

Accessibility Guide

Welcome to Santa's Village

We are proud of our commitment to guest safety and strive to provide a secure, comfortable, and magical experience for everyone who visits. We continuously evaluate and enhance our facilities to ensure every guest enjoys a safe, fun-filled day.

We hope this guide helps you make the best choices for your family's visit. If you or someone in your group has questions about ride requirements or needs personalized accessibility assistance, please visit Guest Services upon arrival. Our team will gladly help you determine which attractions are best suited for your party to ensure a wonderful day at the park.



General Information

Service Animals

Service animals are welcome at Santa's Village. A service animal is defined as a dog that has been individually trained to perform tasks for a person with disabilities. Service animals must be physically controlled on a leash or harness at all times while on our property. There is a limit of one service animal per guest. Due to the nature of most rides, service animals are not permitted on any of our rides and must remain with a non-riding member of the guest's party. Santa's Village ride attendants are not permitted to care for a service animals while a guest rides an attraction. Guests whose service animals demonstrate aggressive behavior toward our guests or employees will be removed from the Park.

Accessible Parking & Passenger Drop Off

A limited number of accessible parking spaces are available in our accessible parking lot in front of the main entrance to the park. Should you require a wheelchair to be brought out to the accessible lot please contact our guest services team to arrange this.

First Aid & Emergency Assistance

Santa's Village has a mobile First Aid Attendant on duty during park operating hours that is able to move throughout the park and respond to situations requiring first aid. Should you require first aid, simply ask any of our employees to call the first aid attendant.

Wheelchair Rentals

We have a limited number of wheelchairs available and rent them on a first come, first serve basis. Please visit Guest Services for more information and wheelchair availability.

Washrooms

Our washrooms have accessible ramps for guests in wheelchairs and with mobility disabilities.

Wheelchair accessible stalls are available.

Nursing Rooms

A room for nursing mothers is located inside the Carousel washrooms. Baby changing stations can also be found in all of our washroom locations.

Food Services & Retail Shops

Our three main food service locations (Kringle's Kitchen, Yule Lodge and Riverside Rotisserie) are all accessible to guests in a wheelchair. All other locations are accessible as well but some may provide difficulty for guests in a wheelchair. Please ask our employees for assistance at these locations.

All retail locations in the park are wheelchair accessible.

Special Dietary Needs

While outside food and beverages are not allowed in the park, guests with specialized diets who need items due to a medical condition may bring small coolers to accommodate such needs. Please visit Guest Services for more information. See our Dietary Guide for more information about what options are available at our food locations.

How to use this guide

It is our policy to welcome all guests onto our rides and attractions provided they meet established safety criteria and can participate without creating a hazard to themselves or others. In the following pages, you will find specific accessibility requirements for each attraction, including:

- Height & Companionship Requirements: Minimum heights required to ride independently, as well as height allowances when accompanied by a responsible adult companion.
- Physical & Health Standards: Physical capabilities, body dimensions, and restraint requirements set by attraction manufacturers.
- Sensory Profile Ratings: Ratings designed to assist guests with cognitive disabilities, such as Autism Spectrum Disorder (ASD), in navigating sensory input (lights, sounds, motion) and planning a visit within their comfort zone.

Please note, our sensory ratings are based on internal evaluations to serve as a general guide. Because sensory stimulation is perceived differently by each individual, your personal experience may vary from the ratings provided.

Guest Responsibilities & Safety Standards

Safety at the park is a shared responsibility. Under Ontario regulation, all guests are required to obey posted signs, follow staff directions, and refrain from actions that could cause harm to themselves or others. Failure to follow park safety rules or instructions may result in removal from the park.

