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GUIDE FOR **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.

HOW TO CONTACT US

You can message us via the "Contact Us" form at www.universalstudioshollywood.com.

Our team is available seven days a week and makes every effort to respond to messages within 48 hours; however, due to the high volume of emails received each day, please allow several days for a response.

If you require immediate assistance, please call us at 800-864-8377. If you have any questions while visiting our park, please stop by Guest Relations for assistance.

PARTICIPATE RESPONSIBLY

Failure to comply with any posted requirements may result in serious injury or expulsion from the park.

INDIVIDUAL ACCESSIBILITY CARD

At Universal Studios Hollywood, we provide both inclusive environments and accessible experiences for our Guests. We have constructed our attraction queues and Park entrances to be accessible to Guests using wheelchairs.

Universal Studios Hollywood has developed an Attractions Assistance Pass for Guests whose disability prevents them from waiting for extended periods in a conventional attraction queue environment. The Attraction Accessibility Pass is an accommodation designed to provide equal access to Park attractions and not to bypass other Guests waiting in the attraction queue.

Guests requesting an attraction queue accommodation may obtain the IBCCES Individual Accessibility Card (IAC) by registering at www.accessibilitycard.org within 30 days of their visit to the Park and at least 48 hours prior to their visit. The IAC registration consists of an online application that includes uploading necessary documentation. IBCCES does not require or ask Guests to disclose their medical or psychological diagnosis or condition.

Guests who only need to use their mobility device do not need to apply for the IAC as our attraction queues and Park entrances are accessible.

Once the Guest receives an approved IAC, a Universal Destinations and Experiences Team Member will contact the cardholder to discuss the appropriate attraction queue accommodation for the cardholder's visit.

Upon arrival at the Park, the approved IAC cardholder will present the approved IAC to Guest Relations in a designated IAC fulfillment location to receive their attraction queue accommodation.

Note: An IAC does not guarantee a Guest will receive an Attractions Assistance Pass. Universal Studios Hollywood will determine the appropriate queue accommodation based on the cardholder's specific needs.

Guests who are unable to register in advance may contact Universal Destinations and Experiences Guest Services team at (407) 224-4233 or visit Guest Relations inside the theme park for additional information.

Note: Universal Destinations and Experiences does not issue the IAC. Only IBCCES can issue the IAC.



GENERAL INFORMATION

PARKING

Guests entering the toll plaza with an accessible parking permit will be directed to our accessible parking spots.

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, adjacent to the Lower Lot restrooms, and next to 1-UP Factory store in Super Nintendo World.

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 that 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.

ATTRACTION INFORMATION SYMBOL DESCRIPTIONS

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



Metal detectors used at this attraction.



Do not ride if you have a history of heart conditions or abnormal blood pressure.



Do not ride if you have back, neck, or similar physical conditions.



Do not ride if you have unhealed surgery or fractures.

ATTRACTION INFORMATION SYMBOL DESCRIPTIONS (CONTINUED)



Do not ride if you have weakened bones or muscles.



Do not ride if you are an expectant mother.



Do not ride if you have the inability to independently maintain an upright position.



Do not ride if you are susceptible to motion sickness or dizziness.



Do not ride if you have a fear of heights.



Do not ride if you have a medical sensitivity to strobe effects.



Do not ride if you have a medical sensitivity to fog effects.



Do not ride if you have a fear of enclosed spaces.



Do not ride if you have other conditions that may be aggravated by this ride.



Do not ride if you have had recent surgery or other conditions that may be aggravated by this ride.



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



One natural leg must fit underneath the shin guard. Prosthetic limbs must 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.

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 a 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 Attractions are made to be accessible to Guests using wheelchairs. Please see each attraction description for further information or please see an Attractions Attendant for assistance.

NOTE: Guests in ECV's or other power-driven mobility devices with wide turn radius must transfer to an attraction provided wheelchair to access the main queue.

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 cause 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.

GUESTS USING WHEELED MOBILITY DEVICES

- Powered mobility devices are prohibited on escalator 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 key 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 WITH OXYGEN TANKS

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



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



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 or call us at 1-800-864-8377.

GUESTS WHO ARE DEAF OR HARD OF HEARING

TELEPHONES

Telecommunication devices for the deaf (TDD) and teletypewriter devices (TTY) are available at Guest Relations.

GUEST WHO ARE BLIND OR WITH LOW VISION



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 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.

