

Northern California

(R)

# **SENSORY GUIDE**

A resource for guests with cognitive disabilities Including autism spectrum disorder (asd)

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GREAT WOLF LODGE WOULD LIKE TO RECOGNIZE THE PARTNERSHIP AND COLLABORATION WITH IBCCES IN BOTH CREATING THIS SENSORY GUIDE AND IN PROVIDING GUIDANCE AND TRAINING FOR OUR PACK MEMBERS.

IBCCES has been the leader in cognitive disorder training and certification for healthcare, education, and corporate professionals around the globe for over 20 years. IBCCES is the only credentialing board that provides travel and entertainment organizations with training and certification programs from experts, autistic self-advocates, and other resources, as well as long-term support to help them accommodate and assist autistic or sensory-sensitive visitors and their families. IBCCES created programs specifically for hospitality and recreational organizations in order to train staff and help develop other accommodations for this growing but underserved part of the community.

The assessors believe the information contained within this assessment report to be correct at the time of printing. The assessors do not accept responsibility for any consequences arising from the use of the information herein. The report is based on matters which were observed or came to the attention of the assessors during the day of the assessment and should not be relied upon as an exhaustive record of all possible risks or hazards that may exist or potential improvements that can be made.





# **GREAT WOLF LODGE'S MISSION IS TO BRING JOY TO FAMILIES.**

# **OVERVIEW**

Great Wolf Lodge's mission is to bring joy to families. As the next step in ensuring this goal, we have partnered with the International Board of Credentialing and Continuing Education Standards (IBCCES) in an effort to ensure our lodge is a welcoming and joyous getaway for all of our visitors, including groups who may have a neurodivergent member. This partnership includes training and resources for our Pack Members in their interactions with neurodivergent and sensory-sensitive guests, as well as this Sensory Guide to hopefully allow our guests to be better prepared for their visit.

We understand how important it can be for families to have a thorough

understanding of a facility and its potential for sensory triggers. Our website (www.greatwolf.com) is an excellent resource for understanding the various features, attractions, retail outlets, and dining options at each of our lodges. As part of our partnership, IBCCES evaluated our slides, pools, and attractions to provide their independent and expert opinions on how each rates across sensory inputs, to give our guests a better level of information prior to visiting. Our sincere hope is that this Sensory Guide offers our guests some comfort and a sense of control as they prepare to experience a fun-filled visit to Great Wolf Lodge.



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# WRISTBANDS

A unique aspect of being an overnight guest at Great Wolf Lodge is the ability to leave your wallet and forms of payment secured in your guestroom while you enjoy our outlets and attractions. Upon check-in, our adult guests are outfitted with a wristband that includes a programmed RFID chip that functions as your guestroom key, as well as your ticket to enter the indoor water park. Also, it can be linked to your payment account, allowing you to charge purchases by simply scanning your wristband.

Children are also issued wristbands but without the RFID chip unless otherwise requested. If you have concerns that your child is likely to wander from your group during your stay and find themselves separated, consider requesting an RFID wristband for your child. If a Pack Member recognizes a child is separated from their group, an RFID wristband will allow us to identify the reservation of their party and greatly enhance our ability to quickly reunite the group.

Additionally, you may wish to identify a member of your group as neurodivergent, so that our Pack Members are aware to take special considerations when interacting with that guest. We can offer a special multi-colored wristband to signal to our Pack Members that the wearer is neurodivergent. If interested, please request this wristband during check-in.





# QUEUES

We offer many attractions at Great Wolf Lodge across both the water park and our "dry play" Adventure Park. Each of our lodges are listed at the beginning of this Sensory Guide along with their respective attractions, so you can quickly see which are available at the lodge you plan to visit. As with any entertainment center, queues may form for certain attractions and there could be a slight wait time to experience it. This is more likely at our larger waterslides that are accessed via a tower staircase in the water park.

