

# **EASY GUIDE - YOUR GUIDE TO TROUBLE FREE GAMING**

## **on-line help file**

All our new releases now include on-line help files with hints and tips on how to resolve problems you may confront when trying to run the game. The help guide can be accessed from the Windows Start Bar in the same program folder as your game's shortcut. This gives you access to relevant support sites via web links as well as a support program to help us diagnose problems that may stop you enjoying your game. The support program also gives you the option to send us your details via E-mail or Fax.

## **GLOSSARY OF TERMS**

If you do not understand any of the terms listed in this document you will find a glossary in the menu bar of the on-line help file.

## **INTRODUCTION**

Use this reference card for information on installation, hardware and software configuration and trouble shooting.

## CONTENTS

|                                                       |    |
|-------------------------------------------------------|----|
| System Requirements .....                             | 3  |
| Minimum Configuration .....                           | 3  |
| Recommended Configuration .....                       | 3  |
| Online Requirements .....                             | 3  |
| Disk Preparation .....                                | 4  |
| DirectX™ Installation Notes .....                     | 4  |
| Installing Theme Park™ World .....                    | 6  |
| Configuring Your Speakers .....                       | 7  |
| Uninstalling .....                                    | 7  |
| Direct3D™ Version .....                               | 7  |
| Changing Between Hardware and Software Versions ..... | 8  |
| Direct3D Version - Troubleshooting .....              | 8  |
| Direct3D Drivers .....                                | 9  |
| Direct3D Version - Supported Chipsets .....           | 10 |
| Troubleshooting .....                                 | 12 |
| CD-ROM Performance Problems .....                     | 13 |
| Windows 95/Windows 98 Video Problems .....            | 13 |
| Video Problems .....                                  | 13 |
| Audio Problems .....                                  | 14 |
| Memory Problems .....                                 | 15 |
| Customer Services - Can We Help You? .....            | 16 |
| On-line Services .....                                | 18 |
| Customer Support by Phone (including Faxback) .....   | 18 |

## SYSTEM REQUIREMENTS

### Minimum Configuration

- Windows® 95/98
- 200 MHz Intel® Pentium® MMX processor
- 32 MB RAM
- 4MB video card.
- DirectX™ 6.1 compatible sound card with DirectSound™ support.
- DirectX™ 6.1 (supplied with CD)
- 300 MB free hard drive space
- 4x CD-ROM drive\*
- \* Refers to a 4 speed CD-ROM drive

### Recommended Configuration

- 300 MHz Intel Pentium II processor or faster
- 64 MB RAM
- DirectX 6.1 compatible sound card with DirectSound™ support.
- 8MB 3D Hardware Accelerator Card with Direct3D support. See Direct3D section of this Reference Card for supported cards.
- 16X CD-ROM drive

### Online Requirements

- Online features requires TCP/IP internet connection at 28.8Kbps or faster. Players are responsible for all applicable internet fees.

## DISK PREPARATION

Before you install any software, it is critical that your hard drive be in proper working order. We recommend running ScanDisk and Disk Defragmenter.

ScanDisk searches your hard drive for any lost allocation units as well as any cross-linked files and directories. Disk Defragmenter ensures that your data is sorted properly. Failure to verify this may result in corrupt data.

1. First, run ScanDisk. To start ScanDisk, **click** on the **START** button from the Taskbar. The Start menu opens.
2. From the Start menu, select **RUN**. Then, in the Run dialog box, type **scandisk** and **click OK**.

Once the program starts, ensure that you have selected **THOROUGH** in the Type of test section, make sure there is a check mark in the **AUTOMATICALLY FIX ERRORS** box and select the hard drive you are installing the game to (e.g., C:). Once everything is set up correctly, **click START** to have the program scan the drive and correct any errors.

3. Next, run Disk Defragmenter. To start Disk Defragmenter, **click** on the **START** button from the Taskbar. The Start menu opens.
4. From the Start menu, select **RUN**. Then, in the Run dialog box, type **DEFRAG** and **click OK**. As with ScanDisk, select the drive you are installing the game to and **click OK**.

## DIRECTX™ INSTALLATION NOTES

**Read This Section Completely Before Playing Theme Park™ World Or Installing The DirectX Drivers.**

DirectX is an Application Programming Interface that allows Windows®95/Windows®98 based applications to have high-performance, real-time access to your hardware. It also reduces the complexity of installing and configuring your hardware. This makes the DirectX API well suited for Windows 95/Windows 98 games. Theme Park World uses the DirectX 6.1 API (the latest version of DirectX at the time of release) and includes DirectX 6.1 files which you can install.