- Health & Physical Considerations: Ride safety systems are designed around standard physical proportions to function correctly. Height requirements, body dimensions, or conditions such as pregnancy, recent surgery, heart, neck, or back issues, or the use of casts, braces, and supportive devices may restrict participation.
- Rider Capabilities & Transfers: Generally, riders must be able to maintain an upright position and support their head and neck against ride forces. Guests using mobility devices must be able to transfer into the ride vehicle independently or with the assistance of someone in their own party.
- Restraints & Boarding: All safety restraints (lap bars, shoulder harnesses, and seatbelts) must be properly secured and tightened prior to dispatch. Guests must remain seated, face forward, and keep all hands, arms, and legs inside the vehicle until the ride comes to a complete stop.
- Evacuations: Evacuations may be required due to mechanical reasons, weather conditions, or a power interruption. If an evacuation is required,

riders may need to maneuver down steeply inclined stairs or into a man lift, from the highest point of a ride. Ride vehicles may also stop at the top of a lift or on the ride course. Certain evacuations may require guests to use additional safety equipment during the process. Remain seated until given instructions. If an evacuation from a ride is required, guests requiring assistance during the ride evacuation may be escorted last in order to expedite the ride evacuation process. If so, you accept any risk due to delayed evacuation if we need to physically lift or lower you.

Loose Items & Electronics: For safety reasons, loose personal items—including bags, cameras, cell phones, and handheld electronics—are strictly prohibited on rides. Glasses should be secured, and small items must fit safely in closed pockets without interfering with restraints.

Park Environment: Proper attire (shirt, shoes, and bottoms) is required on all rides. Food, drinks, and smoking (including e-cigarettes) are not permitted on attractions. Entering restricted or non-guest areas is highly dangerous and strictly forbidden.

Pregnancy: Guests who know or believe they may be pregnant should follow all rules, guidelines, and restrictions listed for each ride. Those who are pregnant should not ride a ride that specifically lists pregnancy as a Rider restriction. Please review all rules and guidelines at the entrance of each ride. Guests who are pregnant may ride Santa's Carousel, Candy Cane Express, and Swan Boats.

We encourage all guests to review the Safety Guide signs posted at each attraction entrance before lining up. If you have any questions, require assistance, or need help determining which attractions are suitable for your visit, please stop by Guest Services upon your arrival. Our team there will be happy to assist you!

The following chart shows the cast and brace rules for all rides:

Y = May ride

F = Must fit safely inside the ride unit / restraints

*Must ride in Chariot seat

	Cervical Collar / Neck Brace	Broken Collarbone	Forearm Cast	Full Arm Cast	Braced Arm Cast	Foot/Lower Leg Cast	Full Leg Cast
Blitzen's Balloons			Y	Y	Y	Y	F
Candy Cane Express	Y	Y	Y	Y	Y	Y	F
Elf Sky Challenge							
Falcon's Nest			Y	F	F	Y	F
Flyin' Fish			Y	Y	F	Y	F
Frost Bite Peak			Y			Y	
Go-Karts			Y	F	F	F	
Jolly Bumpers			Y	F	F	Y	
Moose on the Loose			Y	Y		Y	
Peppermint Penguin Coaster			Y	F	F	Y	
Santa's Carousel	Y*	Y*	Y	Y	Y	Y	Y*
Santa's Farm Tractors			Y	Y	Y	Y	F
Santa's Summer Sleigh			Y	Y	Y	Y	Y
Spray & Play Zone			Y	Y	Y	Y	Y
Swan Paddle Boats			Y	Y	Y	Y	
Yeti Trek			Y	F	F	Y	

Blitzen's Balloons

The balloon baskets revolve around the tower continuously and each basket can be spun individually by the passengers within it.

- Spinning Motion
- Ascending & Descending
- Heights
- Interactive Control

Sensory Rating: 1 2 1 5

Rider Requirements: Minimum 48″ to ride alone; guests under 48″ must be accompanied by a adult companion (1 adult to 1 child). Maximum weight is 250lbs per rider. Riders must maintain upright posture, independent head/neck control, and have at least two functioning extremities (one arm and one leg) to brace against rotational movement. Guests with cervical collars, neck braces, recent surgery, back/heart conditions, or who are pregnant may not ride.
Restraint System: An individual seatbelt secures across the lap and each ride vehicle is further secured with a door.
Access: Alternate Entrance available at the ride exit. Riders will have to take several steps, on their own or with the assistance of a companion, to access the ride unit. This includes an elevated step into the ride vehicle. Use caution when entering and exiting as the ride unit may shift.