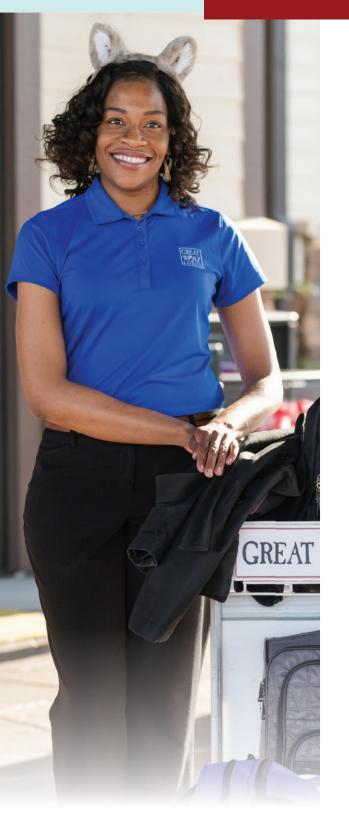
We understand that waiting in line can be a challenge for many individuals, but for various reasons, we do not offer any form of queue skipping service. However, many of our attractions are often available without any kind of queue, such as our pools and various water park play structures. In addition, our arcades and lobby entertainment are also likely to be without a line. If the wait time associated with a specific attraction is particularly challenging to a member of your group, we encourage you to take advantage of these no-queue options or consider timing your water park experience during less crowded times, such as the beginning or ending of operating hours. Another consideration, if queuing is a concern, is to schedule your visit midweek during a non-school break period, when the lodge is usually less busy.

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# **QUIET AREAS**

Each Lodge is unique in its layout, but each has public areas that are generally quieter than the more popular attraction areas. We encourage you to familiarize yourself with the layout upon arrival, to determine if there are sections that would allow you to quickly find a quieter area if the need arises. Also, feel free to ask any of our Pack Members if they can recommend such an area. Of course, as a hotel guest, you'll have your guestroom to take a break from the excitement of our water park and attractions. Within the water park, cabanas are available for rent, to provide a reserved area for your group and a sense of semi-seclusion from the surrounding environment.

# ADA ACCESSIBILITY

Each Great Wolf Lodge property is prepared to assist guests with specific physical accessibility requirements. Our facilities permit service animals (including inside the water park, except in or near pools); we offer ADA compliant guestrooms with features highlighted in the guestroom descriptions portion of our website; and we include several accessible hotel features such as reserved accessible parking, accessibility elements within our food and beverage outlets, and equipment for those with audibility needs.

Additional details can be found online at www.greatwolf.com/accessibility. To the extent you have specific requirements or inquiries not addressed above or online, please either reach out to us by email (accessibility@greatwolf.com) or contact us by phone (800-905-9653) and mention you'd like to speak to someone regarding the accessibility features available at a Great Wolf Lodge.

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# **DINING/FOOD ALLERGIES**

Great Wolf Lodge offers multiple food and beverage outlets to satisfy your group throughout your stay, while never having to leave the comforts of the lodge. Please check our website for the specific outlets found in the lodge at which you're staying—each of our outlet menus are conveniently located online to allow you to plan ahead for your group's preferences.

Traveling with food allergies or while on a gluten-free diet can be quite stressful, and our chefs at Great Wolf Lodge are trained and knowledgeable about most allergies. With advanced notice, our culinary team can often provide personalized options to guests, no matter their needs. To coordinate with the lodge's culinary team prior to your stay, visit the "Dining" tab on the website page for the location you plan to visit. There, you'll find an email address for that lodge's executive chef to discuss your specific food allergies.

If unable to coordinate in advance of your visit, please talk to our front desk or restaurant Pack Members upon arrival at the lodge. The chef or sous chef will come out to speak to you directly about what foods may trigger an allergic reaction, and help you navigate the available menus.





