

Subtropical Swimming Paradise

Entrances and access

The changing rooms are fully accessible.

Vanity area

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

Changing facilities

The following changing facilities are available:-

- Single sex communal changing facilities. There is a 710 mm pinch point width restriction within the female and male communal changing area which may restrict wheelchair access.
- 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.

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. Guests must be able to stand to use these showers. In addition there is a shower cubicle adapted for use by guests in wheelchairs; we also have private shower cubicles within the main changing room.

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 The 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, colour contrast handrails & nosings have been fitted throughout.

There is a ramp from the 'beach area' to the Canopy Bar for guests wishing to take refreshments whilst in the pool area.

Information desk

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

Induction Loop

There is a fixed induction loop at the Information Desk.

Plaster casts and Prosthesis

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

Prosthesis are not permitted on the Wild Water Rapids.

Venture Cove (children's area)

The "Venture Bay" (toddlers water play area) within this facility is accessible via a ramp; there is however 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 and would require assistance to be used by a less able person. This feature is unsuitable for blind or partially sighted guests, even with sighted assistance.

There are some bubble and fountain features within the ground level wet deck area of the play structure which are accessible to guests in wheelchairs.

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 inaccessible to guests in wheelchairs and require some lower body bracing.

Canopy Café and Bar

Canopy Café and Bar is a seated fast food restaurant 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.

Menus are available above the serving counters and leaflets are available. Staff will be happy to assist with any enquiries.

Hot whirlpools

These are inaccessible to guests in wheelchairs due to steps. Signage at hot whirl pools denotes other recommended health restrictions on use.

The Lagoon Pool is accessible and provides a similar temperature and bubble experience to the hot whirl pools.

Tropical Cyclone (4-person tube ride)

Guests must be able to brace with all parts of the body and must be competent swimmers.

1. This is an extremely challenging ride.
2. Guests must be able to brace with all parts of the body and must be competent swimmers.
3. This ride is unsuitable for blind or partially sighted guests, even with sighted assistance.
4. This ride is unsuitable for anyone pregnant or who has heart, neck, joint or back conditions.

Due to the physical ability requirements to ride the cyclone, access to the ride is via several flights of stairs.

Cabanas (4-8 person occupancy)

The 8-person cabana is accessible via wheelchair. The remaining 3 cabanas are accessed via steps due to their location.