- Frog Choir
- Triwizard Spirit Rally
- WaterWorld

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

WHITE CANES

Many attractions allow you to ride with a white cane but your cane may need to be collapsed. If the cane is not allowed on the ride vehicle, a Team Member will store your cane for you after you've seated and will be available as soon as the ride vehicle is stopped in the unload area.

Attractions that allow you to ride with a white cane with room in the seating area:

- Despicable Me Minion Mayhem
- DreamWorks Theatre Featuring Kung Fu Panda
- Mario Kart™: Bowser's Challenge
- Silly Swirly Fun Ride
- The Secret Life of Pets: Off the Leash
- Transformers™: The Ride-3D
- The Simpsons Ride™
- Studio Tour
- Jurassic World - The Ride

Attractions that allow you to ride with a collapsed cane placed in a cross-body bag or ride vehicle storage compartment:

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

GUESTS WITH 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.

This section shares tips and resources for Guests with autism spectrum disorder, sensory processing sensitivities, or other cognitive needs – and for friends and family who are visiting together.

GUESTS WITH COGNITIVE NEEDS

BEFORE YOU VISIT

- Best times to visit: Weekday mornings and non-peak seasons are usually quieter and less crowded.
- Plan your day:
 - Visit our website at www.universalstudioshollywood.com to see pictures of rides, shows, and restaurants.
 - Download the Official Universal Studios Hollywood App to view a park map, find information about show times, character appearances, attractions, entertainment, dining, shops, guest amenities, experiences, and ride wait times.
- Prepare ahead:
 - Review the contents of this Guide for Safety & Accessibility (GSA) for First Aid Station, All Gender Restroom, and Attraction information including rider access information, requirements, and sensory guides
 - Guest amenities, including family restrooms, ATMs, shuttle stops, lockers, lost and found, rentals, Guest Relations, service animal relief areas, and elevator locations are available in the App.

SENSORY-FRIENDLY SUPPORT

- Team Members: Our staff is available to assist Guests with autism and other cognitive disabilities. If you need support, a Team Member will meet you and guide next steps.
- Guest Relations: Guest Relations is available to answer any questions and assist during your visit. Guests may pick up a printed copy of this GSA from Guest Relations.
- 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 are available for use in quiet rooms upon request.
 - Nursing Rooms: Private, lockable nursing rooms include a rocking chair and sink.
 - Companion Restrooms: Adult and children companion restrooms.

GUESTS WITH COGNITIVE NEEDS

- Quiet Areas:
 - o We offer calm spaces around the park if you need a break. Ask a Team Member for directions to Laemmle Court or the pathway behind Ollivanders™ between The Wizarding World of Harry Potter™ and Springfield.
- Sensory Guides:
 - o To help you plan your day, we rate each experience for Touch, Taste, Sound, Smell, and Sight on a scale of 1 (low stimulation) to 10 (high stimulation) and include brief notes on what to expect for each sense. Use these guides to navigate the park and prepare for the sensory input in each area. You'll find these ratings in the Attraction Description section for each ride or show.

TOUCH	TASTE	SOUND	SIGHT	SMELL
				
3	0	3	3	1

- Headphones & Tools: Noise-reducing headphones and sensory kits are available. Ask at Guest Relations.

GUESTS WITH PROSTHESES

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

The following attractions require Guest to remove all prosthetic limbs before riding:

- Fast & Furious: Hollywood Drift: Once prosthetic limbs have been removed, at least one natural arm must terminate below the elbow and both natural legs must terminate below the knee.

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

GUEST WITH CASTS

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.

Guests must be able to meet the rider requirements of each Attraction. For Fast & Furious: Hollywood Drift and Harry Potter and the Forbidden Journey, Guests cannot ride if the cast covers an area that is required for the Guest to meet the rider requirements of the Attraction.

Please review the attraction requirements in the Attraction Information section to ensure rider eligibility.

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.

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, 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.

Pull the red E-Cord for assistance during the Studio Tour.

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 positioned and fastened properly to assure your safety. Guests who do not fit properly within any safety restraint will not be permitted to ride. Large-framed Guests may not be accommodated on the following rides and are strongly encouraged to try the test seats provided at the entrance of the attractions to ensure their ability to ride:

- Fast & Furious: Hollywood Drift
- 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

SAFETY ADVISORY

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:

- Fast & Furious: Hollywood Drift
- Harry Potter and the Forbidden Journey™
- Jurassic World - The Ride
- Revenge of the Mummy - The Ride



METAL DETECTORS

Guests wishing to experience Fast & Furious: Hollywood Drift will be required to pass through a metal detector as loose articles are strictly prohibited on this attraction.