The DirectDraw, DirectSound and Direct3D components of DirectX may require updating your video, sound or 3D card drivers respectively, for proper operation of these components. Using video, sound and 3D card drivers that do not have DirectX 6.1 support will result in display, audio and 3D problems in DirectX 6.1 applications. During the installation of DirectX 6.1, your video, sound and 3D card drivers will be updated if required. The DirectX 6.1 files included with Theme Park World includes drivers for most video, sound and 3D cards from the major manufacturers of these peripherals. For new hardware, for lesser-known brands of peripherals, or if you experience any problems running the game, you may have to contact your manufacturer to obtain drivers that have DirectX 6.1 support.

### Installing DirectX 6.1

DirectX 6.1 is part of the *Theme Park World* installation procedure. If DirectX 6.1 (or later) is not detected on your computer, the installer asks you whether or not you want to install it. Select yes to proceed.

**After installing DirectX 6.1**, check to see if your video, sound and 3D card drivers have DirectX 6.1 support:

1. **Click** the **Start** button on your Windows 95/Windows 98 Taskbar. Then **click Run**....
2. From the Run dialog box, type " **dxdiag**" (with quotation marks) then **click OK**.
  - The DirectX diagnostics program gives you information on your video, sound and 3D card drivers. To check your video card drivers **click** on the **Display 1** tab, to check your sound card drivers **click** on the **Sound** tab and to check your 3D card drivers **click** on the **Display 2** tab. On each of these screens, the **Drivers** section tells you whether your driver is certified by Microsoft as supporting DirectX 6.1.
  - If your driver is reported as 'Certified: Yes' your device has DirectX 6.1 support and should work properly in DirectX 6.1 applications.

- If your driver is reported as 'Certified: No' your device may not have full DirectX 6.1 support and may experience problems running DirectX 6.1 applications. If this is the case please consult the notes section at the bottom of the DirectX Diagnostic Tool application. Windows 98 users may also consult the **Troubleshoot** button, accessed from the **More Help** tab.

**Important Note:** During the installation of DirectX 6.1, the setup program detects whether or not your drivers can be updated successfully. If the driver being replaced has not been tested or replacing the driver is known to cause problems, the setup program warns you accordingly. We recommend you abide by these warnings.

## INSTALLING THEME PARK™ WORLD

**Note:** *Theme Park World* will only install and run on machines installed with Windows 95, Windows 98 or any other compatible operating system.

1. Start your machine and wait for the Windows 95/Windows 98 operating system to load.
2. Place the *Theme Park World* CD in the CD drive.
3. Windows will automatically detect the CD and begin the installation. Follow the on-screen instructions to install *Theme Park World*. If you need to install DirectX 6.1, you can do this as part of the installation. *Theme Park World* will then be ready to play.
4. The installation program creates a program group called Bullfrog and adds it to your Start/Programs menu. **Left-click** on the **Start** button on your Windows task bar. Under **PROGRAMS/BULLFROG**, select *Theme Park World* and then select *Theme Park World* to play.

**Note:** Should Windows fail to recognise the CD and not run the installation program, run **Setup.exe** from the root of the CD.

## Configuring Your Speakers

*Theme Park World* uses QSound™ for 3D audio. We recommend that you configure your speakers correctly before running the game. Your speakers should be at the same height and level with your monitor. They should both face directly forward and each be the same distance from the centre of your monitor. This will create the optimal speaker layout for QSound™.

## UNINSTALLING

To uninstall *Theme Park World* go to the *Theme Park World* in the **Start** menu and **left-click** on **Uninstall Theme Park World** to proceed.

Should this fail to work, **left-click** on the **Start** menu, select **Settings** and then **Control Panel**. Run **Add/Remove Programs** and scroll down the list until you see *Theme Park World*, select it and **left-click** on **Add/Remove** to uninstall.

If the uninstaller fails to completely remove *Theme Park World* (it may, for example, not delete your Save folder), delete the folder to which you installed the game. Thus, if you have used the default directories, **double left-click** on **My Computer**, **double left-click** on the **C:** drive, **double left-click** on **Program Files**, **double left-click** on the **Bullfrog** folder, right click on the *Theme Park World* folder and select **Delete**. Click **Yes** to confirm. This will send the remaining files to the Recycle Bin, which you will then need to empty.