Candy Cane Express

This ride takes guests around the park while seated in a passenger car. It goes through four pedestrian crossings which have bright lights and loud bells.

- Moderate Speed
- Loud Noises
- Minor Vibrations

Sensory Rating: 1 3 1 3

Rider Requirements: Minimum 42″ to ride alone; guests under 42″ may ride with a adult companion. Handheld infants must sit centered on the bench with an adult. Maximum weight 240lbs per rider. Riders must maintain seated postural control or be supported by a companion.
Restraint System: Each bench seat is secured at the opening with a chain clip.
Access: Alternate Entrance is available at the ride exit. There is one step down to access the ride platform. Guests will have to take several steps, on their own or with the assistance of a companion, and be capable of stepping up and into the ride unit.

Elf School

This indoor attraction takes guests through two interactive experiences, including activities in a classroom-style setting and toy building in a toy shop that includes interactive lighting, audio effects and video effects.

- Loud Noises
- Bright Lights
- Problem Solving Skills Required

Sensory Rating: 1 3 1 3

Rider Requirements: No height requirement; children must be accompanied by an adult. Requires basic interactive motor and problem-solving skills.
Access: Guests enter into the classroom where smaller guests sit in antique school desks and benches line the perimeter of the room for accompanying guests. Guests access the Toy Room through double doors where bench seating is available around the perimeter of the room. Elf School is wheelchair accessible through the main entrance and exit.

Elves Island - Elf Sky Challenge

This is a moderately challenging ropes course for children that involves many obstacles. Children must be able to navigate through each section, grabbing ropes and climbing over obstacles while tethered with a safety harness.

- Climbing at Heights
- Physical Exertion
- Problem Solving Skills Required

Sensory Rating: 5 1 1 5

Rider Requirements: Minimum 44″ to navigate alone; minimum 36″ when accompanied by a adult companion. Must fit securely into the safety harness. Requires independent motor skills, full use of both arms and both legs to grasp safety lines and balance, and physical exertion. Not permitted for guests with neck/back injuries, heart conditions, or pregnancy.
Restraint System: A safety harness is worn by each guest and securely fastened to cables throughout the course.
Access: Guests must climb stairs to reach the first platform and then navigate through the course while gripping, swinging and balancing on cables and wooden course elements. Guests exit the attraction by descending another set of stairs from the final platform.

Elves Island Playground

An elevated play structure featuring multiple slides designed for young children.

- Climbing at Heights
- Physical Exertion

Sensory Rating: 3 1 1 2

Rider Requirements: No height requirement; children must be accompanied by an adult.

Access: This attraction is accessed by a system of cleated ramps and stairs. The play structure is not accessible by wheelchair.

Falcon's Nest

Approximately 30ft interactive lift and drop tower with an assisted, rider-controlled ascent and descent. Riders gently rotate 360-degrees around the tower during the ride cycle.

- Interactive Control
- Physical Exertion
- Ascending & Descending
- Heights

Sensory Rating: 2 1 1 5

Rider Requirements: Minimum 47″ to ride alone; minimum 37″ when accompanied by a adult companion. Maximum weight 200lbs per seat. Guests must have upper torso and head/neck control, the physical ability to grasp the pulley handles, and the ability to brace against drop forces. Guests with cervical collars, neck braces, recent surgery, back/heart conditions, or who are pregnant may not ride.
Restraint System: Each guest has their own latching seatbelt as well as a lap bar that spans the entire ride vehicle.
Access: Alternate Entrance available at the ride exit. Riders will have to take several steps, on their own or with the assistance of a companion, and be capable of elevating themselves up into the seat.

Flyin' Fish

Riders ride in suspended cars that rotate in a circle. Once the ride's speed increases, Riders use a fin on the front of the ride vehicle to steer the themselves higher or lower

- Spinning Motion
- Mild Swinging Motion
- Interactive Controls
- Moderate Speed

Sensory rating: 3 2 1 3

Rider Requirements: Minimum 48″ to ride alone; minimum 36″ when accompanied by an adult. Maximum weight 340lbs per vehicle. Riders must maintain upright seating and head/neck control, possessing at least one functioning arm and one functioning leg (including functional prosthetics) to steer and brace. Guests with cervical collars, neck braces, recent surgery, back/heart conditions, or who are pregnant may not ride.
Restraint System: A shared seatbelt secures all riders in the row across the lap. The smaller rider must sit on the inside seat.
Access: Alternate Access is available at the ride exit. Riders will have to take several steps, on their own or with the assistance of a companion, and be capable of elevating themselves up into the ride vehicle. One of the ride vehicles has a side door that opens to make transferring into the ride vehicle easier. Please use caution, as the ride unit may shift when entering and exiting.