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.

SENSORY GUIDE

This section provides a sensory guide rating the experience for Touch, Taste, Sound, Sight, and Smell on a 1 (low stimulation) to 10 (high stimulation).

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.

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



Upon Request

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.

SENSORY GUIDE

TOUCH	TASTE	SOUND	SIGHT	SMELL
5	0	5	6	1
• Shaking floors	• Minimal sensory impact	• Loud video	• Fast-moving images • Bright lights • Potential for motion sickness or dizziness	• Minimal sensory impact

GUESTS WITH SERVICE ANIMALS

The vehicle has minimal to adequate floor space and has adequate containment.

INFORMATION FOR GUESTS USING MOBILITY DEVICES



Guests in wheeled mobility devices proceed to the attraction entrance for main queue access.

ATTRACTION DESCRIPTIONS

Dino Play for Kids

ATTRACTION DESCRIPTION

An outdoor, Jurassic period-themed playground.

IMPORTANT ACCESS INFORMATION



SENSORY GUIDE

TOUCH	TASTE	SOUND	SIGHT	SMELL
 2	 0	 2	 1	 1
- Minimal sensory impact - Opportunity for soft hands-on play - Play surfaces may become hot in direct sun	Minimal sensory impact	Minimal sensory impact	Minimal sensory impact	Minimal sensory impact

GUESTS WITH SERVICE ANIMALS

This walk-through attraction has adequate floor space throughout.

INFORMATION FOR GUESTS USING MOBILITY DEVICES



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



Stationary Seating Available

DreamWorks Theatre Featuring Kung Fu Panda (continued)

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.

SENSORY GUIDE

TOUCH	TASTE	SOUND	SIGHT	SMELL
 3	 0	 5	 5	 1
Seats vibrate during show	Minimal sensory impact	Moderate noise in the queue	- Alternating levels of light throughout show - Potential for motion sickness or dizziness	Minimal sensory impact

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



Accessible seating is located in the attraction.

Guests in wheeled mobility devices proceed to the attraction entrance for main queue access.

Fast & Furious: Hollywood Drift

ATTRACTION DESCRIPTION

This high-speed roller coaster includes sudden and dramatic acceleration, spinning, climbing, tilting, inversions, and dropping.

IMPORTANT ACCESS INFORMATION



This ride will require guests to pass through a metal detector as loose articles are strictly prohibited.

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.

Stow all loose articles (phones, hats, glasses, video-recording equipment, cameras, wallets, keys, etc.) in the lockers provided or leave with a non-rider.

Harry Potter and the Forbidden Journey™

(continued)

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

Large-framed Guests 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.

SENSORY GUIDE

TOUCH	TASTE	SOUND	SIGHT	SMELL
 7	 0	 7	 8	 1
- Shoulder and chest restraint required - Blowing air, fire, and smoke - Sudden movements - Moving walkway to access your seat	Low sensory impact	- Loud dialogue and sound effects - Potential for noise from other riders	- Objects appear to fly toward you - Close encounters with large animatronic creatures - Rushing scenery with fast transitions	Low sensory impact, potential for slight smell from visual effects

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



Guest using mobility devices must be able to walk independently.

Guests in wheeled mobility devices proceed to the attraction entrance to speak to a Team Member for queue access.

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.

SENSORY GUIDE

TOUCH	TASTE	SOUND	SIGHT	SMELL
 7	 2	 6	 6	 3
- Guaranteed to get wet - Seat bar applies some pressure to rider - Large lifts and drops	Possibility of water splashing in mouth	- Sections of ride are quite loud - Potential for noise from other riders	- Strobe lights - Fog effects - Large image screens	Slight smell from chlorine

GUESTS WITH SERVICE ANIMALS

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

INFORMATION FOR GUESTS USING MOBILITY DEVICES



Guests in wheeled mobility devices proceed to the attraction entrance for main queue access.

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.

Large-framed Guests 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, 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.

