

The image features a vibrant, colorful background of a theme park. In the top left, the 'THORPE PARK' logo is written in a stylized, white, bubbly font with a blue and yellow glow. The background shows a roller coaster with a car on a track, a sign that says 'HOTEL', and a large, multi-colored circular graphic resembling a rainbow or a stylized 'P'. A young man and woman are smiling and looking at each other in the center-right. The overall scene is bright and festive, with a blue sky and white clouds.

**THORPE PARK**

**THORPE PARK SCHOOL TRIP**

**INFO PACK 2023**



## *A School Trip Like No Other!*

We hope you're looking forward to your school's adventure on the island like no other! This handout should give you all the information you need for your trip. However, please do not hesitate to get in touch if you have any further questions.

To make your school trip really work for you and your class, we've provided some resources for your trip. These are designed to help teachers plan and ensure the students get as much value from their educational trip to Thorpe Park Resort as possible.

Download these at <https://www.thorpepark.com/schools/school-trips/resources-downloads/>





## YOUR TICKETS

Your tickets will have been sent to you via email once you have confirmed your booking. Please be aware that we **do not print any tickets on the day.** All student must have their own ticket distributed to them before they have exited their coach.

If you cannot find your tickets, please check for an email from: [Noreply@accessoticketing.com](mailto:Noreply@accessoticketing.com) .This may have ended up in your junk folder.

If you still cannot find your tickets, please visit the below website:

<https://support.thorpepark.com/hc/en-us/articles/360001129511-I-have-not-received-my-confirmation-email-or-tickets-What-should-I-do->



## PARKING

We offer both coach and minibus parking at the Resort. Please make sure you pre-book the correct number of coach and/or minibus tickets whilst making a school trip booking. Please also note, at peak times entrance to the Resort can become rather busy so early arrival is always advised.



## PARK MAP

Opposite is a map that can be used for your reference whilst planning your trip.

We have paper maps available on the day, as well as large maps across the park.

Students can also access an interactive version of our map, that also provides ride info via our Mobile App, which can be downloaded onto their phones via the App Store.





## EDUCATIONAL TALKS



All TED Talks take place within our Angry Birds 4D cinema. Please check your allocated time on your booking and ensure you are outside **at least 5 mins** before your scheduled start time.



Please be aware that due to the schedule of our talks, we will be unable to deliver your talks if you are late. If you are unable to make your talk please text or call [07590185966](tel:07590185966) to inform the Education Team.



## MEETING POINTS

Below is a list of a few areas of the park we recommend using as a meeting point. **We politely request that you do not use The Dome or the entrance turnstiles as a meeting place for your students.** This is for your safety, and the safety of our other guests.



STEALTH PLAZA



SAW PLAZA



OUTSIDE VORTEX



OPPOSITE RUSH



## FOOD & BEVERAGE

We offer a wide selection of Food & Beverage options across the resort on a daily basis that cater to a variety of dietary requirements.

Visitors are allowed to bring food onto resort with them. This means that schools are permitted to bring pack lunches if they wish.

Please be aware that all onsite food outlets are subject to availability, and the full offering may not be available on a daily basis.

All of our on Resort eateries have allergy information ready to assist you in making your choice. We recommend speaking with a member of staff at the outlet to assist you with your choice.

### *Restaurants offering vegan options:*

- Pizza Pasta
- Vibes Bar & Kitchen
- Coffee Shack
- Veggie Box

### *Restaurants offering gluten-free\* options:*

- Pizza Pasta
  - Peckish
  - Burrito Bar
  - Vibes Bar & Kitchen
  - Coffee Shack
- \*Please note: We cannot guarantee we are gluten-free due to cross-contamination.

### *Restaurants offering Halal meat options*

- Amity Kebabs
- Pizza Pasta
- Vibes Bar & Kitchen
- Coffee Shack
- Donut Factory
- Donut Compound



## FIRST AID INFO



### FIRST AID INFO FORM (COMPULSORY)

Prior to your visit, we ask every school to complete our first aid form. This allows our first aid team to contact you on the day if necessary. Please find the form by scanning the QR Code or the link opposite.



Or paste the following into your browser:  
<https://forms.office.com/e/cYFPgLy2d3>

We have a fully manned First Aid/Medical Centre located in the lower level of The Dome.







## ACCESSIBILITY



Our Island Ticket Centre is Located before Entry, to the right of the turnstiles.

From here you can collect your Ride Access Passes.

Wheelchairs and Radar Keys can be hired from Customer Services in the lower dome.

### RIDE ACCESS PASS

The Ride Access Pass is a system we have in place to help guests who require extra assistance or are unable to queue due to a condition or disability. This allows them access to the rides via a virtual queuing system for themselves and up to three people (one of which must be age 14+).