# WATER PARK

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# SENSORY LEVEL SUMMARY

1 = low sensory stimulation, 10 = high sensory stimulation

ТҮРЕ	ATTRACTION	тоисн	TASTE	SOUND	SMELL	SIGHT
	Big Foot Pass	6	2	5	4	3
	Chinook Cove	6	2	5	4	3
	Crooked Creek	4	2	5	4	3
	Cub Paw Pool	4	2	5	4	3
	Fort Mackenzie	7	2	6	4	5
	Otter Run	7	2	5	4	5
	Raccoon Lagoon	5	2	5	2	3
	Rapid Racer	7	2	5	4	5
	River Canyon Run	6	2	5	4	5
	Sequoia Splash	8	2	5	4	5
	Slap Tail Pond	5	2	5	4	4
	Totem Towers	5	2	5	4	3
	Whooping Hollow	4	2	5	4	3
	Wolf Tail	8	2	6	4	5

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OVERVIEW	AMENITIE	s v	NATER PARK	ATTRACTIONS
	dination by attempting to the help of only cargo nets <b>IDELINES:</b>			
ि тоисн 6	TASTE 2	)) ⑦ SOUND 5	🔬 SMELL 4	SIGHT 3
<ul> <li>Users must be able to grip and balance</li> <li>Potential for immersion</li> </ul>	<ul> <li>Low impact on this sense throughout the attraction</li> <li>Potential to ingest water</li> </ul>	<ul> <li>Background noise consisting of rushing water and other guests</li> <li>Potential for close proximity/shared space with other guests</li> </ul>	Scent of chlorine prominent	<ul> <li>Bright colors</li> <li>Potential for water to splash in eyes</li> </ul>



# RIDE NAME: Chinook Cove

## ACTIVITY SUMMARY:

Swim, splash, and play basketball within this fun water playground.

### SENSORY LEVEL & PARTICIPANT GUIDELINES:



OVERVIEW	AMENITIE	S	w	ATER PARK	ATTRACTIONS
			ACTIVITY Grab a tuk well-deset	ME: Ked Creek SUMMARY: De and float your cares away rved break from the high-er	uidelines:
pendently or ride on tubes on slow-moving water	• Low impact on this sense throughout the attraction • Potential to ingest water	<ul> <li>Background neing of rushing other guests</li> <li>Close proximit space with oth</li> </ul>	oise consist- water and y/ shared	Scent of chlorine promine	<ul> <li>4 OSTIGHT 3</li> <li>nt Mostly natural light, indoor setting</li> <li>Guests pass through various areas of the waterpark as they float down the river</li> <li>Potential for water to splash in eyes</li> </ul>



# RIDE NAME: Cub Paw Pool

#### **ACTIVITY SUMMARY:**

Splash and play with the pups in your pack in this kiddle swimming pool while exploring its fun activities.

### SENSORY LEVEL & PARTICIPANT GUIDELINES:



OVERVIEW	AMENITIE	S	WATER PARK			ATTRACTIONS	
			ACTIVITY Prepare for complete	Mackenzie	four-sto the who <b>IT GUIE</b>	DELINES:	
Тоисн 7	TASTE 2	))) 🦻 SOUND	6		4	SIGHT	5
<ul> <li>Multiple areas to play, climb, and interact with water and play structures</li> <li>May be sprayed or have water dumped unexpectedly</li> </ul>	<ul> <li>Low impact on this sense throughout the attraction</li> <li>Potential to ingest water</li> </ul>	<ul> <li>Bell dings before bu dumps water</li> <li>Background noise c ing of rushing water other guests</li> <li>Potential for close p imity/shared space v other guests</li> </ul>	onsist- and rox-	Scent of chlorine pror	minent	<ul> <li>Bright colors and pot interaction with play as well as other guest</li> <li>Mostly natural lightin setting</li> </ul>	structures ts



# RIDE NAME: Otter Run

## ACTIVITY SUMMARY:

Ride gentle twists and turns made for the whole pack that will leave you smiling from ear to ear! No mat or tube is required for this indoor water park ride.

