

Subtropical Swimming Paradise

Entrances & Access – Main entrance doors to Subtropical Swimming Paradise 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 Place is available, fitted with shower seat, WC, integral shower and changing bed with height adjustable washbasin and hoist.

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 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 with no seating. There is also a shower cubicle adapted for use by guests in wheelchairs inside the accessible Changing Place.

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 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.

Sun Terrace - is accessible via double doors operated by push button. The surface is level and provides a viewing area for Wild Water Rapids. The Sun Terrace is fully accessible for guests who wish to remain in their wheelchair, however, a lounge is available with a transfer height of 380 mm for those who wish to transfer.

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

Venture Harbour There is level access to the area which consists of climbing, play and water features. This is a play structure over a number of levels.

Twister/Typhoon/Tropical Cyclone 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 are challenging rides.

Hot Whirlpools There is stepped access into both Hot Whirlpools located next to the entrance to rapids. (Spa Whirlpool 34°C). An Oxford Dipper hoist is available on request to provide access to the hot whirlpools.

Wild Water Rapids There is stepped access into the outdoor pool at the start of the rapids. Guests must be able to brace with all parts of the body, be able to climb over the start barrier and must be competent swimmers to access and use the 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.

Lazy River The Lazy River is accessed via a swim up access point located in the Wave Pool. There is ramped access to the Wave Pool. 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. Pool aids such as pool noodles and inflatable rings are permitted in the Lazy 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 alarm and flashing light occur prior to the waves commencing. Waves operate for 5 minutes on the hour and half hour.

Canopy Bar The area is fully accessible. Staff will assist, 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 and Tornado.

Due to the uncontrollable nature of the Wild Water Rapids and the potential for collision with other riders, guests using prostheses may ride the Rapids individually. Please speak to a member of the lifeguarding team who will arrange this for you.

The Cabanas

An accessible cabana is available to book, providing you with level access.