



Tour scripts available for those with hearing impairments



ACCESSIBILITY & SAFETY

Information for Guests with Disabilities



OLD TOWN TROLLEY TOURS® - ST. AUGUSTINE

Call us: 904.829.3800

Visit us online: TROLLEYTOURS.COM

Thank you for choosing Old Town Trolley Tours! We are dedicated to exemplary service. To best serve guests with special needs, we request a few accommodations that will ensure your time spent with Old Town Trolley Tours will be safe, convenient, and efficient.

ACCESSIBLE TROLLEY STOPS

Our vehicles are equipped with ramps and lifts that can accommodate one scooter or wheelchair each. As many of our stops are on busy thoroughfares and are shared with other tour operators, we must limit loading and unloading to the five (5) trolley stops listed in this guide. The ramps and lifts require a level surface with adequate space in order to assure safe and effective operation. These designated stops provide maximum safety and are fully ADA compliant.

PLEASE NOTE: If your wheelchair is collapsible and the guest utilizing it is ambulatory and able to use any of the seats on the vehicle, the wheelchair can be stored on the vehicle and the guest and their party may make full use of the on/off privileges. Please see an attendant to utilize this service.

TROLLEY LIFT SPECS & LIMITS

To ensure we can accommodate your conveyance (wheelchair/scooter, etc.) please check that the maximum weight of the rider, cargo, and conveyance do not exceed six hundred (600) pounds and that the conveyance is no more than thirty inches (30") wide and forty-eight inches (48") in length.

BOARDING THE TROLLEY: MAIN TROLLEY DEPOT

Stop #1, The Old Jail Museum • 167 San Marco Avenue
Stop #1 offers free parking, bathrooms, free museum (with trolley ticket purchase) and ample space to deploy our vehicle lifts. We encourage guests to call 24 hours in advance, which will allow us time to ensure that a properly equipped vehicle will be available.





1
STOP

OLD TOWN ST. AUGUSTINE

***Old Jail**

St. Augustine History Museum

Oldest Store Museum Experience

Gator Bob's Cracker Trading Post

**Some portions of The Old Jail
are not wheelchair-accessible*

3
STOP

POTTER'S WAX MUSEUM

Old Drug Store

Visitor Information Center

St. George Street

13
STOP

SAN SEBASTIAN WINERY

St. Augustine Distillery

Whetstone Chocolate Factory

14
STOP

PLAZA DE LA CONSTITUCION

Government House

Cathedral Basilica of St. Augustine

Aviles Street

St. Augustine Municipal Marina

St. Augustine Beach Bus

19
STOP

OLD TOWN TROLLEY WELCOME CENTER

Ghosts & Gravestones

Ripley's Believe It or Not

CERTIFIED AUTISM CENTER THROUGH IBCCES



Old Town Trolley CASTmembers have completed specialized training to better understand and welcome autistic and sensory-sensitive visitors. This means that families and individuals on the

autism spectrum can explore our attractions with confidence, knowing they are in a safe and supportive environment. IBCCES has assisted us with developing sensory guides for The Old Jail, The Oldest Store Museum Experience, The St. Augustine History Museum, and Potter's Wax Museum. These guides will help you prepare for your journey with us and make the most of your experience. Sensory bags are available upon request at the Old Town ticket booth located directly in front of the Old Jail.

SERVICE ANIMALS

No animals are permitted on tour vehicles except for "Service Animals," which the Americans with Disabilities Act defines as any dog that is trained to do work or perform tasks for the benefit of an individual with a disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as "Service Animals."

NOTES ON SPECIALTY TOURS

Ghosts & Gravestones Tour: Our Ghosts & Gravestones tours are not wheelchair accessible. If a guest is ambulatory, they can leave their scooter or wheelchair with the attendant and retrieve it at the end of the tour. For more information please visit ghostsandgravestones.com or visit our partnering company ghosttoursofstaugustine.net for a wheelchair accessible tour alternative.

Nights of Lights Tour: For wheelchairs and scooters, a minimum of twenty-four (24) hour notice is recommended. Please call (904) 829-3800 for scheduling. This will allow us time to ensure that a properly equipped vehicle will be made available for your use. Wheelchair accessible trolleys are scheduled on a first come, first served basis.

FOR MORE INFORMATION

Please visit our website at trolleytours.com or call us at the number listed below to speak with one of our special needs representatives.

SAFETY FIRST...

COURTESY A CLOSE SECOND.

This is our company motto and our #1 priority.



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