

Subtropical Swimming Paradise (STSP)

Entrances & Access

Main entrance doors to STSP are fully automatic and the entrance to the changing rooms is accessible.

Vanity Area: Mirrors and hair drying facilities are provided at heights suitable for guests seated in wheelchairs to use.

Changing Facilities – The following changing facilities are available:-

- Single sex communal changing facilities. (There is a 710 mm width restriction within the female communal changing area.)
- Individual changing cabins with shelf seat. (These cabins are narrow)
- Family changing cabin with baby change facility.
- Adapted changing cabin accessible to guests in wheelchairs.
- For guests needing to lie down during changing if the facility above is occupied, a first aid room will be made available where possible– please contact staff to access.

Hoist – A hoist is situated in the largest adapted changing cubicle and first aid rooms for changing purposes.

It is not available for use on pool side for entry into the wave pool however there is ramped access.

Staff are not trained to assist in transfers.

Transit Chairs - A transit chair suitable for entry into water is available on request. Please ask a member of staff if you should require this.

Toilets

Accessible toilets are available in the main entrance to the pool shower area and by the lane pool.

Showers

There is a communal shower area. Guests must be able to stand to use these showers. There is also a shower / toilet cubicle adapted for use by guests in wheelchairs.

Access to Pool Area from Changing Rooms

Access to the pool area from the changing rooms is via a ramped foot spray. Guests using a wheelchair and not wanting to go through the spray are able to enter the pool area using a door to the left of the communal showers.

Access within the main pool area

There is easy access to the baby pool area, the Pirates cove, 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, colour contrast handrails & nosings have been fitted throughout.

There is a ramp from the 'beach area' to the Lagoon Bar and Activity Pool area.

Information Desk

The desk has a lowered section for accessibility and the staff will be happy to provide additional assistance.

Baby Pool

There is a small step into this pool.

Pirates Cove

There are two small pools within this facility one with two steps and the other with ramped access

Grand Cascade Ride

Riders must be able to brace with lower body and be able to sit upright. There are five flights of steps to the entrance to the ride. These have been designed to current access standards. Due to the mobility restrictions imposed for rider safety, there is no wheelchair access to the top of this facility.

One of the two routes from the ride splash down to the base of the entry tower to the ride has access restrictions. The most accessible route is signposted.

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. This ride is unsuitable for blind or partially sighted guests, even with sighted assistance.

Flumes

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

Canopy Bar

Although this counter has no lower section, staff will assist in any reasonable way.

Activity Pool

This is fully accessible. A moveable floor allows guests in wheelchairs to be wheeled into the pool and the water depth increased.

Hot Whirl Pools

These are accessed by steps.

Signage at hot whirl pools denotes other recommended health restrictions on use.

Plaster casts and Prosthesis

Plaster casts are not permitted on flumes, slides, Wild Water Rapids or Grand Cascade.

Prosthesis are not permitted on the Wild Water Rapids.

STSP ACTIVITIES

Please ensure that you highlight any disability that is likely to affect your ability to participate in your chosen activity at the time of booking to allow us to make appropriate arrangements for any individual requirements where this is reasonably possible and to brief lifeguards/instructors on duty

ACTIVITY	NOTES/RESTRICTIONS
<p>BABY DOLPHINS Age: Under 3 years. Fun session. Supervision of one parent to one child is required. Duration 30 Minutes</p>	<p>◆ Activity is suitable for all guests as this is a parent accompanied activity.</p>
<p>Swim Pups Age: 3mths to 4 years Structured Session Supervision of one parent to child is required. Duration 45 mins.</p>	<p>◆ Activity is suitable for guests with additional needs.</p>
<p>Hydro Bikes Age: 16 years plus Duration 45 mins</p>	<p>◆ Activity is suitable for the majority of guests with additional needs, however, full use of arms and legs is required, and the ability to follow instruction.</p>

