

Your Smile is our Mission!

We achieve this by having our guests join our family in a worry-free adventure into fun and entertainment; where everyone can be a kid, and kids of all ages are treated as friends.

Welcome to Calaway Park!

This guidebook provides information on the services, facilities, and policies that are available for all guests.

The following information is intended to assist you with determining your ability to enjoy each ride and attraction in a safe and fun manner! Your safety is our number one priority!

All Calaway Park team members would be happy to answer any questions you may have. For more detailed information about our attractions and facilities, please visit our Guest Services office located at the front of the park, near the admission booths or you can reach us at:

(403) 240-3822 ext. O OR info@calawaypark.com



Welcome to Calaway Park!

Attractions Boarding Pass

The Attractions Boarding Pass program is designed to provide access to individuals with special needs which prevent the individual from waiting in ride gueue lines. This program allows for the guest to obtain a Boarding Pass to be used at the exits of rides, where the guest will be integrated into the front of the line.

To obtain the Attractions Boarding Pass, guests must present a valid Access 2 **Entertainment** card along with leaving a piece of collateral such as government issued ID or car keys with a Guest Services Representative. Collateral will be returned to the guest at the end of their day when the Attractions Boarding Pass is returned.

Upon receiving the Attractions Boarding Pass, guests will receive an outline of the rules of the pass and will be required to sign off that they agree to them.

The Rules are as follows:

- 1. Once you've arrived at the exit of a ride you must display your boarding pass to the operator, who will then alternate you into the front of the line within the next 1-2 ride cycles.
- Guests with the Boarding pass can bring up to 3 additional companions per 2. ride, however, the guest who requires the pass must be a rider.
- After experiencing a ride, Guests are asked to enjoy other rides before returning to the same ride.

Access 2 Entertainment

Access 2 Entertainment was created by the Easter Seals of Canada to help persons with special needs to enjoy recreational activities with an attendant without the financial burden. There is an administration fee to apply for the card of \$20 for a 3-year expiration date or \$30 for a 5-year expiration date.

For more information, and to apply for an Access 2 Entertainment card, please visit www.access2card.ca.

Persons with the Access 2 Entertainment card will also receive a discounted single-day admission to the park, and they are permitted one free admission for an aide!



^{*}Note: These rules are subject to change.

Services

Wheelchair Revtals

Wheelchairs may be rented from the First Aid office located near the front entrance to the park. Rentals are on a first come first serve basis for \$10.00 each. ID will be required to rent a wheelchair.

Guests may also bring their own wheelchair or battery powered vehicle. For those quests who choose to use a battery powered vehicle or wheelchair, we require a safe speed to be maintained while travelling in the park.

Guests Using Wheelchairs

On most rides where guests in wheelchairs can be accommodated, guests will need to leave their wheelchairs to be seated. In most cases, a wheelchair may be left near the ride platform or walkway near the ride. Almost every ride is wheelchair accessible.

If the guest has family members that wish to ride with the wheelchair-bound guest, they will wait in the line-up while the wheelchair guest waits at the exit. Once the family has reached the front of the line, the wheelchair-bound guest will enter through the exit and rejoin their party on the ride.

Lockers & Strollers

Lockers are available under the tower near the front entrance. Stroller rentals are available at Hudstones.

Restrooms

All restrooms have facilities designed for access to guests in wheelchairs located throughout the park accompanied with wheelchair accessible stalls.

Cash

Please visit the park map for ATM locations. Debit and Credit service is available at select locations. Please note: park locations do not accept \$100 bills. Please proceed to guest services to make change.

Special Dietary Needs

Calaway Park offers some food items for those guests that are Vegan, Celiac, Vegetarian. Guests with food allergies should know, all food locations are equipped with the detailed ingredient lists of every item that is served in that location. We'd happily share this information upon request. However, it is recommended that quests with severe dietary needs pack their own lunch because options are limited.

Lost & Found

Guest Services at the front entrance is the Lost and Found location throughout the day. Please note: we donate found items to a charitable organization after two weeks of being turned in. Calaway Park is not responsible for your personal property.

Service Avimals

Calaway Park welcomes guests with service animals. Once you've arrived at the park, guests with service animals will be directed to Guest Services. Guests are required to provide Service Dog ID cards under the Service Dogs Act. If you do not present a Service Dog ID the dog will not be allowed into the park. All service animals should be kept on a leash or harness and remain under the quest's control at all times. Service animals must be wearing an identifying assistive-companion vest. Due to the nature of attractions here at Calaway Park service animals must remain with a non-riding member of the guest's party if the service animal is not permitted to ride.