## SENSORY LEVEL & PARTICIPANT GUIDELINES:

ி тоисн	7	TASTE	2	))))?) <b>SOUND</b>	5	🔔 SMELL	4	SIGHT	5
<ul> <li>Must be able to main position on slide</li> <li>Fast moving body sli</li> <li>Immersion at end of</li> </ul>	ide	<ul> <li>Low impact on this s throughout the attra</li> <li>Potential to ingest w</li> </ul>	action	Background noise consisting of rushing ter and other quests	wa-	Scent of chlorine pro	pminent	<ul> <li>Bright colors</li> <li>Riders move quickly as scenery rushes</li> <li>Transition from dark bright light</li> <li>Twists and turns</li> </ul>	

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# RIDE NAME: Raccoon Lagoon

## ACTIVITY SUMMARY:

Head outside to swim, slide, and play in our water playground complete with fun activities like water basketball, kiddie slides, and fountains.

## SENSORY LEVEL & PARTICIPANT GUIDELINES:

1 = low sensory stimulation, 10 = high sensory stimulation

இ тоисн	5	TASTE	2	)))))) SOUND	5		2	<b>ICHT</b>	3
<ul> <li>Multiple areas to play interact with water a play structures</li> <li>May be sprayed or hi dumped unexpected</li> </ul>	nd ave water	<ul> <li>Low impact on this throughout the attr.</li> <li>Potential to ingest v</li> </ul>	action	<ul> <li>Background noise consisting of splashin water and other gue</li> <li>May have music playing</li> <li>Potential for close proximity/shared spa with other visitors</li> </ul>	sts	<ul> <li>Potential scent of ch</li> <li>Low impact on this s</li> </ul>		<ul> <li>Outdoor/natural light</li> <li>Some bright colors</li> <li>Potential for water to in eyes</li> </ul>	0



# RIDE NAME: Rapid Racer

## ACTIVITY SUMMARY:

Grab a tube and race your pack down this thrilling water slide to the finish line. May the best packs and pack members win!

### SENSORY LEVEL & PARTICIPANT GUIDELINES:



<text></text>	<image/> <section-header><image/></section-header>
<complex-block>  Image: Strate in the strate in t</complex-block>	• Ride n 2-5 person tube    • Ride n 2-5 person tube • Low impact on this sense • A set of the sense • A set of the sense • A set of the sense • Sector of the sense
<complex-block>  Image: Strate in the strate in t</complex-block>	• Ride n 2-5 person tube    • Ride n 2-5 person tube • Low impact on this sense • A set of the sense • A set of the sense • A set of the sense • Sector of the sense
<ul> <li>Ride on 2-5 person tube through enclosed slide</li> <li>Potential for splashing and immersion at end of slide</li> <li>Must be able to sit and grip</li> <li>Background noise consisting of rushing water and other guests</li> <li>Background noise consisting of rushing water and other guests</li> <li>Scent of chlorine prominent</li> <li>Scent of chlorine prominent</li> <li>Bright colors</li> </ul>	Ride on 2-5 person tube     Low impact on this sense     Background noise     Scent of chlorine prominent     Transition from darkness to
through enclosed slide     throughout the attraction     consisting of rushing water and other guests     bright light as rider exits slide       • Potential for splashing and immersion at end of slide     • Potential to ingest water     • Bright colors       • Must be able to sit and grip     • Must be able to sit and grip     • Bright colors	
	<ul> <li>Potential for splashing and immersion at end of slide</li> <li>Must be able to sit and grip</li> <li>Water and other guests</li> <li>Bright colors</li> </ul>



# RIDE NAME: Sequoia Splash

## ACTIVITY SUMMARY:

Gather your Wolf Pack together for the twisting, gliding, raft-riding adventure of your life! Sequoia Splash sends you careening through the dipping, bending curves of a river of fun, and you'll want to come back for more of this water slide action: guaranteed!

