



# SENSORY GUIDE



A RESOURCE FOR GUESTS WITH  
COGNITIVE DISORDERS INCLUDING  
AUTISM SPECTRUM DISORDER (ASD)



**nickelodeon**  
**UNIVERSE**  
MALL OF AMERICA®

# INTRODUCTION

## **WELCOME TO THE NICKELODEON UNIVERSE SENSORY AND ACCESSIBILITY GUIDE**

This guide is designed for neurodivergent guests, individuals who experience sensory processing differences, and anyone who may find the Nickelodeon Universe® environment overwhelming — as well as their families — to help plan a safe and comfortable visit. This guide offers practical tools and tips to help every visitor fully enjoy the experience.

Nickelodeon Universe developed this guide in partnership with Fraser, a Minnesota nonprofit organization that provides programs, supports, and resources for individuals with autism, neurodiverse conditions, mental and behavioral health needs, and disabilities. Fraser’s Sensory Supports and Training Program develops inclusive practices and guidance to help individuals and organizations throughout Minnesota create environments that are welcoming, safe, and accessible for all. Learn more at [www.fraser.org](http://www.fraser.org).



# HOW TO USE THIS GUIDE

## PREPARE FOR YOUR VISIT

Planning ahead can help you feel comfortable and confident throughout your visit. The following tips can make your experience smoother and more enjoyable.

- **Time your visit:** The park is typically quieter during weekday mornings and early afternoons. Arriving before the park opens will allow you time to adjust to the environment and gradually adapt as it becomes busier.
- **Tickets and wristbands:** Purchase your tickets online or at kiosks before you enter the park to reduce wait times at the rides.
- **Preview the experience:** Review the park map and sensory information before you arrive to help your group anticipate ride intensity, lighting, and sound levels.
- **Plan your breaks** Identify where calming areas and the Sensory Room are located before your visit, so you know where to go when a break is needed.
- **Designate a meeting place:** Designate a meeting spot before your visit, such as the M&M's store or the Sensory Room, to go to if anyone from your group becomes separated.
- **Take a photo of your group:** Take a photo of your group before entering the park to help staff locate lost members of your group.
- **Request information before your visit:** Guests with questions about accessibility, sensory supports, or specific accommodations are encouraged to reach out before their visit. Staff can help plan for individual needs and answer questions about rides, amenities, or quiet areas.
  - **Phone:** 952-883-8800
  - **Email:** [guest.relations@moa.net](mailto:guest.relations@moa.net)

## QUICK TIPS

- Start with the map to locate the sensory room, informal calm areas throughout the park, restrooms, and entrances/exits.
- Use the ride-by-ride chart to understand each ride's sensory input, duration, restraints, height requirements, and other accessibility considerations.
- Check non-ride spaces and programs for break areas and staff assistance.
- Plan ahead by using park scheduling information to identify quieter times in the park.

# HOW TO USE THIS GUIDE

## WHAT TO BRING

A few familiar items can make your visit more comfortable:

- Noise-reducing headphones or earplugs can help you manage sound levels.
- Sunglasses, hats, or visors can reduce bright light and visual stimulation.
- Small items such as a fidget, weighted item, or favorite stuffed animal can offer comfort.
- Snacks and beverages can help you satisfy dietary needs and preferences.
- A change of clothes or wipes can help guests who are sensitive to spills or sensory discomfort regulate faster.
- Identification cards or bracelets with contact information can help staff reunite members of your group, should you become separated.