## DIRECT3D™ VERSION

Direct3D is a technology that provides improved graphical quality and performance with dedicated 3D hardware cards. If you do not have a 3D hardware device, you will not be able to run the Direct3D version of the game.

If you encounter any problems with the Direct3D version of *Theme Park World*, first follow the checklist below:

- Make sure that you have a 3D device capable of running the Direct3D version.

- Make sure that your 3D device drivers are the latest releases and completely up to date. You can get the latest drivers direct from the manufacturer of the device, either through their technical support or from their website. Many problems are caused by old and out of date drivers. You can find your manufacturer's technical support telephone numbers from the manuals you received either with your computer or with the 3D card. You can also contact your computer supplier if you cannot find these numbers.

## Changing Between Hardware and Software Versions

To change between the hardware and software versions, go to *Theme Park World Lobby*, press escape, choose **Options** and toggle the 3D Card Rendering/Software Rendering option.

Alternatively, you can change from Hardware to Software within the Options menu when you are in your park. You will have to restart the game for the changes to take effect. Your park is saved when you exit, so when you re-enter you can continue where you left off.

## Direct3D Version - Troubleshooting

### GENERAL

Most problems in the Direct3D version are a result of having out of date drivers for your 3D card. If you have a problem, try updating your display drivers first. You can usually obtain the latest drivers from your 3D card vendor's web page or by contacting their technical support directly. If this doesn't solve the issue, read on.

**Note:** You can still run the software version of the game instead if the Direct3D version does not work on your machine.

### FAQ'S

**Problem:** I have two 3D cards in my machine - how do I select between them?

**Solution:** To change between 3D Cards, go to Theme Park World Lobby, press escape, choose options and toggle the Video Card: Primary/Secondary option.

Alternatively, you can alter the setting in the Options menu when you are in your park, but you will have to restart the game for the changes to take effect. Your park is saved when you exit, so when you re-enter you can continue where you left off.

**Problem:** The 3D version seems slower than the software version.

**Solution:** This can be true for certain 3D hardware cards, or it could be true simply because you have a slow 3D card in a very fast machine. If this is the case, we recommend using the software version

## Direct3D Drivers

Please follow this procedure for solving the problems with your 3D Hardware Card:

- First, if you have internet access, download the latest drivers from your 3D Hardware Card manufacturer's website. If not, contact the manufacturer through their technical support hotline. Remember, this is the 3D Hardware Card manufacturer and not the 3D chipset manufacturer.
- If this still doesn't work, download the latest reference drivers from the website of your hardware card's 3D chipset manufacturer.

## Direct3D Version - Supported Chipsets

To find out whether or not *Theme Park World* supports your 3D Hardware Card, you must know the make of 3D chip that the card is built from. The most popular of these include ATI, 3DFX Voodoo 2/3, nVidia, Intel and Matrox.

There are many 3D Hardware Cards and chipsets on the market, and many more will be produced in the future. Therefore a comprehensive list of supported cards and chipsets is very hard to compile. If your card is not mentioned in the lists, but it supports the Direct3D standard, then it is likely to work. Simply try running the game following the normal installation instructions, after installing the latest drivers for your card. Remember that even if your card is not supported directly, you can still run the game: go to the Theme Park World front-end menu, choose **Options** and toggle the 3D Card Rendering/Software Rendering option.

### SUPPORTED CARDS

| Chip Maker        | Chipset Name(s) | 3D Cards                                                                |
|-------------------|-----------------|-------------------------------------------------------------------------|
| 3DFX Interactive® | Voodoo™ 2       | Creative Blaster Voodoo 2                                               |
|                   |                 | Orchid Righteous 3D @II<br>Diamond Monster 3D™ II,<br>etc.              |
|                   | Voodoo™ 3       | STB Voodoo3 2000/3000/<br>3500™<br>etc.                                 |
|                   | Voodoo Banshee™ | Diamond Monster Fusion™<br>Wicked 3D Vengeance™<br>etc.                 |
| 3Dlabs®           | Permedia™ 2     | Creative Graphics Blaster Exxtreme™<br>Diamond FireGL 1000 Pro™<br>etc. |
|                   | Permedia™ 3     |                                                                         |