Service animals may accompany guests on the Balloon Ascension, Carousel, Rocky Mountain Railway, and U Drive.

Guests with service animals will need to look at each individual ride or attraction listed in this guidebook to see if their service animal can accompany them onto the ride.



Sensory Backpack

Please visit our Guest Services Office (located at the front of the park) during your visit, with a piece of collateral, to sign out a Sensory Backpack (including a fidget toy, weighted blanket, noise cancelling earphones, and more) and return when you're done. Available for free on a first come, first serve basis.

Park Wide Policies

Parking

Parking for guests with an Accessible Parking Permit is located at the front of the parking lot next to the front entrance. Parking is filled on a first-come, first-served basis and may reach capacity on some operating days.

If the disability parking stalls are unavailable, the Guest Drop-off & Pick up area adjacent to the park entrance may be utilized for ease of dropping off and picking up Guests.

Guests with a Hearing Impairment

For guests with hearing loss, all rides are equipped with a written copy of the rules. The written copy is available upon request from the ride operator.

Prosthetics, Casts & Braces

Guests with any type of prosthetics, casts and braces should note that all riders must have the ability to grasp with at least one upper extremity and have the ability to maintain an upright position independently while sitting. Should a guest with prosthetics, casts and braces not meet these requirements they will be unable to safely ride.

Smoking

For the health and comfort of our quests, smoking, vaping, and e-cigarettes are not permitted except in one designated smoking area beside the Haunted Hotel (must be 18+).

Consumption of marijuana is not permitted on Calaway Park property.

Please refer to the park map for the designated area or ask a team member for assistance.

Park Wide Policies

Pregnancy

Guests who know or believe they may be pregnant should know riding most rides is not recommended. However, each pregnancy is individually different and those who are pregnant should visit a doctor before coming to the park.

Lost Children

When you arrive at Calaway Park, stop into Guest Service office to retrieve a wristband for your child. Parents will be able to write their phone number on the wristband to make it easier for us to reunite you with your child should you be separated from them. This is a free program designed to enhance your worry-free day. Ask a Guest Services Representative for more details.



Rides & Attractions

All the rides and attractions at Calaway Park have rider requirements. These requirements exist in order to ensure that the safety restraints and devices are used as designed and to ensure that guests are capable of maintaining the proper posture during the ride.

Guests in wheelchairs can be accommodated on most rides, however they will be required to transfer from their chair onto a ride system. Calaway Park team members are not trained in transferring guests from wheelchairs and, therefore, are not permitted to assist you. They will, however, provide direction to the extent that they are able. We suggest that you visit us with someone who can physically help you when necessary.

Accessibility may vary depending upon special conditions; guests with casts, stitches or who have undergone recent surgery are requested to ask about any limitations that may apply. Please ask for assistance from the team member at each ride or attraction. All guests must meet all outlined height and weight requirements for each ride as posted in this guidebook, or at the specific ride location.

Attractions such as the Haunted Hotel may be difficult for some guests to navigate. An aide or other member of the guests' party should accompany them through this attraction

Retail Shops & Games

Most of our retail and games locations are accessible for guests in a wheelchair. The following locations are not accessible due to stairs and tight corners; Twiz and Twirl Maze, and Mini Golf. Please see a Calaway Park team member for assistance if needed.

Restaurant & Food Locations

Some restaurant and food locations throughout the park may present difficulties for some guests in wheelchairs. Please see a Calaway Park team member for assistance if needed.

The Calaway Café is accessible to guests in wheelchairs and offers wheelchair accessible tables. Calaway Café team members will be happy to assist with restaurant orders and bringing orders to the tables.

Cinemagic 3D Theatre & Celebration Stage

Calaway Park's live stage shows and 3D theatre are accessible to guests with special needs. There are viewing areas to accommodate guests in wheelchairs although they are limited. Please ask a team member in advance for assistance with entrance and seating.