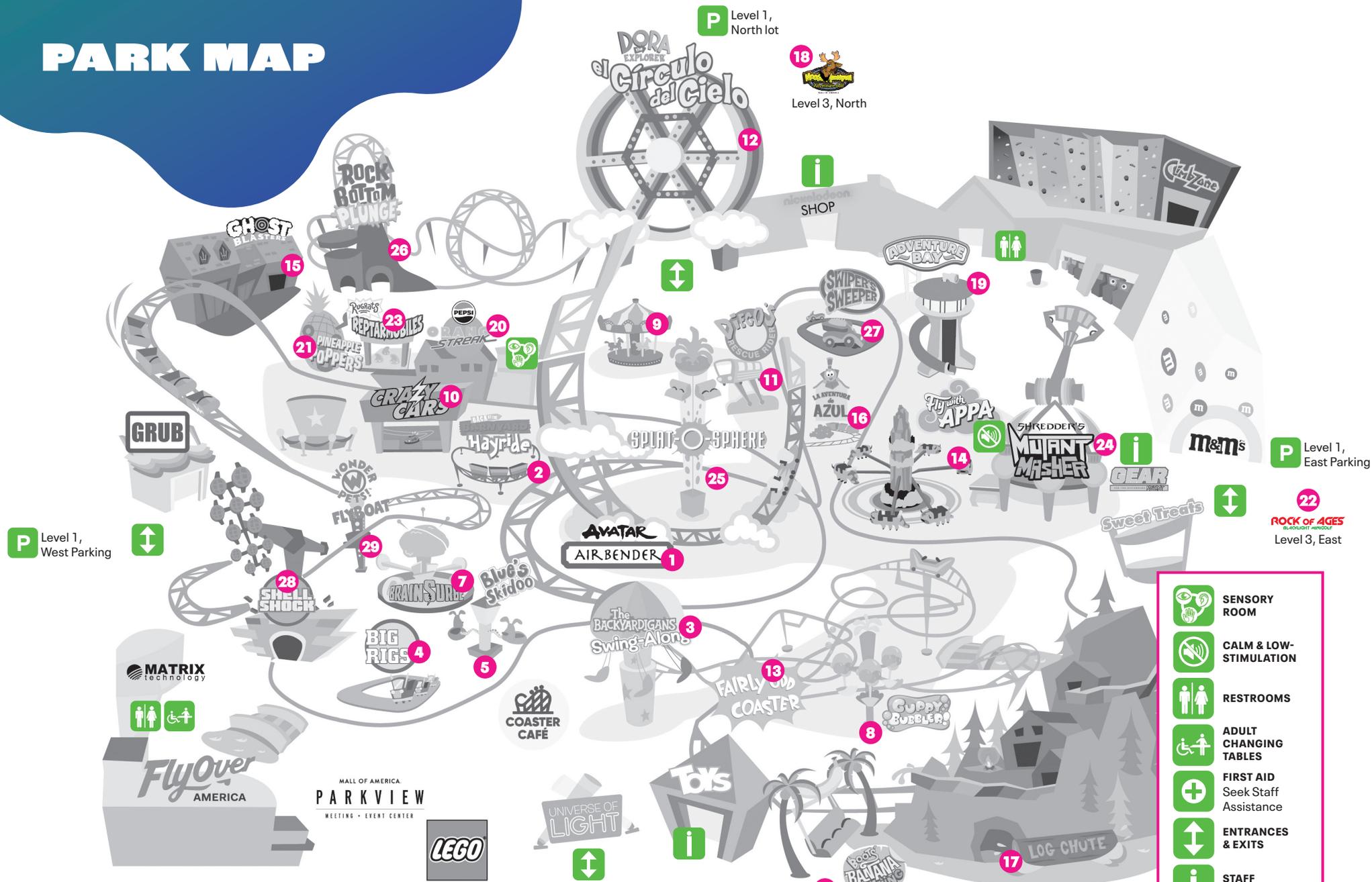
## LOST GUEST

Nickelodeon Universe staff are trained to assist guests who become separated from their group and to help reunite families as quickly as possible.

- If a guest becomes lost, notify the nearest employee immediately. Staff will contact security and help reunite your group.
- If you took a photo of your group before entering Nickelodeon Universe, share the image with staff to help identify the missing member(s) of your group.
- Share your designated meeting spot with members of the Nickelodeon Universe team, so they can keep an eye out for your lost member, should they come to the meeting location.
- Let staff know whether your missing group member(s) have identification cards or bracelets with them.