### SENSORY LEVEL & PARTICIPANT GUIDELINES:

тоисн	8	TASTE	2	)))?) <b>SOUND</b>	5		4	SIGHT	5
<ul> <li>Sensation of twists</li> <li>2-4 person tube methough enclosed shigh-bank funnel</li> <li>Potential for splash immersion at end of</li> <li>Must be able to sit tube</li> </ul>	oves swiftly lide and ing and of slide	<ul> <li>Low impact on this s throughout the attra</li> <li>Potential to ingest w</li> </ul>	action	Background noise consisting of rushing and other guests	g water	Scent of chlorine pro	ominent	<ul> <li>Fast ride through multi-colored slide</li> <li>Spinning and twistir</li> <li>Transition from dark bright light as rider of</li> <li>Bright colors</li> </ul>	ness to

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## RIDE NAME: Slap Tail Pond

## ACTIVITY SUMMARY:

Catch a wave and play in the swells sweeping in from the five-foot deep end to the zero-depth entry shallows. Our wave pool can be enjoyed by pack members of all ages!

## SENSORY LEVEL & PARTICIPANT GUIDELINES:

1 = low sensory stimulation, 10 = high sensory stimulation

ि тоисн	5	TASTE	2	)))?) <b>SOUND</b>	5	🔝 SMELL	4	SIGHT	4
Splashing water, roll	ing waves	<ul> <li>Low impact on this s throughout the attra</li> <li>Potential to ingest w</li> </ul>	ction	<ul> <li>Background noise co of splashing water ar guests</li> <li>Potential for close pr shared space with of</li> </ul>	nd other oximity/	Scent of chlorine pro	ominent	<ul> <li>Open waters with ot swimmers</li> <li>Can get crowded</li> <li>Potential for water to in eyes</li> </ul>	



## RIDE NAME: Totem Towers

### **ACTIVITY SUMMARY:**

Fly the coop on these water slides once you've reached the top of Fort MacKenzie, our interactive water fort tree house.

#### SENSORY LEVEL & PARTICIPANT GUIDELINES:



OVERVIEW	AMENITIE	S	w	ATER PARK		ATTRACT	IONS
	Image: Constraint of the second se	))? Sound	ACTIVITY Watch yo perfectly- SENSORY 1 = low sens	AME: Doping Holl SUMMARY: ur pups howl with glee sized playground. CLEVEL & PARTICIPAL wory stimulation, 10 = high sized SMELL	as they	DELINES:	3
<ul> <li>Multiple smaller slides into shallow water</li> <li>Potential for splashing at the end of each slide</li> </ul>	<ul> <li>Low impact on this sense throughout the attraction</li> <li>Potential to ingest water</li> </ul>	<ul> <li>Background noise consisting of rush water and other g</li> <li>Potential for close proximity/shared with other visitors</li> </ul>	ning guests e space	Scent of chlorine pro	minent	<ul> <li>Bright colors</li> <li>Potential for water to in eyes</li> </ul>	o splash
			RIDE NA				

## ACTIVITY SUMMARY:

Experience high-speed thrills and heart-pumping action as you encounter hairpin turns on this thrilling water slide made for your taller pack members.

### SENSORY LEVEL & PARTICIPANT GUIDELINES:





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# SENSORY LEVEL SUMMARY

ТҮРЕ	ATTRACTION	тоисн	TASTE	SOUND	SMELL	SIGHT
	Build-A-Bear	4	1	3	1	2
	Grand Lobby	2	1	5	1	3
	Howl in One Mini Golf	4	1	5	3	3
	Howlers Peak Ropes Course	6	1	5	3	5
	MagiQuest	3	1	4	1	4
	Moonstone Mine	3	1	6	1	8
	Northern Lights Arcade	4	1	8	1	8
	Oliver's Mining Co.	3	1	4	1	3
	Ten Paw Alley	5	1	5	1	5

