

Subtropical Swimming Paradise

Main entrance doors to Subtropical Swimming Paradise are operated by a push pad.

Changing Facilities

The following changing facilities are available:-

- Individual changing cabins with shelf seat. (These cabins are very narrow)
- Family changing cabin with baby change facility.
- Two adapted changing cabins accessible to guests in wheelchairs.
- For guests needing to lie down to change, there is a shower bed provided in the adapted shower and toilet unit at the rear of the changing rooms.

Lockers

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

Hoist

A portable hoist and transit chair suitable for entry into water are available on request. Due to space constraints this can only be used in the first aid room for changing purposes but is available for use on pool side for entry into the wave pool. Whilst staff are trained to operate the hoist, they are not trained to assist carers in moving guests with disabilities

Toilets

An accessible toilet is available in the main entrance to the pool and another in the main toilet area.

Showers

There is a communal shower area with no seating. In addition, there is an adapted shower cubicle with a flip down shower chair and assistance alarm.

Haystack Dryer

This piece of equipment has a step of 200mm to access.

Access to pool area from Changing Rooms

Access to the pool area from the changing rooms is via a foot bath. Guests using a wheelchair are able to enter the pool area using a door to the right of the communal showers.

Access within the main pool area

There is level access to the main wave pool via a 3° ramp at the side of the pool deck and to a seating area with no steps. There is level access to Venture Bay and Venture Harbour toddlers and children areas. There is a long ramp with hand rail up to The Canopy Bar & Café, and access to the Water Piste slides, Flumes and outdoor Sprudel pool. The Sprudel pool is accessed by steps, both indoors and outdoors. There are steps to all other areas.

Information Desk

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

Wild Water Rapids

The Wild Water Rapids are accessed via the outdoor Sprudel Pool. Guests must be able to brace with all parts of the body and must be competent swimmers. 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. Visually impaired riders are

recommended to familiarise themselves with the layout of the ride before use. Note this is a multi-person ride.

Flumes

These facilities are accessed by steps and require some lower body bracing ability.

Venture Cove (children's area)

The "Venture Bay" (toddlers water play area) within this facility is accessible via a ramp; there are 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.

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

Tropical Cyclone and Typhoon raft rides

The Tropical Cyclone and Typhoon are high adrenaline water raft rides consisting of tight twists, turns and drops which require a high level of strength to hold on throughout the ride. These are extremely challenging rides.

Guests must be able to follow instruction, hold on to the raft handles with both hands be able to brace their body through the high energy parts of the ride.

Access to the Tropical Cyclone and Typhoon are via multiple staircases to the required level. Typhoon is at the first platform and is available for 1-2 riders. Tropical Cyclone is on the second platform and is available for 2-4 riders. Both rides require guests to be able to step into the launch pool at the top

of the ride which are considerably higher than a normal stair step height.

Plaster casts and Prosthesis

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

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

There is a level access Cabana situated on the upper level within The Canopy Restaurant. Please specify level access is required when booking this facility.

Canopy Bar

There is a low level counter at the bar and food and drink orders can be made at this point.

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

Hot Whirl Pools

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