# PARK MAP



- 1. Avatar Airbender
- 2. Back at the Barnyard Hayride
- 3. Backyardigans Swing-Along
- 4. Big Rigs
- 5. Blue's Skidoo
- 6. Boots' Banana Swing
- 7. Brain Surge
- 8. Bubble Guppies Guppy Bubbler!

- 9. Carousel
- 10. Crazy Cars
- 11. Diego's Rescue Rider
- 12. El Circulo del Cielo
- 13. Fairly Odd Coaster
- 14. Fly with Appa
- 15. Ghost Blasters
- 16. La Aventura de Azul

- 17. Log Chute
- 18. Moose Mountain Adventure Golf
- 19. PAW Patrol Adventure Bay
- 20. Pepsi® Orange Streak
- 21. Pineapple Poppers
- 22. Rock of Ages Blacklight Minigolf
- 23. Rugrats Reptarmobiles
- 24. Shredder's Mutant Masher

- 25. Splat-O-Sphere
- 26. SpongeBob SquarePants Rock Bottom Plunge
- 27. Swiper's Sweeper
- 28. Teenage Mutant Ninja Turtles Shell Shock
- 29. Wonder Pets' Flyboat

- SENSORY ROOM**
- CALM & LOW-STIMULATION**
- RESTROOMS**
- ADULT CHANGING TABLES**
- FIRST AID**  
Seek Staff Assistance
- ENTRANCES & EXITS**
- STAFF ASSISTANCE**
- ACCESSIBLE PARKING**

# PARK OVERVIEW & SENSORY ENVIRONMENT

## PARK OVERVIEW AND SENSORY ATMOSPHERE

Nickelodeon Universe is a vibrant, high-energy, indoor amusement park with attractions for guests of all ages. While the rides and shows are designed to entertain, they also include bright lights, loud sounds, motion, and crowded spaces that can be overwhelming for some guests.

## GENERAL SENSORY CONSIDERATIONS

- **Sounds:** The park features roller coasters, music, and overlapping ride audio, creating high-stimulation areas, particularly in central zones.
- **Sights:** Bright colors, themed décor, and familiar Nickelodeon characters are featured throughout the park. Costumed characters occasionally travel through guest areas. Some rides include flashing lights or strobe effects. Natural lighting is abundant throughout the space and varies with weather, time of day, and season.
- **Crowds:** The park can be especially busy on weekends, holidays, and special events. Arriving early allows guests to adjust to the environment before it becomes busier.
- **Temperature & Comfort:** Indoor areas are climate-controlled to maintain comfort, though high-activity zones may feel warmer and more energetic.

## NON-RIDE SUPPORTS

- **Sensory Room:** Located near the Pepsi® Orange Streak ride entrance, the air-conditioned sensory room includes soundproofing, comfortable seating, and tactile supports for self-regulation.
- **Calm Areas:** Select areas throughout the park provide temporary low-stimulation retreats for guests who need a short break.
- **Restrooms / Family Facilities:** Family restroom facilities are located in the southwest corner of the park, near Teenage Mutant Ninja Turtles Shell Shock and the north entrance to the park, near the Namco® Arcade and Midway. A restroom equipped with an adult changing table is located near FlyOver America.
- **Staff Assistance:** Team members are trained to help guests locate sensory supports, calm spaces, and other accessibility accommodations.