|         |                         |                                                                                                                              |
|---------|-------------------------|------------------------------------------------------------------------------------------------------------------------------|
| ATI™    | Rage II™                | ATI XPERT@WORK™<br>ATI XPERT@PLAY™<br>ATI XPERT 98™<br>All-in-Wonder Pro™<br>etc.                                            |
|         | Rage 128™               | Rage Fury™<br>Rage Magnum™<br>XPERT 128™                                                                                     |
| Intel™  | i740™                   | ASUS V2740™<br>Diamond Stealth II G460™<br>Real3D Starfighter™<br>STB System Lightspeed<br>Hercules Terminator 2x/I™<br>etc. |
|         |                         |                                                                                                                              |
| Matrox™ | G200™                   | Millenium G200™<br>Mystique G200™<br>Marvel G200™                                                                            |
|         | G400™                   |                                                                                                                              |
| nVidia™ | Riva 128™/ Riva 128 ZX™ | STB Velocity 128™<br>ASUS 3DexPlorer 3000™<br>Canopus Total3D 128V™<br>Canopus WitchDoctor™<br>Diamond Viper V330™<br>etc.   |
|         |                         |                                                                                                                              |

|         |             |                               |
|---------|-------------|-------------------------------|
|         | Riva TNT™   | Canopus SPECTRA 2500™         |
|         |             | Diamond Viper V550™           |
|         | Riva TNT 2™ | STB Velocity 4400™            |
|         |             | etc.                          |
| S3® Inc | Savage3D™   | Hercules Terminator<br>Beast™ |
|         |             | Nitro 3200™                   |
|         | Savage4™    | etc.                          |

## TROUBLESHOOTING

If you have any problems installing or using *Theme Park World*, we want to help.

Please make sure you have read thoroughly the System Requirements and Installing *Theme Park World* sections earlier in this booklet.

If you have followed the directions and are still experiencing problems installing or operating the game, below are some guides that might help solve the problem.

### Receive 'File not found' Error Messages When Installing or Running the Game

Make sure that the CD is in the CD drive. The CD must be in the drive to install and run the game.

## CD-ROM Performance Problems

Be sure that you are using the latest 32-bit native Windows 95/Windows 98 driver to control your CD-ROM drive. You can configure these drivers from Start>Settings>Control Panel>System>Device Manager>CDROM>Properties.

Do not use a DOS-based 16-bit driver (loaded in CONFIG.SYS) to control your CD-ROM. Performance may be significantly reduced.

## Windows 95/Windows 98 Video Problems

Choppy or stuttering video or audio problems while running in Windows 95/Windows 98 may be corrected by adjusting the CD-ROM read-ahead caching.

### To adjust the read-ahead cache:

At the Windows 95/Windows 98 desktop, **right-click** the My Computer icon, then choose **Properties** from the pop-up menu.

Click the Performance tab then click **File System....**

3. Click the CD-ROM tab, then click on the **Optimise access pattern for:** box and choose QUAD-SPEED OR HIGHER

4. Move the Supplementary cache size slider to **SMALL**, then click **Apply**.

**Note:** Moving the slider to **LARGE** will not improve *Theme Park World* video performance, as it may actually hinder performance by reserving memory that would otherwise be available for the game.

## Video Problems

Your Windows desktop resolution can be set to any size or colour palette above 16 colours in order to run *Theme Park World*. If you do experience problems, it is recommended that you change the colour palette to, at least, High Colour (16 bit).

To do this, right-click on your Windows desktop and **left-click** on **Properties**. **Left-click** on the **Settings** tab and **left-click** on the **Colors** dialog box. **Left-click** on **High Color (16bit)**.

#### GENERAL VIDEO CARD INFORMATION

- During DirectX installation, the DirectX setup program attempts to install a display driver that supports DirectDraw for your video card. If your video card driver does not support DirectDraw, the DirectX setup program replaces your existing video card driver. In some cases, this may disable manufacturer specific utilities for your video card. If you want to keep these utilities functional, you may have to obtain the latest drivers with DirectDraw support directly from the manufacturer of your video card.
- If your video card driver already has DirectDraw support, but is not yet Certified by Microsoft®, you are asked if you want to replace your current driver. In most cases, you do not want to replace your existing driver as this may disable Manufacturer specific utilities for your video card. If you do have video-related problems using your manufacturer's uncertified DirectDraw drivers, you may solve these problems by reinstalling DirectX and replacing your current video driver with a DirectX 6.1 video driver.

