

Subtropical Swimming Paradise

Entrances & Access – The changing rooms are level entry through double doors.

Vanity Area: Mirrors and hair drying facilities are provided at a standing height.

Changing Facilities – The following changing facilities are available:-

- Individual changing cabins with shelf seat. (These cabins are narrow)
- Family changing cabin with baby change facility.
- 2 x Adapted changing cabins accessible to guests in wheelchairs. These cubicles each have an adjustable changing bed.
- An accessible Changing Place is available, fitted with shower seat, WC, integral shower and changing bed with height adjustable washbasin and tracked hoist.

Hoist – A portable hoist and transit chair, suitable for entry into water is available on request. The hoist enables guest to transfer from wheelchair to the transit chair this hoist cannot lower a person directly into the water. Due to space constraints this can only be used on pool side or an open area within the changing room.

Staff are trained in the operation of the hoist. Staff are not trained to assist carers in moving guests with disabilities that do not allow them to use the transfer chair without assistance.

Toilets – Accessible toilets are available in the main entrance to the pool and in the Venture Cove area of the Subtropical Swimming Paradise.

Showers – There is a communal shower area without seating and a Changing Places facility with wheelchair accessible

shower, a fold down shower seat and an adjustable bed that can be used with the shower head/hose.

Lockers

The lockers are at various heights. They are large enough to allow the storage of small prosthetic items. Larger items can be stored at the Information Desk if required

Access to Pool Area from changing rooms – Access to the pool area from the changing rooms is via a ramped foot bath. Guests using a wheelchair are able to enter the pool area via the footbath or a door to the right of the footbath (use of the access door is recommended for electrically operated wheelchairs and mobility scooters).

Access within the main pool area – There is level access to Venture Cove (children's area), the main wave pool (via a ramp at one end of the 'beach' area) and to a substantial amount of the seating area. There are steps to all other areas, rope handrails are throughout the pool with contrasting tiles to show step edging.

Information Desk – This counter has a lower section and all pool staff are willing to assist in any way possible.

Plaster casts and Prostheses

Plaster casts are not permitted on flumes, slides Tropical Cyclone or Wild Water Rapids.

Due to the uncontrollable nature of the Wild Water Rapids and the potential for collision with other riders, guests using prostheses may ride the Rapids individually. Please speak to a member of the lifeguarding team who will arrange this for you.

Venture Cove (children's area)

The "Venture Bay" (toddlers water play area) within this facility is accessible level entry, there are steps up to the slides within this pool.

The “Venture Harbour” play structure is accessed via two sets of steps; the flumes and slides are accessed via steps. There are bubble and fountain features within the ground level wet deck area of the play structure which are accessible to guests in wheelchairs.

Lazy River

The Lazy River is accessed via the main pool area. Guests must be competent swimmers due to strong currents throughout. Although this ride is less challenging than the rapids, a degree of mobility is still required. Pool aids such as pool noodles and inflatable rings are permitted in the Lazy River.

Wild Water Rapids

Guests must be able to brace with all parts of the body and must be competent swimmers. This is an extremely challenging ride. Due to the challenging and unpredictable nature of this ride, there is potential for collisions with walls or other riders making it unsuitable for any person without the ability to anticipate collisions. Visually impaired riders are recommended to familiarise themselves with the layout of the ride before use. Note this is a multi-person ride.

Flumes and slides

These facilities are accessed by steps and require some lower body bracing.

Starbucks

Starbucks is a seated coffee shop and take away, located inside the Subtropical Swimming Paradise. Wheelchairs have access to all areas.

Although this counter has no lower section staff are willing to assist in any way possible.

Hot Whirlpools

These are accessed by steps. Signage at hot whirlpools denotes other recommended health restrictions on use. The Lagoon Pool has level access and provides a similar temperature and bubble experience to the hot whirlpools.

Tropical Cyclone raft ride

This is an extremely challenging ride. Guests must be able to brace with all parts of the body, be able to sit upright, with their legs straight in front of them. Users must be able to hold onto both handles of the rafts at all times during the ride.

There are several flights of steps to access to the ride. The ride requires guests to be able to step into the launch pool at the top of the ride which is considerably higher than a normal stair step height. To exit the ride guests are required to dismount the raft in mid-thigh height water, with a current and climb three steps to ground height.

Cabanas

An accessible cabana is available to book, providing you with level access.