



# Visual Story Guide

Arriving and Entering the Theme Park



[www.altontowers.com](http://www.altontowers.com)



Alton Towers Resort  
is Located in the Rural  
Staffordshire Moorlands.

When traveling to the Resort  
you may pass through several  
small villages and some tight  
winding roads.



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## Arriving at the Resort

When arriving at the Resort you will see two large signs with the Alton Towers logo on top of them. These signs also show which parts of the Resort are open or closed.

There may be a large queue of traffic when arriving at the resort; but do not worry, everyone in the queue will get a car parking space and staff members will be working quickly to reduce this wait time as much as possible.



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## Car park

The main car park is very large in order to provide enough parking spaces for everyone visiting. When you get into the car park, a member of staff will direct you where to park. As the car park is big there are letters located on large poles to help you remember where you parked your car.

Whilst in the car park you will see many different vehicles, staff wearing hi-vis jackets, and lots of people getting out their cars.

You might hear the sound of car engines, people chatting and the monorail going past.



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## To the Theme Park

To get to the Theme Park, you can either get the monorail or walk.

If you choose to get the monorail you will follow the signs to the monorail station.

On your way to the station, you may see large crowds of people. Some walking towards the monorail and some going the opposite direction, to walk to the park.

**It can be busy and loud in this area.**







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### The monorail station

Outside of the monorail station, there are toilets, vending machines and a smoking area.

Here you may see people using the vending machines, smoking, queueing to use the toilets and waiting for their group.

At busy times of the day, you may also see the people starting to queue for the monorail.

You might hear the sound of items dropping in the vending machine, Alton Towers music playing, staff making announcements through the speakers, people chatting and the monorail leaving the station

When approaching the monorail at busy times of the day, the queue may come out of the station entrance and wrap around the corner.

When entering the station building you will see a queue of people, vending machines, a large map of the resort and TV screens advertising rides, attractions and experiences within the resort.

You will hear Alton Towers music playing, vending machines being used, sound from the TV screens, ride hosts making announcements about the monorail, people chatting and the monorail moving.

**It can be busy and loud in this area.**





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## Inside the monorail station

You will go up a series of ramps in order to get to the top of the station. There are likely to be queues on the ramps at busier times of the day. Due to the nature of the building sometimes it can feel quite cramped as there will be lots of people wanting to use the monorail.

You will see lots of people queueing, TV screens, and signs throughout the queue line.

You will hear noise from the TV screens, Alton Towers music playing, people chatting, the monorail moving and ride hosts making announcements.

## Once at the top of the station

You will be assigned a bay to stand in with your group whilst waiting for the monorail doors to open. You must listen to what the ride host tells you to stay safe.



Once inside the monorail, there is a wooden bench you will sit on. You may have to share your carriage with another group just as you would on a normal train.



Whilst on your short journey to the park you will hear the onboard audio talking about the different rides and attractions at the resort.

It also mentions different events that are on throughout the year.

You may also hear the sound of the monorail moving and you may hear people chatting in your carriage.

You will feel the monorail moving, and depending on which side you sit you may be travelling forwards or backwards; this feels similar to what it's like when you are on a train.

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### Exiting the station

After riding the monorail, you will exit the station and arrive at the entrance plaza. The plaza features purple tents where your bags will be checked, windows where staff can assist with tickets and RAP, a piece of the track from an old rollercoaster called the 'Corkscrew', toilets and the turnstiles where you scan your ticket to enter the park.

The plaza is often very busy, and you may see large queues of people, admissions hosts wearing a red polo shirt or fleece and security staff who will be wearing black and a high vis jacket.

**Whilst in the plaza it can be loud; you may hear people talking, Alton Towers music, ticket scanners beeping, the monorail moving, and staff directing people.**





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## Ticket collection

If you are collecting a RAP or carers ticket during the visit you can do so from the windows pictured above.

Here you may see people waiting in a queue. It may be quicker to collect your RAP from here, rather than from guest services after entering the park.

**This area can be loud and busy.**



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## Entering the park

After having your bag searched and scanning your ticket you will enter the park.

When entering the park you will be at the top of an area called Towers Street. At the start and end of the day Towers Street can be exceptionally busy.



Towers Street is often decorated for whatever event is happening at the park at the time of your visit. You may even see the frogs in the fountain dressed up in different outfits!

Whilst on Towers Street, you will hear the Alton Towers music playing, water splashing in the fountain, people chatting, and near the start of the day you may hear the Alton Towers welcome speech playing.

**This area can be loud and busy.**



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## Guest Services

You may need to visit Guest Services during your visit. Here you can collect a RAP, hire a wheelchair or mobility scooter and speak to the staff about any queries you may have about your visit. The staff in here wear blue shirts.

Guest services is often very busy and experiences long queues near the start and end of the day so you may want to arrive early to avoid the queues.

You may see people queueing for guest services and you may hear people talking and the Alton Towers music playing.

**This area can be loud and busy.**



**We look forward to  
welcoming you to the  
Resort soon**

We hope you have a fantastic visit!







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