Frostbite Peak



This ride ascends high in the air and then drops down suddenly, gently bouncing up and down as it reaches the ground. Often children are cheering and screaming loudly while seated closely to each other.

- Ascending & Descending
- Heights
- Loud Noises
- Sudden Movements

Sensory rating: 1 2 1 4

Rider Requirements: Minimum 36″ to ride alone; minimum 34″ when accompanied by an adult. Maximum 240lbs per rider. Must sit upright with head and upper torso control. Riders must have at least one natural leg with sufficient length to the knee to brace against the floor under the lap bar. Guests with full arm or leg casts, cervical collars, neck braces, recent surgery, back/heart conditions, or who are pregnant may not ride.
Restraint System: A shared lap bar is positioned above the laps of all riders in the row.
Access: Alternate Entrance is available at the ride exit. Riders will have to take several steps, on their own or with the assistance of a companion, and be capable of elevating themselves up into the seat.

Go-Karts



Drivers drive their own go-kart around an outdoor track. There is a risk of bumping from other drivers.

- Loud Noises
- Moderate Speed
- Interactive Control
- Exhaust odors

Sensory rating: 3 5 4 3

Rider Requirements: Drivers must be 16+ years old. Passengers must be at least 40″ tall and accompanied by an adult driver 18+. Mandatory helmets required (no exceptions). Drivers must demonstrate sufficient visual ability, hand grip with at least one arm to control steering, and two functional legs (or specialized prosthetics) for gas and brake pedals. Guests with full leg casts, cervical collars, neck braces, recent surgery, back/heart conditions, or who are pregnant may not ride.
Restraint System: A seatbelt secures each rider across the upper body, pelvis, and thighs. For everyone's safety, helmets are mandatory. Unfortunately, we are unable to accommodate religious exemptions from this safety requirement.
Access: Alternate Entrance is available at the ride exit. Riders will have to take several steps, on their own or with the assistance of a companion, and be capable of stepping up and over the side of the ride unit.

Jolly Bumpers

Guests control individual motorized bumper boats contained within a pond. There is frequent risk of bumping and sudden directional changes from collision with other boats or pond walls.

- Chance of Getting Wet
- Sudden Movements & Impact
- Interactive Control

Sensory Rating: 4 2 1 3

Rider Requirements: Minimum 48″ to drive alone; minimum 40″ when accompanied by an adult. Maximum weight 450lbs per boat. Riders must withstand sudden directional impacts and maintain upper body control. Guests with full leg casts, cervical collars, neck braces, recent surgery, back/heart conditions, or who are pregnant may not ride.
Restraint System: All guests must wear life jackets while entering, exiting and enjoying the ride.
Access: Alternate Entrance is available at the ride exit. Riders must be capable of stepping down into a floating boat unit, on their own or with the assistance of a companion, and maintain balance while transferring from the dock onto the boat.

Mister Rudolph's Mini Golf

An 18-hole “self-serve” mini putt course where guests help themselves to balls and clubs. This attraction is not staffed.

- Physical Exertion
- Interactive Control
- Problem Solving Skills Required

Sensory Rating: 1 1 1 1

Rider Requirements: No height requirement; children must be accompanied by an adult.
Access: Due to the nature of the course, this attraction is not wheelchair accessible.

Moose on the Loose

Riders move slowly along a winding track while riding vehicles that resemble a moose or bear.

