

## **Accessibility Options**

Our experience has been designed to be as accessible as possible offering numerous alternative ways to be experienced to accommodate the needs of individuals requiring special consideration.

### **Mobility:**

Our experience can accommodate those with special mobility concerns. Throughout, it's outfitted with ramps, and all entrances and exits are designed wide enough for manual wheelchairs, canes, walkers, or alternative manual mobility devices.

For those with reduced mobility (RM), we have a few different options to accommodate them:

1) visitors with reduced mobility that require the assistance of a companion:

To provide better guidance and a more enjoyable experience, companions of people with reduced mobility are strongly encouraged to do the virtual reality component as well. The intention is for both parties to share the virtual universe. One companion is entitled to free admission. Manual Transport Wheelchairs are available on-site, free of charge, for visitors to use.

2) visitor with reduced mobility attending alone:

During the virtual reality component of the experience, we will activate a slightly larger virtual protection radius around them. This helps visitors respect the distance of others while in the virtual space, so as not to inadvertently harm themselves or other visitors around them.

\* Due to the nature of free-roaming technology, we're unfortunately unable to accommodate all types of motorized wheelchairs. Some motorized wheelchairs will damage the sensitive technology underneath the free-roaming part of the virtual experience. \*There is also a weight limit that the free-roaming floor can withstand of around 500 lbs. A motorized wheelchair alone weighs about 350 lbs. In these instances, we can provide a manual wheelchair on-site free of charge. If they're attending alone, we can also offer to have someone accompany them throughout their experience. If they're coming with a companion, their companion is entitled to free admission.

Here are some photos of motorized wheelchairs that we can accommodate:



Here are some photos of motorized wheelchairs that we cannot accommodate:



In the instance that both of our on-site manual wheelchairs are in use, coordinate with ticketing to see if there is an available ticket in the next time slot and have their ticket time adjusted. Politely explain to them that both wheelchairs are currently in use, but if they don't mind waiting, one will be available shortly. We could alternatively bring the customer through Ryoji's art installation and have them stay on the tracking floor near the chairs and watch the **Movie Mode (Seated)** option of the experience.