

Subtropical Swimming Paradise

Entrances & Access

Main entrance doors to Subtropical Swimming Paradise 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 cabins with shelf seat.
- Family changing cabin with baby change facility.
- Adapted changing cabins accessible to guests in wheelchairs.
- Changing Places facility is available in the changing rooms fitted with shower seat, WC, integral shower and changing bed with height adjustable washbasin and tracked hoist – please ask a member of staff to direct you.

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.

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.

Transit Chairs – A transit chair suitable for entry into water is available on request. Please ask a member of staff if you should require this.

Toilets

Accessible toilets are available in the main entrance to the pool shower area, and Venture Cove.

Showers

There is a communal shower area without seating.

Lockers

The lockers are at various heights. They are large enough to allow the storage of small prosthetic items. Larger items can be stored at the Information Desk if required

Access to Pool Area from Changing Rooms

Access to the pool area from the changing rooms is through the shower cave. Guests using a wheelchair will be able to access Through the Changing Places room, or a dry access corridor next to the shower cave.

Information Desk

The desk has a lowered section for accessibility and the staff will be happy to provide additional assistance.

Venture Harbour and Venture Bay

This area is accessible with level access into the water and steps to the slides. This is a play structure over a number of levels.

Grand Cascade Ride and Tropical Cyclone

There are several flights of steps to access to the ride. The ride requires guests to be able to step into the launch pool at the top of the ride which is considerably higher than a normal stair step height. Riders must be able to brace with lower body and be able to sit upright. Users must be able to hold onto the handles of the rafts at all times during the ride. These are challenging rides.

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. You must be able to anticipate the features of the ride and the presence of other users. Visually impaired riders are

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

Flumes and slides

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

Hot Whirl Pools

These are accessed by steps.

Signage at hot whirl pools denotes other recommended health restrictions on use.

Plaster casts and Prostheses

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

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.

Haystack Dryer

This dryer is accessible for all.

Cabanas

There is level access to the cabanas from ramp access

Canopy Bar

Canopy 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 will assist.

Menus are available above the serving counters.

Starbucks within Subtropical Swimming Paradise

Ramp access up to seated area with room for a wheelchair to manoeuvre.