#### If Five Students or less require a RAP:

Please follow the steps on the Ride Access Pass page on our website. Located here:

[thorpepark.com/plan-your-visit/before-you-visit/accessibility-information/theme-park-accessibility/ride-access-pass/](http://thorpepark.com/plan-your-visit/before-you-visit/accessibility-information/theme-park-accessibility/ride-access-pass/)

#### If more than Five students require a RAP:

Please email [TPSchools@thorpe-park.co.uk](mailto:TPSchools@thorpe-park.co.uk), attaching a headed letter that states each child's name, their reason for requiring a RAP and your date of visit.

The image is a vibrant, stylized promotional graphic for Thorpe Park. The background is a colorful, ethereal sky with soft clouds and light rays. In the upper left, the 'THORPE PARK' logo is rendered in a white, bubbly font with a thick, multi-colored (blue, yellow, orange, red) shadow that gives it a 3D effect. The rest of the background is a collage of amusement park elements: a blue roller coaster with a car on a loop, a wooden roller coaster with a car on a drop, a sign that says 'HOTEL' on a post, a Ferris wheel, and a butterfly. In the center-right, a young man and woman are smiling and looking at each other. They are framed by a large, glowing, multi-colored circular shape that resembles a rainbow or a stylized 'X'. The woman is wearing a striped shirt and sunglasses, and the man is wearing a colorful jacket and sunglasses. At the bottom, a dark blue banner contains the text 'ARRIVAL INSTRUCTIONS' in white, bold, sans-serif capital letters.

THORPE PARK

**ARRIVAL INSTRUCTIONS**



## ARRIVAL INSTRUCTIONS

### ON ARRIVAL:

Please follow signs for our **Coach Park**. This is in the right hand lane once entering the park.



On busier days our team may direct you into a different area, so please ensure their direction is followed.

Whilst our team will try and keep groups of coaches together, on peak days this may not always be possible. Please try and keep arrivals close together to ensure your group are as close as necessary.

### FIRST AID FORM

Please ensure your group's first aid form is completed before you visit. For more info please revisit the First Aid Info page of this pack.

### TICKETS

All student must have their own ticket distributed to them before they have exited their coach. Not only is this easier for you to organise, it also makes the journey onto the park as smooth as possible.

**Tickets can not be collected or printed on the day. Please do not travel without your tickets.**

### HELP US TO HELP YOU

On peak days, our staff will be on hand to assist your group from coach to entrance. For efficiency and safety please ensure their instructions are followed by Students, teachers, and Coach drivers at all times.



## RIDE RESTRICTIONS



All guests under the age of 18 must be accompanied in the same boat by someone over the age of 18.



All guests under the age of 16 must be accompanied by someone over the age of 18 at all times.

Whilst Signage and staff will be around to make all guests aware, please make yourself and your students aware of the following restrictions:





## FAQs

### **Can we attend before the trip to do a risk assessment?**

Once you have made payment for your visit, you can pick up two complimentary planning and preparation tickets to be used before the date of your visit. All you need is your booking reference and confirmation of payment.

### **What are the medical provisions on-site with qualified staff?**

We have a fully manned First Aid/Medical Centre located in the lower level of The Dome.

### **Is there coach or minibus parking?**

We offer free coach and minibus parking at the Resort. Please make sure you pre-book the correct number of coach and/or minibus tickets. Please also note, at peak times entrance to the Resort can become rather busy so early arrival is always advised.

### **Do you have any meal offers?**

We do offer meal deals to cater for a variety of dietary requirements. Take a look on our website Alternatively, we have a variety of food outlets and restaurants to purchase from on the day.

### **How do I amend my booking? (Pre-confirmation)**

To make changes to your booking, please click the link at the bottom of your "Your THORPE PARK Resort order" email, and you can make any amendments necessary.

### **How do I amend by booking? (Post-Confirmation)**

Once you have confirmed your booking you are unable to make and changes it. If you wish for additional students to attend, they can do so by purchasing them a day ticket.

### **Can I book a RAP for a student with additional needs?**

The Ride Access Pass is a system we have in place to help guests who require extra assistance or are unable to queue due to a condition or disability. To register, please follow the instructions listed on the Accessibility page of this document.



## ANY MORE QUESTIONS?

We Hope that this pack has helped you in your preparation for your trip, and answered any other questions you might have.

If you have any other questions please email [TPSchools@thorpe-park.co.uk](mailto:TPSchools@thorpe-park.co.uk) where a member of the team will assist with any queries, however all of our FAQs are available on our website.

We hope you have a fantastic school trip on the Island Like No Other!