

## Q: What does SDC do for guests with disabilities?

Contributed by Questions Answers  
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Q: Kewaldo asks, "Hello, I have called SDC, and I did not get a clear answer. I thought you might be able to help me. My son is 6 and has High Functioning Autism.

He looks like any other 6 year old boy, but has difficulties with social skills and time management. He also has a muscular disorder that makes standing for long periods of time very difficult. We went to Kings Island last year and they had a chart that we could carry with us to rides, and if it was really busy they would estimate how long it would take us to be in line...and we would come back at that time. We were also able to use the exits as entrances. When I called this morning, I was told that Silver Dollar City did not have a "fast pass". I tried to explain my situation and she just did not understand. Of course this will impact our decision to come. Is this going to be a problem...or did I just not talk to the right person. I have tried to find a number for customer service, but I have yet to come across it. If there is any advice you can give, it would be appreciated. I have been to the park over 8 times, and I would love my son to have that experience!"

A: I am very sorry to hear that you were not able to have your question answered by the person to whom you spoke. Hopefully I can help! Silver Dollar City actually does not have a "fast pass" system or a chart type system like you described you used at Kings Island. However, it seems like your situation is more unique than just the average line management system would support.

Silver Dollar City does allow guests with High Functioning Autism and their families to utilize all of the special programs available to guests with disabilities. First, I would suggest that you download the Attractions Guide for Guests with Disabilities to help in planning your trip. I don't know if your son would really need it or not, but you might check into renting a stroller or wheelchair while you are on-park. Strollers and wheelchairs are available for rent on a first-come-first-served basis for a nominal fee. Wheelchairs can be reserved by calling 800-225-0222 and asking for the "Stroller Booth". A push wheelchair costs \$6 for a full day and a single stroller costs \$10 for a full day.

Silver Dollar City does have access entrances at most of the rides for guests with disabilities and their companions. Just check with one of the friendly ride operators as to how to board each ride. You or someone in your family will probably want to ride the rides with your son if he needs help boarding or if you think he will need your assistance at any time. You may also want to have someone in your party ride beforehand to ensure the ride is appropriate for your son. Only the companion necessary to assist during the ride experience and immediate family (a total of 6 guests including the rider needing assistance) should enter using the access entrance.

I hope that this information is helpful. Should you need any further assistance please feel free to post a comment on this page or contact Silver Dollar City directly. I will be happy to help you connect with a friendly and knowledgeable staff member who can answer your questions.