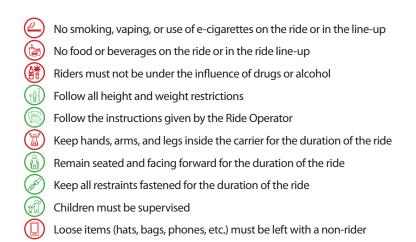
Cinemagic 3D Theatre – This air-conditioned theatre and family friendly 3D film is a great and easy addition to your fun filled day at Calaway Park. Wheelchair seating is available at the rear of the audience area. For quests with photosensitivity's talk with the team member to find out if the show is right for you.

Celebration Square Stage – An outdoor stage with live entertainment. All shows are approximately 20-25 minutes in length and are included with your admission.

Rider Responsibility

All quests have a duty to exercise good judgment and act in a responsible manner while participating on a ride or attraction; and to obey all verbal and written warnings and instructions. Guests also have a duty to properly use all ride and attraction safety equipment provided.

All guests must adhere to the following at all rides & attractions:



Ride Policies

Rider Restrictions

Calaway Park has a few general requirements which apply to all rides and attractions. All rides incorporate safety systems designed to accommodate average physical stature. Therefore, due to the nature and seating requirements of some rides, restrictions may apply. These restrictions may include; height, weight, body shape, medical conditions or other physical conditions that could be aggravated from riding. Our number one priority is for all of our guests to have a safe and fun experience!

Ability to grasp with at least one upper extremity: Guests must have at least one upper extremity that exhibits a good grip with the ability to brace. Upper extremity must be strong enough to remain in the correct riding position throughout the ride, where specified.

Ability to maintain an upright position independently while sitting: Guests must have the ability to remain in an upright position without the assistance of an aid or with a device. This is to ensure the guest can remain the proper riding position through the duration of the ride.

Vortex and Timber Falls: Guests must have at least one functioning upper extremity and one functioning lower extremity. This is to ensure quests can safely be evacuated in the case of an emergency.

Loose Hems

When planning your day at Calaway Park, we suggest you travel light. Calaway Park does not permit backpacks, purses, or any other loose articles on most rides. Items should be left in lockers or with a non-riding member of your party. Calaway Park does not permit the use of cameras or Go Pros while riding. Some items may be left on ride platforms; however, Calaway Park is not responsible for items being lost or stolen. Glasses and hats must be secured while on rides, as Calaway Park cannot guarantee retrieval of items lost on rides.

Shoe Policy

For the safety of your child, a standard closed-toe play shoe, which is secured at the ankle and does not contribute excessively to the child's height, must be worn at all times unless otherwise directed by a ride operator. Platform shoes that increase the child's height are not permitted. Calaway Park reserves the right to ask that shoes be removed to ensure that a child's height is not enhanced or manipulated.

Ride Policies

Parent Swap Program

The Parent Swap Program is an arrangement for parents with small children that want to ride a certain ride, but do not have provisions for childcare. When it is their turn to ride, one of the parents will wait with the child while the other rides, and then they will switch so that the other parent can ride on the next cycle.

Supervising Companion

Many of our rides have height requirements that allow quests under that requirement to ride with a supervising companion. A supervising companion is someone who meets all the requirements to ride the ride themselves and demonstrates appropriate behavior. The supervising companion must be seated in the same seat (row) as the guest who requires accompaniment.

Preferred Seating

In order to keep ride lines moving efficiently, quests may not wait in line for preferred seating. If a guest is at the front of the line and does not want to take the next available seat, they may go to the back of the line and try their luck for the next ride.

Emergency Stop

Please note that most of the rides at Calaway Park are equipped with an emergency stop button in case a rider needs to get off earlier than intended. However, depending on the type of ride, it may take up to a few minutes to bring the ride to a safe loading position. The following rides have the ability to stop almost instantly: Little Bucks, Dodgem, Hilltop Railway and Super Trucks. For clarification on the emergency stopping of any ride, please ask the ride operator or stop by Guest Services.

Symbol Descriptions

Through-out this guide you will see the following symbols used to help quests in selecting rides that best suit their physical condition.



Ride entrance/exit is wheelchair accessible.



Guests must be able to transfer to the ride seating area with the assistance from another member of their party.



Ride is accessible by stairs. Guests are required to ascend and descend stairs.



Service animals may accompany quests onto this ride.



Service animals may not accompany guests onto this ride.



Ride is not recommended for expectant mothers.



Ride is not recommended for guests with a history of heart conditions or high blood pressure.



Ride is not recommended for quests with back or neck conditions.



