

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:-

- 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.
- For guests needing to lie down during changing a hydraulic couch can be found within one of the adapted changing cubicles. If this facility and the accessible changing room are occupied, the first aid room will be made available where possible– please contact staff to access.

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

Toilets – Accessible toilet is 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 accessible changing room.

Lockers: There are lockers at various heights to accommodate wheelchair users and others. ~~Some~~ 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 the staff 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/Typhoon/Tornado Rides Riders must be able to brace with lower body and be able to sit upright to use any of the rides. On the raft rides 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. The ride is unsuitable for blind or minimally sighted guests. There is no wheelchair access at the exit of the rapids.

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.

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. Staff will assist in any reasonable way, such as assistance to carry tray to your seat location.

Guide Dogs Following recommendations from the Guide Dogs for the Blind we cannot allow guide dogs into the swimming pool / changing areas. Please contact the pool management or Guest Services should you require your guide dog to assist you to the pool and they will make arrangements for your dog to be cared for either in the pool managers office, although the atmosphere may be a little warm for the dog in this room or other suitable location.

The assistance dog owner/user will then be given any reasonable assistance in and around the STSP as required. The assistance dog user/owner 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.

Plaster casts are not permitted on flumes, slides, Wild Water Rapids, Twister, Typhoon and Tornado.

Prosthesis are not permitted on the Wild Water Rapids. A dynamic risk assessment by a Supervisor or Manager will be required to ride Twister, Typhoon and Tornado.