OVERVIEW	AMENITIE	S				ATTRACTIONS		
			Build ACTIVITY Watch you Bear Work ters and ta then watc eyes. You SENSORY	shop. Choose a favorite ake your pick of outfits, h as the plush toy come	from the colorful of es to life i hing clot	hing for your little ones! ELINES:		
<b>Provide a constraint of the process</b> • Additional arts & crafts are scheduled at the large table	• Low impact on this sense	<ul> <li>Potential for close proximity/shared sp with other visitors</li> <li>Machines make additional sounds</li> <li>Music and some background sound from surrounding additional sound sound from surrounding additional sound from su</li></ul>	Is	SMELL     Low impact on this set	l	SIGHT       2         • Users surrounded by brightly colored equipment         • Indoor/overhead lighting		



# ATTRACTION NAME: Grand Lobby

## **ACTIVITY SUMMARY:**

Experience a world of play, all under one roof. Our variety of exciting attractions offer something for everyone, from arcade games and mini bowling to Great Wolf's exclusive interactive adventure game, MagiQuest. Our lobby area is the hub to explore all these attractions and much more!

### SENSORY LEVEL & PARTICIPANT GUIDELINES:



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# ATTRACTION NAME: Howl in One Mini Golf

## **ACTIVITY SUMMARY:**

No family vacation would be complete without a round of miniature golf! Reserve your tee time for 9 holes of interactive play with plenty of sand traps, tricky shots, giant animals and ball-eating fish. It's challenging enough for more skilled players and easy enough for putters of all ages.

## **SENSORY LEVEL & PARTICIPANT GUIDELINES:**

1 = low sensory stimulation, 10 = high sensory stimulation

ि тоисн	4	TASTE	۱	)) 別 SOUND 5	🔔 SMELL	3		3
<ul> <li>Participants swing a clubs to aim their go</li> <li>Play at your own pac</li> <li>Some differing walki as players transition and within holes</li> </ul>	lf ball e ng surfaces	Low impact on this s	ense	<ul> <li>Users can hear clicking sounds from ropes course overhead</li> <li>Sound echoes in this area</li> </ul>	<ul> <li>Some smells from for items being prepared and served nearby</li> </ul>		<ul> <li>Natural light, indoor</li> <li>Ropes course is abov when playing mini g</li> </ul>	re head

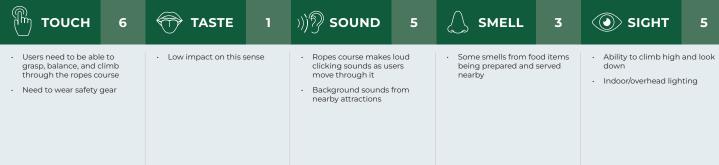


# ATTRACTION NAME: Howlers Peak Ropes Course

#### **ACTIVITY SUMMARY:**

Take your family on an invigorating aerial adventure that will have you balancing on ropes, crossing bridges and climbing through obstacles: all from the safety of a climbing harness! Our ropes course offers high-flying fun that will elevate your family vacation to a whole new level.

#### SENSORY LEVEL & PARTICIPANT GUIDELINES:



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## ATTRACTION NAME: MagiQuest

## ACTIVITY SUMMARY:

Explore the lodge and take part in the adventure of a lifetime! MagiQuest turns Great Wolf Lodge into a live-action videogame where you're the star. You'll choose a special magic wand, top it with extra powers, and set off on a quest to help the Guardians protect the Realm Portals, in order to earn the title of Master Magi. Play for a few minutes or all day. Be sure to take your wand home—you can continue your adventure on your next trip to Great Wolf Lodge.