Ride is not recommended for guests who are prone to motion sickness or dizziness.



Ride is not recommended for guests who have a fear of heights.

Ride Thrill Ratings

All Rides have been assigned a Thrill Rating based the nature of the ride. The Thrill Ratings are as follows:



Mild Thrill: Rides that are generally calm and gentle in nature. Ride is not likely to induce dizziness; there is no change in elevation; speed is generally slow, and motion is gentle.



Moderate Thrill: Rides that generally have low to medium speeds, with some elevation changes and moderate motion. Ride may induce dizziness; and riders may experience unexpected changes in speed and/or direction during the ride.



High Thrill: Rides that generally have medium to high speeds and/or heights. Ride may induce dizziness; and riders are likely to experience unexpected changes in speed, direction, and/or elevation.



Extreme Thrill: Rides that generally have high speeds and heights, with unexpected forces. Riders will experience many rapid changes in speed, direction, and/or elevation



Adrevalive Test Zone

ATZ is a high-level thrill ride that has three arms with seven cars on each arm. Each pod of cars spins, while the ride turns and lifts you high off the ground.

Height Requirement:

Guests must be a minimum of 36" when accompanied by a supervising companion.

Guests must be 48" to ride alone.

Type of Restraint:

Lap Bar and Lap Belt.



Rider Information:

















Aeromax is a family friendly thrill ride which allows you to feel like a crop duster plane pilot. There are eight planes and each plane rises in the air and circles around.

Height Requirement:

Guests less than 42" must ride with a supervising companion.

Guests must be 42" to ride alone.

Type of Restraint:

Lap Belt.













Airgliders

Airgliders is a thrill ride with moderate to fast speeds. This ride moves in a circular motion on a 10-car hydraulic arm that lifts high into the air.

Height Requirement:

Guests must be 48" to ride alone.

Type of Restraint:

Lap Bar.



Rider Information:

















Ralloon Ascension

Balloon Ascension is a family Ferris wheel type ride, it has 8 balloons that go up into the air and come back down.

Height Requirement:

Guests less than 48" must ride with a supervising companion.

Guests must be 48" to ride alone.















Baja Buggies is a 4x4 moderate speed adventure that is geared towards smaller children. It has 6 dune buggies that rotate around and bounce on arms.

Height Requirement:

Guests less than 32" must ride with a supervising companion.

Guests must be 32" to ride alone.

Type of Restraint:

Lap Belt.



Rider Information:

















Bi-Planes is a children's ride equipped with 8 planes that move up and down on hydraulic arms at a moderate speed.

Height Requirement:

Guests must be between 36" and 52" to ride.

Type of Restraint:

Lap Belt.















Bumble Blast is a high-speed spinning roller coaster that travels along a track.

Height Requirement:

Guests must be a minimum of 42" when accompanied by a supervising companion.

Guests must be 48" to ride alone.

Weight Restriction:

This ride employs safety restraints which may not accommodate certain people due to their body shape or size.

Type of Restraint:

Lap Bar.



Rider Information:



















Bumper Boats

Bumper Boats are inflatable rubber tubes that are motorized in order for you to steer and bump your way into tons of fun.

Height Requirement:

Minimum of 42" to ride when accompanied by a supervising companion.

Guests must be 52" to ride alone.

Weight Restriction:

There is a maximum weight restriction of 275 lbs. per boat.

Additional Information:

Guests are required to squat into the boat and must be able to hold their own center of gravity.

















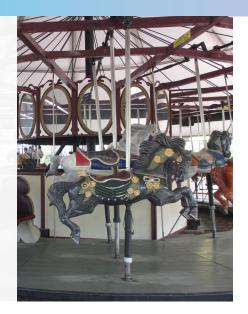
Carouse

The Carousel is an old fashioned merry go round with brightly coloured horses, benches and music. This is a ride the entire family can enjoy.

Height Requirement:

Guests less than 42" must ride with a supervising companion.

Guests must be 42" to ride alone.



Rider Information:







Cinemagic 3D Theatre

Cinemagic 3D Theatre displays a family friendly 3D film in an airconditioned theatre. Additional Information: Guests will watch a 12-15-minute film in a movie theatre setting. Guests are asked to remain stationary for the duration of the film.

Additional Information:

Showtime Theatre displays a family friendly 3D film in a air-conditioned theatre.







