paying adult.

### **Park Hours**

- Regular hours: 9:00 AM – 10:00 PM daily.
- Seasonal or special event hours may vary; check website or app for details.

### **Prohibited Items**

- Weapons, fireworks, and illegal substances.
- Outside food and beverages (exceptions for medical needs).
- Large tripods, drones, and selfie sticks in restricted areas.
- Pets (service animals permitted with documentation).

### **Behavior & Conduct**

- Respectful behavior required; harassment or disruptive conduct will result in removal.
- Smoking permitted only in designated areas.
- Photography and videography allowed for personal use; commercial use requires permission.

## **2. Ride & Attraction Safety**

### **Height & Health Restrictions**

- Each ride has posted height and health requirements.
- Guests with heart conditions, pregnancy, or mobility issues should adhere to restrictions.

## **Ride Operation**

- Follow all operator instructions.
- Secure loose items before boarding.
- Use safety restraints properly.

## **Accessibility**

- ADA accommodations available; consult Guest Relations for assistance.
- Companion rider program offered on select attractions.

# **3. Emergency Procedures**

## **Evacuation Protocols**

- Clear, visible signage for exits and evacuation routes.
- Staff trained for emergency evacuation and guest assistance.

## **Medical Emergencies**

- On-site medical teams available 24/7.
- Emergency call points distributed throughout the park.

## **Lost & Found**

- Report lost items at Guest Relations.
- Lost children are escorted to a secure reunification area.

# **4. COVID-19 and Health Measures (subject to current regulations)**

## **Hygiene & Sanitization**

- Regular cleaning of rides and facilities.
- Hand sanitizer stations throughout the park.

## **Social Distancing & Mask Policy**

- Social distancing encouraged in queues and common areas.
- Mask requirements follow local health guidelines.

## **5. Guest Responsibilities**

- Adhere to all park rules and staff instructions.
- Report unsafe conditions or suspicious behavior.
- Supervise children at all times.

## **Summary**

Dreamspire's policies and safety guidelines prioritize guest welfare while maintaining a fun, inclusive atmosphere. Clear communication and staff readiness ensure a secure environment where magical memories are made.