

Alpamare Waterpark Accessibility Statement

Introduction

Alpamare Waterpark is proud to be an accessible venue for people with varying access requirements. We welcome less physically able members of the public and, whilst by its nature using a water park is a risky activity, we work hard to make our facilities available to the widest possible audience in a safe and fun manner.

If you have reduced mobility or other accessibility requirements, please call our centre prior to booking and ask to speak to the Duty Manager.

A carer may accompany full paying guests with disabilities in the capacity of spectator. Proof of disability may be requested so that we can assess how we could accommodate your needs. Please refer to the Disabled Entry Policy on our website for full details.

Facilities

Alpamare Waterpark has several facilities and services available to accommodate less physically able users:

- Accessible toilets throughout
- Lowered reception desk
- Wide obstacle free gangways
- Accessible changing facilities
- Dedicated lower level lockers

Alpamare Waterpark benefits from good access by road and a large pay and display carpark. Access from the carpark to the waterpark is step free. The waterpark facilities and cafe are on ground level however access to the slides is via five flights of stairs.

Changing Rooms

For guests with reduced mobility we have a wet room with built in shower and shower seat, pull cord alarm, and accessible toilet. The lights are activated by a sensor. Four large family size changing cubicles are also available for use.

There are a number of accessible lockers outside the wet room specifically for use by guests requiring lowered lockers. Wheelchairs can be stored below the lowered lockers. Wheelchair users will find that floors from changing rooms to the poolside are step free.

The Pools

The following is an overview of the entry and exit options for our pools:

- Wave pool: one step up and three steps down. This pool does not currently benefit from a hoist.
- Garden pool: several steps and then down into the pool. This pool does not currently benefit from a hoist.

- Infinity pool: steps down into pool from level decked area. This pool does not currently benefit from a hoist.

The Café

The café is accessible without steps and has level access throughout. At busy times our team may be able to bring food and drink to you.

The Childrens Play Area

This area is a wet area with water jets and cannons, slides and tipping buckets. It can be enjoyed without steps but care should be taken due to the risk of slipping.

The Slides

There are four large slides which are all accessed by several flights of stairs. The Olympic Run and Snowstorm rides also require guests to carry inflatable rafts up the top level of the tower. There is no lift in the tower