Dizzy Dragons is a circular spinning ride where guests sit in giant dragons. Guests control the speed of rotation from inside the dragon.

Height Requirement:

Guest must be a minimum of 28" to ride when accompanied by a supervising companion.

Guests must be 46" to ride alone.



Rider Information:















Dodgem is an adult bumper car ride that moves at a moderate to fast pace. Riders are required to press and hold a button with their right foot and turn the steering wheel of their car.

Height Requirement:

Guest must be 52" to ride this ride.

Type of Restraint:

Lap Bar

















• Dream Machine

Dream Machine is a family swing ride, which rises up into the air and tilts as it goes around.

Height Requirement:

Minimum of 42" to ride when accompanied by a supervising companion.

Guests must be 46" to ride alone.

Weight Restriction:

This ride employs safety restraints which may not accommodate certain people due to their body shape or size.

Type of Restraint:

Lap Bar with a clip.



Rider Information:



















Eggs is a family ride consisting of 8 eggs on hydraulic arms. The eggs raise and lower as the ride goes around.

Height Requirement:

Must be 42" to ride alone. Guests under 42" must ride with a supervising companion.

Weight Restriction:

Maximum weight restriction of 250lbs per egg. Guests may be required to split their group into separate cars in order to meet the restriction.

Type of Restraint:

Lap Belt.



















Flying Ace is a small airplane that rocks back and forth. This ride is similar to Ocean Motion and it is a ride the whole family can enjoy.

Height Requirement:

Guests must be a minimum of 38" when accompanied by a supervising companion.

Guests must be 46" to ride alone.

Type of Restraint:

Lap Bar.



Rider Information:



















Free Fallin' is a thrilling drop ride. The ride has unexpected raises and drops during the cycle and gives the sensation of weightlessness.

Height Requirement:

Minimum of 38" to ride when accompanied by a supervising companion.

Guests must be 46" to ride alone.

Weight Restriction:

This ride employs safety restraints which may not accommodate certain people due to their body shape or size.

Type of Restraint:

Shoulder Harness with a seatbelt.



















Hauxted Hotel

The Haunted Hotel is a spooky attraction that all guests can enjoy! Guests navigate through the dark hallways and explore the different rooms and lives of the Hotel's occupants.

Additional Information:

The Hallways are narrow with turns and uneven ground.

This attraction does not contain any team member jump scares.

Small amounts of theatrical fog is used in this attraction. Along with limited lighting.



Rider Information:





Hilltop Railway

Hilltop Railway is a train just for kids, complete with an engine and caboose! All aboard for fun!

Height Requirement:

Guest must be between 32" and 54" to ride.

Type of Restraint:

Lap Belt.









Little Bucks

Little Bucks are children's bumper cars that move at a slow to moderate pace. Children test their driving skills by navigating their way around others and bumping to whatever is in their way! Riders are required to press and hold a button with their right foot and turn the steering wheel of their car.

Height Requirement:

Guests must be between 36" and 52" to ride.

Type of Restraint:

Over the shoulder seat belt.



Rider Information:











Mini Express is a roller coaster for kids! It is a train that goes up, down, and around an 80-meter track.

Height Requirement:

Guests must be 36" to ride.

Weight Restriction:

This ride employs safety restraints which may not accommodate certain people due to their body shape or size.

Type of Restraint:

Lap Bar.

























Ocean Motion

Ocean Motion is a thrill ride consisting of a large boat that swings back and forth. This ride gives a sensation of weightlessness.

Height Requirement:

Guests must be a minimum of 40" to ride with a supervising companion and must sit in the first 4 middle rows.

Guests must be 54" to ride alone and sit anywhere in the boat.

Type of Restraint:

Lap Bar.



Rider Information:













Riptide Racer

Riptide Racer is an exciting family ride that has 9 boats driving around a circular pond. Guests can steer their boats from side to side and make waves for the guests behind!

Height Requirement:

Guests must be a minimum of 40" to ride with a supervising companion.

Guests must be a minimum of 52" to ride alone.

Weight Restriction:

There is a maximum weight restriction of 250lbs per boat.















Rocky Mountain Rail

Rocky Mountain Rail is a train for guests of all ages. It travels around a quarter mile of track, which includes going through a man-made tunnel.

Height Requirement:

Guests under 42" must ride with a supervising companion.

Guests must be 42" to ride alone.



