

Riverbanks Zoo and Garden

Mobility Device Policy

Overview

Riverbanks Zoo and Garden allows people with disabilities to use wheelchairs (manual and electric powered), electric scooters (3 and 4 wheel models) and manually powered mobility aids such as walkers, canes, crutches, braces and other similar devices into all public areas of the park. For the safety of all guests, Riverbanks does not allow Other Power-Driven Mobility Devices in the Zoo and Garden including, but not limited to golf carts, Segways, and two-wheeled electric scooters.

Provided Aids

For the convenience of Riverbanks' guests, wheelchairs are available for rent at the Riverbanks Gift Shop in the Zoo's main entry plaza and at the West Columbia ticket booth. Rentals are first-come, first-served based on availability.

Other Power-Driven Mobility Devices Not Allowed

For the safety of all guests, Riverbanks does not allow Other Power-Driven Mobility Devices. This includes golf carts, Segways, and powered two wheeled scooters. Several factors make these types of devices potentially dangerous to the user or other pedestrians at Riverbanks. These include:

- Size, weight, and speed capability of the device in question.
- Volume of pedestrian traffic in the facility.
- Variety of terrains inside the facility.
- Lack of storage and/or charging options.

Other factors that may cause a mobility device to be excluded from the facility:

- Operator appears to be under the influence of drugs or alcohol.
- One or Two-Wheeled devices.
- Devices which require the user to maintain proper balance at all times.
- Devices that could be dangerous if the power supply suddenly fails.
- Devices that have been obviously modified or are in poor working condition.
- Any device with a combustion motor.
- Any device that is loud or gives off fumes of any kind.
- Any device that is operated improperly or in a dangerous manner by its owner.
- Device operated by someone other than the person with the stated need.

Riverbanks' may waive the rental fee of onsite mobility devices (wheel chair or electric scooter) to those who are not allowed to bring in their OPDMD. Riverbanks offers mobility devices on a first-come-first-serve basis; therefore, unless prior arrangements have been made, we cannot guarantee availability of certain devices. This alternate method of mobility will provide a safer experience for the user and other guests in our facility.