ACTIVITY	NOTES/RESTRICTIONS
<p>SNORKELLING Age: 8 years and over. Learn skills that allow you to fully explore and experience the underwater world. Fun session. Duration 1 hour.</p>	<ul style="list-style-type: none"> ◆ Participants must be competent swimmers and able to follow instruction. ◆ A medical questionnaire must be completed for all participants. If you have medical conditions that may preclude participation, please consult your doctor prior to arrival and bring with you written evidence of your fitness to participate, signed by your doctor.
<p>Mini Jets Age: Under 8 yrs. Structured session. Supervision of one parent to child is required. Duration 10 mins.</p>	<ul style="list-style-type: none"> ◆ Activity is suitable for the majority of guests with additional needs, however, full use of arms is required and the ability to sit on the jet unaided.
<p>AQUA JETS Age: 8 years + Duration 30 minutes</p>	<ul style="list-style-type: none"> ◆ Activity is suitable for the majority of guests with additional needs, however, full use of arms is required, and the ability to follow instruction. A medical questionnaire must be completed for all participants. If you have medical conditions that may preclude participation, please consult your doctor prior to arrival and bring with you written evidence of your fitness to participate, signed by your doctor.

ACTIVITY	NOTES/RESTRICTIONS
<p>MERMAIDS AND SHARKS Age: 6-12 Duration 45 mins</p>	<p>Activity is only suitable for guests with a full range of movement including arms and legs and the ability to follow instructions A medical questionnaire must be completed for all participants. If you have medical conditions that may preclude participation, please consult your doctor prior to arrival and bring with you written evidence of your fitness to participate, signed by your doctor.</p>

Please note:

The Sub Tropical Swimming Paradise staff are pleased to discuss individual requirements / sessions.

Additional / group sessions may be able to be arranged with prior notice and through discussion with appropriate pool staff / instructors.

Starbucks STSP

Ramp access up to seated area with room for a wheelchair to maneuver.

Although this counter has no lower section staff will assist in any reasonable way.

Policy for Guide Dogs in the Subtropical Swimming Paradise and Aqua Sana

Animals, even guide dogs are not allowed into a swimming pool or spa area on the grounds of hygiene as the Pool/Spa Manager also has responsibility to other users under the Health and Safety at Work Act and the Control of Substances Hazardous to Health Regulations to prevent exposure of any person to risks to their health and safety. This includes exposure to harmful micro-organisms which could be introduced by the dog to the pool environment.

Further, the Guide Dogs for The Blind Association confirm that it is inappropriate to provide access to the pool for assistance dogs due to the following issues relating to their welfare:

- The pool and spa are a hot, humid environment, in which the dog in their fur coat may suffer
- The chlorinated water likely to be underfoot is unsuitable for the dog to walk through
- The pool area is at times very busy and loud, which may cause the dog confusion and distress
- The person using the assistance dog may wish to enter the water, leaving the dog in an unfamiliar and, as described above, unsuitable environment

To overcome this barrier to access for a disabled person a reasonable adjustment should be made so that the disabled person is able to enter the Subtropical Swimming Paradise or Aqua Sana without their dog and without substantial disadvantage.

After discussions with The Guide Dogs for the Blind Association, a reasonable adjustment would be for staff to care for the dog in an adjacent office and to liaise with the assistance dog user to establish what assistance needs to be provided to allow them to use the facilities in the pool, for example the provision of a member of staff during the course of their visit to allow them to access the areas of the pool they wish to use. In many cases the assistance may be provided by the friends /family of the visually impaired person who would be with them during their pool visit and so help by staff may not be needed.

Procedure for Guest Access to the Subtropical Swimming Paradise or Aqua Sana where the Guest Normally uses an Assistance Dog

On notification of a guest requiring access to the Subtropical Swimming Paradise or Aqua Sana they will be contacted by the pool duty manager to assess their requirements. Arrangements will be made for staff to care for the guide dog in the pool manager's office or Ground Services compound or other suitable location. Facilities will be agreed with the assistance dog owner/user, but will normally be a fairly quiet area with water provided, where the dog can rest with little disturbance.

The assistance dog owner/user will then be given any reasonable assistance in and around the Subtropical Swimming Paradise or Aqua Sana as required although this is often given by the friends / family. The assistance dog owner/user will be asked to inform the pool desk when they are leaving so they can be reunited with the assistance dog at the pool entrance or other location if they so choose.

Arrangements will be made during the time that the assistance dog is in Center Parcs care to ensure its evacuation in the event of a Fire Alarm or other emergency evacuation.