# RIDE-BY-RIDE CHART FRAMEWORK

| NO.      | RIDE NAME                            | HEIGHT REQUIREMENT | CHAPERONE REQUIREMENT | DURATION    | MOTION TYPE  | VISUAL EFFECTS LEVEL                                | SOUND LEVEL                                    | RESTRAINT TYPE  | ADDITIONAL ACCESSIBILITY CONSIDERATIONS  |
|----------|--------------------------------------|--------------------|-----------------------|-------------|--|---|--|---|--|
| <b>1</b> | <b>Avatar Airbender</b>              | 48 inches          | —                     | 45 seconds  | Spinning ride, changes elevation in a side-to-side pendulum motion                       | Low to Moderate                                     | Low to Moderate - Potential for guest screams  | Over-the-shoulder harness   | Feet dangling may be unsettling for some riders. Spinning and elevation changes may be intense for vestibular-sensitive riders.  |
| <b>2</b> | <b>Back at the Barnyard Hayride</b>  | 42 inches          | Less than 42 inches   | 1.5 minutes | Slow-moving, gentle ride   | Low   | Low  | Lap bar and seat belt   | Gentle, predictable motion.  |
| <b>3</b> | <b>Backyardigans Swing-Along</b>     | 47 inches          | —                     | 2 minutes   | Gentle swinging, elevation changes, circular-style movement                              | Low to Moderate                                     | Low to Moderate                                | Lap belt or individual swing restraint                              | One swing includes an attached seat, allowing a caregiver to sit alongside the rider for added safety and reassurance. Predictable swinging pattern, but may be intense for vestibular-sensitive riders. |
| <b>4</b> | <b>Big Rigs</b>                      | 36 inches          | Less than 36 inches   | 2.5 minutes | Slow-moving, gentle ride   | Low   | Low  | Lap bar and seat belt   | Gentle, predictable motion.  |
| <b>5</b> | <b>Blue's Skidoo</b>                 | 36 inches          | Less than 36 inches   | 1.5 minutes | Gentle vehicle ride along a track, slight elevation changes                              | Low   | Low to Moderate                                | Lap bar and seat belt   | Gentle, predictable motion.  |
| <b>6</b> | <b>Boots' Banana Swing</b>           | 36 to 70 inches    | 31 to 35 inches       | 1.5 minutes | Swinging ride, gentle back-and-forth motion  | Low   | Low to Moderate                                | Lap bar   | Gentle swinging and vertical motion. One seat features shoulder straps for added support. Feet dangling may be unsettling for some riders.   |
| <b>7</b> | <b>Brain Surge</b>                   | 48 inches          | —                     | 1.5 minutes | Spinning ride with tilting/vertical motion, forward and backward flips                   | Moderate - Flashing lights, possible strobe effects | Moderate to High - Potential for guest screams | Over-the-shoulder harness   | High-intensity spinning, flipping, and vertical motion.  |
| <b>8</b> | <b>Bubble Guppies Guppy Bubbler!</b> | 42 inches          | Less than 42 inches   | 2 minutes   | Gentle spinning of individual vehicles, elevates off the ground, circular-style movement | Low   | Low  | Lap bar and seat belt   | Gentle spinning.   |
| <b>9</b> | <b>Carousel</b>                      | 42 inches          | Less than 42 inches   | 2 minutes   | Rotating circular ride, horses/animals move slightly up and down                         | Low   | Low  | Pole with stirrup; optional safety belt, depending on horse or seat | Gentle, predictable motion. Some horses/animals are fixed to the ground and do not go up and down. Wheelchair accessible.  |

