

Subtropical Swimming Paradise (STSP)

Entrances & Access – Main entrance doors to STSP are fully automatic and the entrance to the changing rooms is level.

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

Changing Facilities – includes a Changing Place. The following changing facilities are available:

- Individual changing cubicles with shelf seat. (These cabins are narrow)
- Family changing cubicle with some baby change facility.
- 4 Adapted changing cubicles accessible to guests in wheelchairs.
- An Accessible changing room is available, fitted with shower seat, WC, integral shower and changing bed with height adjustable washbasin and hoist. Please note, slings are not provided, please make arrangements to bring these with you if required.

A portable transit chair suitable for entry into water is available on request. This can be used with the hoist in the Changing Place.

Toilets – Accessible toilets are available in the main entrance to the building, at the entrance to the pool area and inside the pool area by the toddler's 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 inside the Changing Place.

Transfer Chair



The Easy Roller chair is available to transfer guests to the wave pool.

Cabanas – Access to the pool area from the changing rooms is via a sloped floor. Please note that the exclusive cabanas have steps.

Lockers: There are lockers at various heights to accommodate wheelchair users and others. Lockers are large enough to allow the storage of small prosthetic items. Larger items can be stored at the Pool Information Desk if required.

Access to Pool Area from Changing Rooms – Access to the pool area from the changing rooms is via a level, sloped floor suitable for wheelchair users.

Access within the main pool area – There is a ramped access route to all pools, the pool information desk and to a substantial amount of the seating area.

Information Desk

The desk has a lowered section for accessibility and Center Parc colleagues will be happy to provide additional assistance.

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

Venture Bay This pool is accessible with level access into the water, however there are steps to the slides.

Tunnel Twister and Typhoon Rides and Tropical Cyclone Riders must be able to brace with lower body and be able to sit upright to use any of the rides. The Tropical Cyclone is an extremely challenging ride, users must be able to hold onto the handles of the tubes at all times during the ride. There are a number of flights of steps to the entrance to the rides. 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 or to the landing areas of the raft rides. These are challenging rides.

Body Slide(s) These facilities may be inaccessible to guests in wheelchairs and they require some lower body bracing in a lying position, depending. Full use of arms is also required to enjoy the ride(s) safely.

Venture Harbour There is level access to the area which consists of climbing, play and water features. However this is a play structure over a number of levels and the area is not fully accessible for wheelchair users.

Wild Water Rapids There is ramped access into the indoor/outdoor pool at the start of the rapids. However guests must be able to brace with all parts of the body and must be competent swimmers to access and use the actual rapids. 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 and is not recommended for pregnant guests. Exit from the rapids is via 12 steps.

Lazy River There is ramped access to the Lazy River. 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, particularly if inflatable rings are to be climbed into, although these are not absolutely necessary to use the river.

Main Wave Pool The main wave pool has ramped access across the beach area. Please note the strong currents when the waves are in operation. An audible "Tarzan" alarm and flashing light occurs prior to the waves commencing. Waves operate for 5 minutes at quarter to and quarter past the hour.

Canopy Bar The area is fully accessible. Colleagues will assist in any reasonable way, such as assistance to carry tray to your seat location.

Plaster Casts and Prosthesis

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

Prosthesis are not permitted on the Wild Water Rapids.

Snorkels and masks

There is risk that snorkels and masks, including those worn to protect eyes/nose due to a health condition, can cause injury when there is movement in water that cannot be easily controlled by the wearer. Such movement can cause impact with other guests, or with hard surfaces. Injury can be caused to the wearer or to others in the vicinity where collision cannot be avoided. This risk is greatest in waves, significant currents and during activities involving descending slides with other people.

Because of this, snorkels and masks are allowed only in pools when waves are not in operation or you are not on an activity. Due to the nature of the waterflow in the Lazy Rivers or Wild Water Rapids snorkels and masks are not permitted. No masks with glass are permitted anywhere in the pool area.

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 Center Parcs colleagues 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 Center Parcs colleague 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 Center Parcs colleagues 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 Center Parcs colleague(s) 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.