- Rocking Motion
- Low Speed
- Minor Vibrations

Sensory Rating: 2 2 1 2

Rider Requirements: Minimum 48″ to ride alone; minimum 36″ when accompanied by a adult companion. Maximum 300lbs per rider. Riders must be able to straddle the vehicle seat and grasp the front assist handle with at least one functioning hand. Guests with full leg casts, braced arm casts, cervical collars, neck braces, recent surgery, back/heart conditions, or who are pregnant may not ride.
Restraint System: An individual seatbelt secures riders in the rear seat across their lap. If accompanying a smaller rider, they must sit ahead of the larger rider within the seat.
Access: Alternate Entrance is available at the ride exit. Guests will have to take several steps, on their own or with the assistance of a companion, and be capable of stepping up and over the side of the ride unit.

Peppermint Penguin Coaster

This roller coaster moves at a fast speed, with individual 4-person ride vehicles that spin freely, up to 360-degrees, for the duration of the ride.

- Spinning Motion
- Heights
- Loud Noises
- High Speed
- Sudden Movements

Sensory Rating: 4 4 1 5

Rider Requirements: Minimum 48″ to ride alone; minimum 36″ when accompanied by an adult. Maximum rider height 77″. Maximum weight 242lbs per seat. Riders must maintain independent upper torso, head, and neck control against multi-directional G-forces. Must possess at least one functional hand to hold the restraint and one functional leg/foot to brace against the cabin floor. Guests with full leg casts, cervical collars, neck braces, recent surgery, back/heart conditions, or who are pregnant may not ride.
Restraint System: Individual lap bars secure riders across their lap.
Access: Alternate Entrance is located at the ride exit. Guests must walk up 8 steps to access the ride platform and an additional step to access the ride vehicle. Riders will have to take several steps, on their own or with the assistance of a companion, and be capable of stepping up and over the side of the ride unit

Ralphie's Range



Guests can shoot BB guns at targets inside an enclosed range. BB guns are secured to the range, behind glass.

- Interactive Control
- Problem Solving Skills Required
- Loud Noises

Sensory Rating: 2 4 1 1

Rider Requirements: Minimum 44″ to shoot independently; minimum 36″ when assisted by an adult companion.
Access: There is one step up to access the attraction platform. Guests will have to take several steps, on their own or with the assistance of a companion.

Santa's Enchanted Forest and Suspension Bridge



This scenic nature-walk winds through the forest and ends at a pedestrian bridge that sways above a rocky gorge. There is an alternate route that avoids the suspension bridge, if preferred.

- Heights
- Mild Swinging Motion
- Physical Exertion

Sensory Rating: 2 1 1 4

Access: This trail is not accessible by wheelchair. There are natural obstacles, such as rocks and roots, along the path that would make it difficult to traverse in a wheelchair.

Santa's Carousel



A carousel ride that features stationary animals and animals moving up and down as well as chariot seating, all mounted on a circular platform that rotates.

- Spinning Motion
- Loud Music
- Bright Lights
- Moderate Speed

Sensory Rating: 2 2 1 1

Rider Requirements: Minimum 42″ to ride alone; all heights permitted with an adult companion. Maximum weight 200lbs for moving animals, 250lbs for other seats. Guests without independent seated postural balance must ride in a stationary chariot with a companion. Riders on mounted animals must be capable of straddling the mount and holding the vertical support pole with at least one arm.
Restraint System: Guests under 10 must wear their seatbelts that secure around the waist.
Access: Alternate Entrance is mainstreamed via the ride entrance. Guests will have to take several steps, on their own or with the assistance of a companion, and be capable of stepping up onto a platform.

Santa's Farm Tractors

Slow-moving ride vehicles pass through both real and fake farm animals. Odor from the farm animals can be noticeable at times. The queue house also includes some animatronic singing reindeer that are controlled by the ride operator.

- Slow Speed
- Mild odor
- Loud Noises

Sensory Rating: 1 1 2 1

Rider Requirements: Minimum 48″ to ride alone; all heights welcome when accompanied by a adult companion. Must maintain an upright seated position. Guests with cervical collars, neck braces, recent surgery or back/heart conditions may not ride.
Restraint System: Guests under 16 must wear their seatbelts that secure around the waist.
Access: Alternate Entrance is mainstreamed via the ride entrance. Guests will have to take several steps, on their own or with the assistance of a companion, and be capable of stepping up onto the ride vehicle.