# RIDE-BY-RIDE CHART FRAMEWORK

| NO.       | RIDE NAME                   | HEIGHT REQUIREMENT | CHAPERONE REQUIREMENT | DURATION    | MOTION TYPE  | VISUAL EFFECTS LEVEL   | SOUND LEVEL   | RESTRAINT TYPE            | ADDITIONAL ACCESSIBILITY CONSIDERATIONS  |
|-----------|-----------------------------|--------------------|-----------------------|-------------|--|--|---|---------------------------|--|
| <b>10</b> | <b>Crazy Cars</b>           | 48 inches          | 42 to 47 inches       | 2.5 minutes | Spinning bumper cars, unpredictable motion   | Moderate - Possible flashing lights  | Moderate to High - Engine sounds, overlapping music                   | Lap bar and seat belt     | Bumping motion may be intense for vestibular-sensitive riders.   |
| <b>11</b> | <b>Diego's Rescue Rider</b> | 42 inches          | Less than 42 inches   | 2 minutes   | Forward/backward circular ride with gentle elevation changes; changes direction halfway through the ride | Low  | Low to Moderate   | Lap bar and seat belt     | Gentle, but noticeable, vertical motion and direction changes may affect vestibular-sensitive riders.  |
| <b>12</b> | <b>El Circulo del Cielo</b> | 42 inches          | Less than 42 inches   | 5-8 minutes | Circular ride with mild vertical movement; elevates off the ground                                       | Low to Moderate - Aerial views of park   | Low   | Lap bar and seat belt     | Mild elevation and circular motion may affect vestibular-sensitive riders. May be intense for guests who have a fear of heights.   |
| <b>13</b> | <b>Fairly Odd Coaster</b>   | 47 inches          | 43 to 46 inches       | 1.5 minutes | Roller coaster with spinning and tilting, backwards motion, elevation changes                            | Moderate to High - Occasional flashing lights  | Moderate  | Over-the-shoulder harness | Spinning, tilting, and vertical movement may be intense for vestibular-sensitive riders.   |
| <b>14</b> | <b>Fly with Appa</b>        | 48 inches          | 36 to 47 inches       | 1.5 minutes | Circular ride with gentle up-and-down movement, raising slightly off the ground                          | Low  | Low   | Lap bar and seat belt     | Gentle, predictable motion suitable for most vestibular-sensitive riders.  |
| <b>15</b> | <b>Ghost Blasters</b>       | 42 inches          | Less than 42 inches   | 3 minutes   | Slow forward/backward vehicle movement   | Moderate - Dark ride with themed visuals, some flashing lights                             | Moderate - Occasional startling effects                               | Lap bar and seat belt     | Haunted mansion setting could be frightening for some guests. Vehicle motion is gentle; suitable for most vestibular-sensitive riders.                                       |
| <b>16</b> | <b>La Aventura de Azul</b>  | 36 inches          | Less than 36 inches   | 2 minutes   | Slow-moving train ride along a track   | Low  | Low   | Lap bar and seat belt     | Gentle, predictable motion; suitable for most vestibular-sensitive riders.   |
| <b>17</b> | <b>Log Chute</b>            | 47 inches          | 36 to 46 inches       | 5.5 minutes | Flume-style ride; vehicle rises and drops along track, includes vertical motion and water splash         | Moderate to High - Transitions between light and dark areas; themed statues and characters | Moderate - Water splashing, themed music, potential for guest screams | Lap bar and seat belt     | Vertical drops, water splashes, and dark areas with themed statues may be intense for vestibular- or visually-sensitive riders. Guests should expect to get wet on the ride. |