## Audio Problems

*Theme Park World* uses QSound to run its 3D audio. If you have any problems with audio, please follow the directions below:

#### INSTALLED SOUND CARD BUT THERE IS NO SOUND

- Make sure that your speakers are plugged in and turned on. Also, check that the volume is turned up and not muted.

#### GENERAL SOUND CARD INFORMATION

- QSound uses the DirectSound drivers for your soundcard hardware. Make sure that you have the most recent drivers for your soundcard installed on your machine. You can install these drivers during the *Theme Park World* installation (when the installer asks you whether you want to install DirectX). You can obtain the most recent drivers direct from the hardware manufacturer.

- If you are using Soundfonts (AWE32 and AWE64), and you experience problems you may need to install some new drivers. First, go to the Control Panel by selecting **Start>Settings>Control Panel**. Double **left-click** on **Add-Remove Programs** and scroll down the list of programs until you see **Soundfont Management System**. Select this and **left-click** on **Add/Remove**. Confirm that you want to remove the Soundfont Management System and wait for it to be deleted.
- Now, explore the root of the *Theme Park World* CD. Double **left-click** on **Redist** and double **left-click** on **Soundfont**. Double **left-click** on **setup.exe** inside this folder. Follow the instructions on screen to install the new Soundfont Management System.
- If you are still experiencing problems with Soundfonts, you may already have a Soundfont bank loaded onto your soundcard. You can clear the soundcard memory by re-setting your machine. Alternatively, if available, use the Awe 64 Gold Software Suites clear memory function.
- If you are running another application that uses the soundcard, *Theme Park World* may experience audio break-up or loss. Close all applications that require sound before running the game.
- If the game cannot find **Qmixer.dll**, you can re-copy the file from the root of the *Theme Park World* CD to where you installed *Theme Park World*, e.g. **c:\Program Files\Bullfrog\Theme Park World**.

**Note:** You need to select "Show all files", in the **View>Folder Options>View screen**.

## Memory Problems

*Theme Park World* requires 32 MB RAM and Virtual Memory **Enabled**. We advise that you let Windows 95/ Windows 98 manage the amount of virtual memory automatically (the default setting), and that you have at least 70 MB free hard disk space after installation.



## Customer Services - Can We Help You?

If, after thoroughly reviewing ALL the procedures, you are still having a problem running this software, please read the following section.

Today's PCs run with millions of different hardware and software combinations.

The following information **MUST** be obtained from the manufacturer of your PC or from within your enclosed documentation **BEFORE** calling our technical support line:

(N.B. The following information can be obtained direct from your PC manufacturer)

1. The error message displayed when the problem occurred (if any).
2. A listing of your machine spec, including:
  - CPU speed and make (e.g. Pentium III 500Mhz)
  - Amount of RAM (e.g. 128MB RAM)
  - CD-ROM speed and make (e.g. Creative 48X)
  - Sound card make (e.g. SoundBlaster)
  - Video card makes (e.g. Intel I740)
  - Network card (If any) (e.g. 3COM)
  - Hard disk size and amount of free space (e.g. 12GB)
  - DirectX™ driver versions (e.g. 4.11.01.0441). See the section headed "What is DirectX™ and why do I need it to run the game ?"
  - Joystick and Game card (If any)
  - 3D Accelerator card (If any) (e.g. Voodoo 3000 AGP 16MB RAM)

(If you are still having problems identifying your systems components see the "How to obtain the information required") section below.

If you cannot find the above information then you will need to consult your supplier or manufacturer.

### How to Obtain The Information Required

#### Windows® 95/Windows® 98 Users

1. Right click on **My Computer**.
2. Left click on **Properties**.
3. The General information screen will detail how much RAM you have and the CPU make (e.g. Intel/Cyrix).
4. Now click on Device Manager.
5. Click on the '+' symbol on the relevant devices i.e.
  - CD-ROM
  - Display adapters
  - Sound, video & game controllers.
  - Network Adapters

You will then be able to see the manufacturer of these devices.

1. The CPU speed can be seen if you reset your PC and look towards the top left corner of the screen. You should see a CPU clock speed (e.g. 166 MHz). This is the processor speed that you need.
2. Double left click on "**My Computer**" then click square symbol to maximise screen.
3. Left click on your hard drive (**C:\**) and this will list how much free disk space you have and the total amount of disk space you have on the system. Now close all windows down.]