Santa's Goats & Reindeer

Guests can see, interact with, and feed Santa's reindeer up close through small openings through the fence. Goats can be seen and fed through their fenced-in enclosure.

- Animal Odors

Sensory Rating: 2 1 2 1

Santa's Summer Sleigh

This ride takes guests on a 15 minute cruise down the Muskoka River.

- Low Speed
- Chance of Getting Wet
- Minor Vibrations

- Exhaust Odor
- Loud Noises

Sensory Rating: 1 3 2 3

Rider Requirements: Minimum 48″ to board alone; all heights welcome when accompanied by a adult companion. Must maintain an upright seated position. Guests with cervical collars, neck braces, recent surgery or back/heart conditions may not ride.
Access: Alternate Entrance is at the ride exit. Guests will have to take several steps, on their own or with the assistance of a companion, to get onto the dock and again, over a narrow ramp, to get onto the boat where there are several steps down to the seating area.

SnowBo & Arrows

Guests can shoot foam-headed bow and arrows at targets located inside an enclosed range.

- Interactive Control
- Problem Solving Skills Required

Sensory Rating: 2 1 1 1

Rider Requirements: Rider Requirements: Minimum 44″ to shoot independently; minimum 36″ when assisted by an adult companion.
Access: Alternate Entrance is mainstreamed via the ride entrance.

Spray & Play Zone

A splash pad area with interactive water features, fountains and a tipping bucket.

- Chance of Getting Wet
- Physical Exertion

Sensory Rating: 3 3 2 2

Rider Requirements: All heights welcome when accompanied by a adult companion as there is no

lifeguard on duty. Guests with neck braces or collar bone injuries should avoid the tipping bucket.
Access: The splashpad area is accessible by wheelchair.

Swan Paddle Boats



Passengers use the foot pedals to move the boat, and steer using the handle in the centre console. The boating area is an enclosed lagoon fed by the Muskoka River.

- Chance of Getting Wet
- Physical Exertion
- Interactive Control



Rider Requirements: Minimum 48″ to ride alone; all heights welcome when accompanied by a adult companion. Riders must withstand sudden directional impacts and maintain upper body control. Guests with full leg casts, cervical collars, neck braces, recent surgery or back/heart conditions may not ride.
Restraint System: All guests must wear life jackets while entering, exiting and enjoying the ride.
Access: Alternate Entrance is available at the ride exit. Riders must be capable of stepping down into a floating boat unit, on their own or with the assistance of a companion, and maintain balance while transferring from the dock onto the boat.

Visits with Santa Claus



A meet and greet opportunity with Santa and Mrs. Claus in their cottage. Guests can pose for a picture with Santa and have a short conversation.

- Loud Noises
- Bright Lights
- Crowded Space



Yeti Trek



A steel roller coaster that reaches up to 60km per hour with banked turns and a drop of approximately 60 feet.

- High Speed
- Sudden Movements
- Heights
- Loud Noises



Rider Requirements: Minimum 48″ to ride alone; minimum 39″ when accompanied by an adult companion. Maximum weight 200lbs per seat. Guests must have full control of head, neck, and upper torso. Riders must possess at least one functional hand capable of gripping the assist bar and two functioning legs (or secure lower-limb prosthetics) to brace during braking. Guests with full leg casts, cervical collars, neck braces, recent surgery, back/heart conditions or who are pregnant may not ride.
Restraint System: Each rider is secured with an individual lap bar.
Access: Alternate Entrance is available at the ride exit. Guests will have to take several steps, on their own or with the assistance of a companion, and be capable of stepping up onto the ride vehicle. One of the ride vehicles has a side door that opens to make transferring into the ride vehicle easier.

warning

There are inherent risks in participating in any amusement attraction. If you choose to participate, you accept these risks and agree to do so responsibly. Please read all important safety information before riding and obey all posted and verbal instructions. You know your physical conditions and limitations, our ride operators do not. If you suspect your health could be at risk, or you could aggravate any pre-existing condition, do not ride.

All restraint systems, including lap bars, life jackets and seatbelts, must be positioned, fastened and tightened properly to allow guests to ride.

Information in this guide is subject to changes.

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