# RIDE-BY-RIDE CHART FRAMEWORK

| NO.       | RIDE NAME                               | HEIGHT REQUIREMENT   | CHAPERONE REQUIREMENT | DURATION                                    | MOTION TYPE  | VISUAL EFFECTS LEVEL  | SOUND LEVEL                                    | RESTRAINT TYPE            | ADDITIONAL ACCESSIBILITY CONSIDERATIONS  |
|-----------|---|--|-----------------------|---|--|---|--|---------------------------|--|
| <b>18</b> | <b>Moose Mountain Adventure Golf</b>    | N/A  | N/A                   | 30–45 minutes, depending on pace            | Walking/gentle movement along themed course  | Low   | Low  | N/A                       | Admission is an added cost, starting at \$10.99 and up. Children 5 and under are free with a paid regular-price admission. |
| <b>19</b> | <b>PAW Patrol Adventure Bay</b>         | Guests 43-52 inches may use the area independently. Maximum height of 52 inches, except for chaperones accompanying a child. | Less than 42 inches   | Open play; guests can enter and exit freely | Free-play/ playground area   | Low   | Low  | N/A                       | Socks required for all participants. Area closes daily at 1:00 PM, 4:00 PM, and 7:00 PM for cleaning.                      |
| <b>20</b> | <b>Pepsi® Orange Streak</b>             | 47 inches  | 42 to 46 inches       | 2.5 minutes                                 | Roller coaster with vertical drops and fast turns                                    | Moderate to High - Occasional flashing lights, transitions between light and dark areas | Moderate to High - Potential for guest screams | Lap bar and seat belt     | Fast speed, vertical drops, and turns may be intense for vestibular-sensitive riders.                                      |
| <b>21</b> | <b>Pineapple Poppers</b>                | 36 to 58 inches  | —                     | 3 minutes                                   | Bounce house; jumping up and down motion, potential to bump into other guests        | Low   | Moderate - Noise in an enclosed area           | N/A                       | Gentle, predictable environment suitable for vestibular-sensitive guests, but bouncing motion may be stimulating for some. |
| <b>22</b> | <b>Rock of Ages Blacklight Minigolf</b> | N/A  | N/A                   | 20–30 minutes, depending on pace            | Walking/gentle movement along themed course  | Moderate - Blacklight and glowing themed decorations                                    | Low  | N/A                       | Admission is an added cost, starting at \$10.99 and up. Children 5 and under are free with a paid regular-price admission. |
| <b>23</b> | <b>Rugrats Reptarmobiles</b>            | 39 to 52 inches  | N/A                   | 2 minutes                                   | Kid-sized bumper cars; includes gentle spinning and bumping motion                   | Low   | Low to Moderate                                | Lap bar and seat belt     | Gentle bumping may be intense for vestibular-sensitive riders.   |
| <b>24</b> | <b>Shredder's Mutant Masher</b>         | 48 inches  | N/A                   | 2 minutes                                   | Swinging arm ride with spinning and tilting, rises off the ground in pendulum motion | Moderate - Some flashing lights   | Moderate to High - Potential for guest screams | Over-the-shoulder harness | Swinging motion, dangling feet, and spinning may be intense for vestibular-sensitive riders.                               |

# RIDE-BY-RIDE CHART FRAMEWORK

| NO.       | RIDE NAME                                       | HEIGHT REQUIREMENT | CHAPERONE REQUIREMENT | DURATION     | MOTION TYPE   | VISUAL EFFECTS LEVEL                  | SOUND LEVEL                                    | RESTRAINT TYPE            | ADDITIONAL ACCESSIBILITY CONSIDERATIONS  |
|-----------|---|--------------------|-----------------------|--------------|---|---------------------------------------|--|---------------------------|--|
| <b>25</b> | <b>Splat-O-Sphere</b>                           | 42 inches          | N/A                   | 1.75 minutes | Elevates riders straight up to nearly 60 feet, then drops quickly back to the ground; repeats up and down motions | Low to Moderate                       | Moderate to High - Potential for guest screams | Over-the-shoulder harness | Rapid vertical motion and dangling feet may be intense for vestibular-sensitive riders.          |
| <b>26</b> | <b>SpongeBob SquarePants Rock Bottom Plunge</b> | 48 inches          | N/A                   | 1.75 minutes | Roller coaster with vertical drops, includes spinning/tilting   | Moderate - Occasional flashing lights | Moderate to High - Potential for guest screams | Over-the-shoulder harness | Fast speed, vertical drops, and spinning/tilting may be intense for vestibular-sensitive riders. |
| <b>27</b> | <b>Swiper's Sweeper</b>                         | 42 inches          | N/A                   | 1.5 minutes  | Circular ride; rotates around a central axis with slight whipping motion around curves                            | Low                                   | Low  | Lap bar and seat belt     | Swinging and spinning motion may be intense for vestibular-sensitive riders.                     |
| <b>28</b> | <b>Teenage Mutant Ninja Turtles Shell Shock</b> | 48 inches          | N/A                   | 2.25 minutes | Spinning ride; vehicle rotates around central axis, slight tilting motion, feet dangling                          | Moderate - Some flashing lights       | Moderate                                       | Lap bar and seat belt     | Spinning and tilting may be intense for vestibular-sensitive riders.                             |
| <b>29</b> | <b>Wonder Pets' Flyboat</b>                     | 36 inches          | N/A                   | 1.5 minutes  | Vertical motion gently bouncing up and down   | Low                                   | Low  | Lap bar and seat belt     | Gentle vertical bouncing and dangling feet may be stimulating for vestibular-sensitive riders.   |