SENSORY GUIDE

TOUCH	TASTE	SOUND	SIGHT	SMELL
 6	 0	 8	 9	 0
- Riders wear a visor with an AR headset - Must stay seated with restraint while ride moves along the track - Use steering wheel to play game - Temperature changes and mist	Low impact on this sense	- Features loud music and sounds - Sounds from other visitors and nearby attractions - Potential for close proximity or shared space with other visitors	- Strobe and fog effects - Goggles provide augmented reality visuals - Many digital screens and images - Transitions from dark to light	Low impact on this sense

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



Guests in wheeled mobility devices proceed to the attraction entrance to speak to a Team Member for queue access.

ATTRACTION DESCRIPTIONS

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. Large-framed Guests 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 natural 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.

SENSORY GUIDE

TOUCH	TASTE	SOUND	SIGHT	SMELL
 8	 0	 8	 9	 1
- Rapid movements forward and backward - Highly restrictive physical safety restraints	Minimal sensory impact	High level of sensory impact	- Strobe lights - Fog effects - Varying levels of light - Potential for motion sickness or dizziness	Minimal sensory impact

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



Guests in wheeled mobility devices proceed to the attraction entrance to speak to a Team Member for queue access.

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. Large-framed Guests 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.

Sensory Guide

TOUCH	TASTE	SOUND	SIGHT	SMELL
 4	 0	 7	 6	 0
- Riders must stay seated with a lap restraint - Ride moves along a track with some twists and turns - Feel wind, warmth, and a spray of water	Low impact on this sense	- Features music and additional sounds - Mechanical sounds from ride - Some dissonant sounds - Potential for close proximity or shared space with other visitors	- Many digital screens and images - Some bright and colored lights, indoor setting - Scenery changes as ride moves along the track	Low impact on this sense

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



For Guests who cannot transfer, a wheelchair access vehicle is available. Please see a Team Member for assistance.

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

Guests in a wheeled mobility device proceed to the attraction entrance for main queue access.

Attraction Descriptions

Silly Swirly Fun Ride

Attraction Description

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

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.

Sensory Guide

TOUCH	TASTE	SOUND	SIGHT	SMELL
 6	 0	 4	 5	 1
Rapid movement	Minimal sensory impact	Loud music	Motion sickness or dizziness	Minimal sensory impact

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



Guests in a wheeled mobility device proceed to the attraction entrance for main queue access.

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.

Sensory Guide (Wet Play Area)

TOUCH	TASTE	SOUND	SIGHT	SMELL
 8	 3	 4	 4	 2
- Guaranteed to get wet - Water slides	Possibility of water in mouth	Loud during peak times	- Direct sunlight can be very bright - Towers	Smell of chlorine

Sensory Guide (Dry Play Area)

TOUCH	TASTE	SOUND	SIGHT	SMELL
 2	 0	 4	 2	 1
- Opportunity for hands-on or soft play - Surfaces can become hot in direct sunlight	Minimal sensory impact	Can be noisy during peak times	Minimal sensory impact from sunlight	Minimal sensory impact

Guests with Service Animals

This walk-through attraction has adequate floor space throughout.

Information for Guests Using Mobility Devices



Attraction Descriptions

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.

Sensory Guide

TOUCH	TASTE	SOUND	SIGHT	SMELL
 8	 0	 8	 9	 2
- Restrictive safety restraint - Rapid movement back and forth	Minimal sensory impact	- High volume effects - Rapid fire sounds	- Potential for motion sickness or dizziness - Enclosed space - Fog effects 3D effects	Slight smell from special effects

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



Guests in a wheeled mobility device proceed to the attraction entrance for main queue access.

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



Upon Request

SENSORY GUIDE

TOUCH	TASTE	SOUND	SIGHT	SMELL
 2	 1	 8	 7	 1
• Low impact for this sense • Seated on a raised platform • Viewer's choice to sit in a splash zone	• Minimal sensory impact • Slight chance of water in mouth if in a splash zone	• Explosions and fireworks are part of show • Guns and other loud noises are part of show	• Show features fire and explosions • Exciting action sequences • Fireworks finale	• Minimal sensory impact • Slight chance for smell from visual effects and fire

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



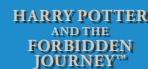
Despicable Me Minion Mayhem
Must be at least 40" (102 cm). Children between 40" (102 cm) and 48" (122 cm) must be accompanied by a Supervising Companion.



Fast & Furious: Hollywood Drift
Must be at least 51" (130 cm).



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 COMPLY WITH ANY POSTED REQUIREMENTS MAY RESULT IN SERIOUS INJURY OR EXPULSION FROM THE PARK.

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