With this information you will be able to configure your machine correctly. If you have obtained this information, and are still having problems, then Electronic Arts has a Customer Service Department that is ready to help you with any problems you may encounter with the game.

## On-line Services

Website: <http://www.ea.com>

Electronic Arts offers 24-hour support via our on-line services. Here you will find extensive product support and other information. In addition, this site provides answers to Frequently Asked Questions (FAQ's) plus patches, updates and demos. If you still cannot find an answer to your query, please E-mail us at [uk-support@ea.com](mailto:uk-support@ea.com). You will receive an automated reply within minutes; giving details of all the games you can request troubleshooting information on, as well as a number of standard help guides and information sheets. If this does not help, you can contact a representative for a personal reply.

If you have any queries on warranty replacements or user-damaged disks or manuals, please e-mail us on [uk-warranty@ea.com](mailto:uk-warranty@ea.com). Please note that this is only for warranty and NOT technical queries.

## Customer Support by Phone (including Faxback)

Electronic Arts have a staff of Customer Services Representatives ready to help you with any technical problems you may have with our games.

Customer Services have manned lines open from 9am-6pm Monday to Thursday & 9am-4:30pm Friday, and can be reached on the following number:

**0870 2432435**

**Note:** This is a National call rate line charged at 6p per minute at peak times and 2.6p per minute off peak. (These charges are correct at the time of publication) In order to improve our customer service, we will log your details into a secure database. When you are connected to a representative, you will be asked for several details, including your surname and date of birth. This information will not be shared with any external companies, or used for marketing purposes without your consent.

You can also talk to one of our Customer Services Representatives, who will be pleased to help you with your questions.

Automated services are available **24 hours a day**, including Faxback and recorded messages. However, please ensure you have followed all normal trouble shooting steps and have all relevant information to hand before you call.

Alternatively, you may write to us at the following address, including a daytime

telephone number a description of the problem you are getting and a complete listing of you machine specifications as specified at the start of the Customer Services section.

**Electronic Arts Customer Service, PO BOX 181, Chertsey, Surrey, England SL3 8XU.**

Or fax us, including a complete report of your systems specification, on:

**0870 2413231**

When contacting us by fax or letter, please include a daytime telephone number whenever possible, so we can contact you if necessary.

## GAME HINTS AND CHEATS

To acquire hints and cheats for the majority of our new releases you will need to call the Electronic Arts Hintline (open 24 hours a day)

**09067 53 22 53**

**Note:** This is a premium charge line (calls cost 75p per minute). Please obtain permission to call this number from the person who pays the phone bill, before you call.

## HAVING PROBLEMS OBTAINING ONE OF OUR GAMES ?

If you have difficulties finding any of our EA products in your local stockist, and you have access to the Internet then please visit our web shop at

**<http://shop.ea-europe.com>**

where you can order any EA product. If you do not have Internet access, or if you cannot find the game you're looking for, please call Customer Services, on 0870 2432435, and our staff will be happy to help with your enquiry. When you call, please choose the Direct Sales option from the menu to ensure your call is routed correctly.

**Please note** that Customer Services can only take orders where payment is made with a major credit. Debit cards, Cheques and Postal Orders cannot be accepted.

## How to reach us On-Line

Internet e-mail: [uk-support@ea.com](mailto:uk-support@ea.com)

Electronic Arts: <http://www.ea.com>

Bullfrog Productions: <http://www.bullfrog.co.uk>

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Electronic Arts warrants to the original purchaser of this computer software product that the recording media on which the software programs are recorded will be free from defects in materials and workmanship for 12 months from the date of purchase. During such period defective media will be replaced if the original product is returned to Electronic Arts at the address at the rear of this document, together with a dated proof of purchase, a statement describing the defects, the faulty media and your return address.

This warranty is in addition to, and does not affect your statutory rights in any way.

This warranty does not apply to the software program themselves, which are provided "as is", nor does it apply to media which has been subject to misuse, damage or excessive wear.

## Returns After Warranty.

Electronic Arts will replace user-damaged media, current stocks allowing, if the original media is returned with a Eurocheque or postal order for £7.50 per CD, payable to Electronic Arts Ltd.

Please remember to include full details of the defect, your name, address and, where possible, a daytime telephone number where we can contact you.

Electronic Arts Customer Warranty, P.O. Box 181, Chertsey, Surrey, KT16 0YL, UK.

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