

# Our Guide for Rush Guests with a Disability

We want all our guests to have a brilliant time visiting Rush and we pride ourselves on being a heaven for parents and a haven for kids.

As a business, Rush aims to be as inclusive as possible to guests who have a disability. We take a responsible approach regarding policies and procedures for any guest with a disability visiting our parks. We work to maintain a consistent approach to guests with disabilities and also to comply with the Equality Act (EA). Please see below for our group disability statement.

## **Rush Disability Statement**

Rush Trampoline Parks, registered by the International Association of Trampoline Parks (IATP) welcomes visits by disabled people and will do all that is possible to ensure a safe and pleasurable stay. However, certain areas and elements of our parks can be physically demanding and vigorous. We therefore reserve the right to refuse admission if we feel there is a danger to a particular individual or individuals for whatever reason. Refusal on the grounds of health and safety does not constitute discrimination. We hope that you understand and accept the decisions are made in the interests of your safety and the safety of all our other customers.

Rush recommends that if you have a disability or are coming to the park with someone with a disability that you consider coming at an off-peak time as our parks can be very busy and full during peak times such as school holidays. If you do come at peak times, staff will always try to ensure you have a safe and enjoyable experience.

As outlined in our statement above, there are elements of our parks that are physically challenging and therefore Rush reserves the right to refuse access to any areas of our park that we deem unsafe for our guests. This is for the benefit of your enjoyment and safety and also the safety and enjoyment of our other guests.

Disability carers who presents one of the following documents can be issued with one free carer ticket\*:

DLA, PIP or Attendance Allowance award letter (dated within the last 24 months).

- A valid Blue Badge.
- Letter from a GP or consultant confirming the need for a full time carer. This does not need to be a letter of diagnosis. (dated within the last 24 months).
- All other members of the party will not receive a reduced carer rate. We will not issue a carer ticket without seeing one of the above documents.

**Disabled Parking**

Our Rush car parks includes a limited number of disabled spaces that are available on a first come first served basis. A valid Blue Badge present in the vehicle, must be displayed to park.

**Groups**

We encourage anyone with a concern or question and / or large group of guests with a disability to contact Rush customer services prior to their visit, for advice on making the most of your visit, and to ensure that staff are fully prepared for your arrival.

Contact: [jump@rushuk.com](mailto:jump@rushuk.com)

\*Free carer ticket available during Dedicated SEN Sessions, and on specified Open Jump Sessions