Rider Information:









Samba Spin is a ride that everyone can enjoy! The ride consists of 8 balloons that raise up and tilt as they go around in a circle. Guests control the speed of rotation from inside the balloon.

Height Requirement:

Guests must be 42" to ride alone.

Guests under 42" must ride with a supervising companion.

Weight Restriction:

There is a maximum weight restriction of 250lbs per balloon. Guests may be required to split their group into separate cars in order to meet the restriction.

Type of Restraint:

Lap Belt.























Sky Climber is a family ride that has 6 gondolas cars that lift up on a hydraulic arm while turning in a circle.

Height Requirement:

Guests must be 48" to ride alone.

Guests under 48" must ride with a supervising companion.

Weight Restriction:

There is a maximum weight restriction of 275lbs per gondola. Guests may be required to split their group into separate cars in order to meet the restriction.

Type of Restraint:

Lap Belt.

Additional Rider Information:

Guests will be enclosed in the gondola for the entire ride.













Sky Wynder is a spinning drop ride designed for the family. The gondola rotates at 6RPM as it drops a 7m span over and over again!

Height Requirement:

Guests must be a minimum of 38" to ride with a supervising companion.

Guests must be 42" to ride alone.

Guests taller than 6'5" are not permitted to ride.

Weight Restriction:

This ride employs safety restraints which may not accommodate certain people due to their body shape or size.

Type of Restraint:

Shoulder Harness with a seatbelt.



Rider Information:















CP Spray N Play

Spray N' Play is a family splash pad. It has 15 water features and is a perfect spot for guests to cool off.

Additional Information:

Spray N' Play is a water attraction and quests will get wet.











Storm is an exciting thrill ride that sends 20 gondola style cars twirling around in a circle and then lifts them to 90-degree angle 60 feet in the air.

Height Requirement:

Guests must be 54" to ride.

Type of Restraint:

This ride does not have physical restraints. Guests will be enclosed in the gondola for the entire ride.



Rider Information:

















Super Trucks is a children's ride that consists of 4 colourful trucks going around a track.

Height Requirement:

Guests must be between 32" and 54" to ride.

Type of Restraint:

Lap Belt.











Swirly Twirl is a children's swing ride that consists of swings that turn around in a circle.

Height Requirement:

Guests must be between 36" to 54" to ride.

Type of Restraint:

Lap Bar with clip.



Rider Information:









Timber Falls is a log flume ride that consists of sudden drops, twists, and turns. It is a family thrill ride.

Height Requirement:

Guests must be a minimum of 36" to ride with a supervising companion.

Guest must be 54" to ride alone.

Weight Restriction:

There is a maximum weight restriction of 680lbs per boat. Boats accommodate up to 4 guests, but there is a maximum of 2 quests of adult stature per boat. Guests may be required to split their group into separate boats in order to meet the restriction.

Additional Rider Information:

This ride does not have physical restraints. This ride could come to an unexpected stop outside the normal loading area, guests must be able to ambulate independently in the event that an emergency evacuation from the ride is necessary.















Tot Yachts

Tot Yachts is a children's ride consisting of slow moving boats that go around a circle in a shallow pool of water.

Height Requirement:

Guests must be between 28" and 54" to ride.

Type of Restraint:

Lap Belt.



Rider Information:









U Drive is an eighth of a mile electric roadway for antique cars to drive along. This ride can be enjoyed by the whole family.

Height Requirement:

Guests must be 38" to ride alone.

Guests under 38" must ride with a supervising companion.













Vortex

The Vortex rollercoaster is a high thrill ride that consists of many sudden drops, twists, turns, and upside-down loops.

Height Requirement:

Guests must be 48" to ride.

Weight Restriction:

This ride employs safety restraints which may not accommodate certain people due to their body shape or size.

Type of Restraint:

Shoulder Harness.

Additional Rider Information:

Guests are required to navigate 21 stairs when entering and exiting the ride. This ride could come to an unexpected stop outside the normal loading area, guests must be able to ambulate independently in the event that an emergency evacuation from the ride is necessary.



Rider Information:

















Wave Rider is a family thrill ride. The arms rise up and swing out as the ride spins.

Height Requirement:

Guests must be 36" to ride with a supervising companion.

Guests must be 48" to ride alone.

Type of Restraint:

Lap Bar and Lap Belt.







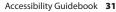














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245033 Range Rd 33, Calgary, AB T3Z 2E9