

Subtropical Swimming Paradise

Entrances and access

The main entrance consists of two sets of Automatic doors

Vanity area

Mirrors, hair drying and hair straightening facilities are provided at heights suitable for guests seated in wheelchairs to use.

Changing facilities

The following changing facilities are available:

- Individual changing cabins (single) with shelf seat (these cabins are narrow).
- Family changing cabin with baby change facility and bench seat (large cubicles).
- Four Adapted changing cabins accessible to guests in wheelchairs. These do not contain a changing bed.
- For guests needing to lie down during changing, an adapted changing room is available please contact a member of staff to access this room.

In the adapted changing room there is a fixed hoist to transfer guests from their wheelchairs to a wet wheelchair or to use any of the facilities in the adapted changing room. These include a bed, shower facilities and a W.C. Staff are not trained to assist carers in moving guests with disabilities.

Accessible toilets are available within the changing rooms.

Showers

There is a communal shower area. Guests must be able to stand to use these showers. In addition there is one shower and toilet cubicle adapted for use by guests in wheelchairs.

Lockers

Large lockers, at various heights to accommodate use by wheelchair users are situated close to the disabled changing cubicles. The lockers are large enough to allow the storage of small

prosthetic items. Larger items can be stored at the Pool Control Desk if required.

Access to pool area from changing rooms

Fully accessible from the changing rooms. None swimming guests using a wheelchair can transfer to a “wet wheelchair” and enter poolside as normal or via an external door located at the bottom of the children’s pool area. Guests requiring access to the poolside that do not need the use of a wheelchair are to enter the poolside as normal having first removed their footwear. Guests who are unable to remove their footwear are to contact a member of staff who will equip them with some shoe covers and bring them on to poolside via the staff entrance located at the entrance to the changing rooms.

Access within the main pool area

The main leisure pool is of a free form nature interlinking the wave pool, rapids and cavern. All levels of the pool can be accessed via a ramp which links all areas of the pool.

The Outdoor pool, Canyon ride, Flumes, and Spas are accessed via steps.

All seating areas are accessible.

Information Desk

Although this counter has no lower section staff will be willing to provide reasonable assistance as necessary.

Induction Loop

An induction loop is available from the Information Desk. Please take care of this equipment in the wet environment.

Kids Pool

Lower section fully accessible. Upper section accessed via two steps.

Canyon Ride

Riders must be able to brace with lower body and be able to sit upright unaided. There are two flights of steps to the entrance of the ride. These have been designed for use by ambulant guests with disabilities. Due to the mobility restrictions imposed for rider safety, there is no wheelchair access to this facility. This is an extremely challenging ride.

Multi-Slides

Guests must be competent swimmers and require some lower body bracing. These are accessed via one flight of steps

Flumes

Accessed via flights of stairs. Some lower body bracing is required.

Canopy Bar

Lowered counters are present

Activity Pool

Accessed via steps and ladders.

Spa Pools

These are accessed via steps. Signage at hot whirl pools denotes other health restrictions on use.

Plaster casts and Prosthesis

Plaster casts are not permitted on flumes, slides, Wild Water Rapids or Canyon Ride.

Prostheses are not permitted on the Wild Water Rapids.

Subtropical Swimming Paradise 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.

Activities and restrictions:

Baby dolphins

- Age: under 3 years.
- Fun session. Supervision of one parent to one child is required.
- Duration 30 minutes (free activity)
- Activity is suitable for guests with additional needs.

Snorkelling

- Learn skills that allow you to fully explore and experience the underwater world. Duration 1 hour. Participants must be competent swimmers and able to follow instruction.
- Extended pre-session briefing session can be arranged.
- 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.

Please note: The Subtropical Swimming Paradise staff are pleased to discuss individual requirements or sessions. Please contact the Guest Care line (or a member of Pool staff whilst on village) should you require further information.

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