Wheelchair Access

Building Access: All buildings are wheelchair accessible.

Rides Access: Rides have specific boarding requirements and accommodations for guests using wheelchairs. Guests may need assistance from a member of their party to transfer from their wheelchair onto a ride system in order to fully utilize the attraction.

Please note: Zoo staff are not permitted to physically transfer guests from wheelchairs.

Wild Asia Monorail
Seasonal: May – Oct
Accessible for wheelchairs up to 26” wide. Guests using motorized scooters or wheelchairs wider than 26” (which includes zoo rental wheelchairs) have the option of being assisted by a member of their party into an appropriate-sized wheelchair (available at the monorail platform) or, if possible, onto a monorail seat. Please ask a staff member at the entrance for information.

Zoo Shuttle
Seasonal: April – Oct
(closed Wednesdays July & August; weekends only Sept & Oct)
Can accommodate standard wheelchairs and most electric wheelchairs or small scooters, but not Electric Convenience Vehicles (ECVs). Due to the 4-wheel, heavy-duty construction of zoo rental ECVs, they cannot be loaded onto the shuttle.

Access Symbol Descriptions

Guests may remain in their standard wheelchair throughout the attraction experience. This does not apply to Electric Convenience Vehicles (ECVs) or motorized wheelchairs at any of the ride attractions.

Guests may remain in their Electric Convenience Vehicles (ECVs) or motorized wheelchairs throughout the attraction experience.

Guests who are able must transfer to the ride vehicle seating with assistance from another member of their party. Ride attendants may not assist.

Guests must transfer to a manual wheelchair. Transfer wheelchair available at site. Zoo staff are not permitted to physically transfer guests from wheelchairs.

Service Dogs

Guests who rely on a service dog may bring it into the zoo, provided that the animal remains properly harnessed/leashed and under the control of their handler at all times. Upon arrival, guests must check in with Admissions and receive a service animal admission form. Guests are solely responsible for the care and control of their service animal.