### SENSORY LEVEL & PARTICIPANT GUIDELINES:

1 = low sensory stimulation, 10 = high sensory stimulation

П тоисн з	TASTE 1	))	💭 SMELL 1	SIGHT 4
<ul> <li>Wave wand to activate</li> <li>Guests walk station to station</li> <li>Must travel to other floors to complete</li> </ul>	• Low impact on this sense	<ul> <li>Attraction features music and sounds</li> <li>Background sounds from nearby areas</li> </ul>	Low impact on this sense	<ul> <li>Parts of the attraction light up when interacting</li> <li>Features many digital screens</li> </ul>



# ATTRACTION NAME: Moonstone Mine

## ACTIVITY SUMMARY:

Lose yourself in this one-of-a-kind interactive mining experience, centered around an enthralling mirror maze you'll remember long after you've found the exit. And once you conquer the maze, you'll have gained the chance to pan for beautiful gemstones at Oliver's Mining Company.

### SENSORY LEVEL & PARTICIPANT GUIDELINES:

ि тоисн	3	TASTE	1	)))?) sound	6	🔔 SMELL	ı		8
<ul> <li>Users walk through t maze</li> <li>Users can interact wi parts of the attraction</li> </ul>	th some	Low impact on this s	ense	<ul> <li>Music and loud sound featured as part of this attraction</li> <li>Sounds echo in this a</li> <li>Potential for close pro shared space with oth</li> </ul>	rea ximity/	Low impact on this s	ense	<ul> <li>Users navigate throum aze</li> <li>Some users may nee hands to distinguish the path and the mine</li> </ul>	d to use between

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# ATTRACTION NAME: Northern Lights Arcade

### ACTIVITY SUMMARY:

The Northern Lights Arcade is packed with incredible games to challenge and entertain the entire family. Lights, action, and energy fill the arcade with excitement, surrounding you with the newest and best games — and great prizes, too. The more you play, the more you can win! Plus, Paw Points don't expire: Bring your card back when you visit again for more arcade fun.

## SENSORY LEVEL & PARTICIPANT GUIDELINES:

1 = low sensory stimulation, 10 = high sensory stimulation

тоисн	4	TASTE	1	)))?) SOUND	8	🔔 SMELL	1		8
<ul> <li>Participants will thro squeeze, toss, push b and engage in variou and equipment</li> <li>Lots of opportunity for engagement</li> </ul>	outtons is games	Low impact on this s	sense	<ul> <li>High potential for clc proximity/ shared spa with other visitors</li> <li>When busy, can be n sounds may echo</li> <li>Music, buzzers, and c sounds may occur</li> </ul>	ace oisy as	Low impact on this s	iense	<ul> <li>Bright colors/lights</li> <li>Blinking/flashing ligh</li> <li>Digital graphics</li> <li>Potential for space to crowded</li> </ul>	



# ATTRACTION NAME: Oliver's Mining Co.

## ACTIVITY SUMMARY:

Dig into adventure as you pan and sift your way to discovering beautiful gemstones buried in the mine—what's hiding in your pay dirt? Take your new collection of valuables home in a keepsake gem bag, complete with gemstone identification guide and personalized labels.

#### SENSORY LEVEL & PARTICIPANT GUIDELINES:



OVERVIEW	EW AMENITIES					ATTRACTIONS
		ATTRACTION NAME: <b>Description</b> <b>Description</b> <b>ACTIVIT SUMMARY:</b> This power of the state of t				
П тоисн 5	TASTE 1	)))))) Sound	5		1	SIGHT 5
<ul> <li>Users can bowl</li> <li>Features smaller balls and smaller pins</li> </ul>	Low impact on this sense	<ul> <li>Sounds from bowlin music</li> <li>Potential for sounds this area</li> <li>Potential for close p shared space with o</li> </ul>	to echo in roximity/	Low impact on this s	ense	<ul> <li>Indoor, Neon accent lighting</li> <li>This is a dimly lit area</li> <li>Multiple digital screens</li> </ul>