



# **Accessibility Statement**

## **Alpamare Waterpark, Scarborough**

This access statement aims to accurately describe the facilities and services that we offer to our guests and visitors.

### **Introduction**

Alpamare Waterpark is one of the UK's largest Waterpark with a 35m indoor wavepool, an outdoor garden pool and an outdoor infinity iodine pool. Alpamare Scarborough has four slides, two of which are multiple rider slides, and an indoor childrens play area with slides, jets, tipping buckets and water cannons.

The temperature inside Alpamare is 32C; with the wave pool heated to 30C and the outdoor pools both heated to 35C so there is something to suit everyone, whether it's the thrill of the world class slides, the Snowstorm and Olympic Run, Cresta Run or Black Run or whether it's relaxation time in the infinity pool our Wave Pool. Alpamare Waterpark is proud to be an accessible venue.

Inside the waterpark we sell swimwear and other essentials and there is an Alpine themed self service restaurant serving delicious hot dishes and an excellent selection of cold plates and salads. All of these facilities are on the ground floor with step free access.

### **Facilities**

Alpamare Waterpark has several facilities and services available:

- Accessible toilets throughout
- Lowered reception desk
- Wide obstacle free gangways
- Two fully accessible pool within the waterpark
- Pool accessible wheelchair

- Accessible changing facilities
- Dedicated lower level lockers
- Fully equipped First Aid
- Specially designed floatation devices called woggles

Alpamare Waterpark is situated on the north side of Scarborough with good access by road and a large pay and display carpark. Access from the carpark to the waterpark is flat. The waterpark facilities and restaurant are on ground level however access to the slides is via five flights of stairs.

### **Information prior to arrival**

The most up to date information regarding the Alpamare Waterpark is available from the [website](#).

### **Arrival and Reception**

- Main entrance level from outside access.
- Accessible, low level payment desk.
- Accessible toilets in the reception area; this WC is unisex and has level access from the reception and has red cord alarm situated inside.
- Reception is located on the ground floor which is level throughout and step free.
- A carer may accompany full paying guests with disabilities without charge. Proof of disability may be required: Blue Badge, letter from DLA; however we can also discuss individual circumstances if proof falls outside of these items. Please contact us prior to your arrival or speak to the Duty Manager.

### **Changing Rooms**

- 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 access lockers.
- Wheelchairs can be stored below the lowered lockers.
- Level floors from changing rooms onto poolside.

**Inside the waterpark: <http://www.alpamare.co.uk/experience/>**

#### Entering the pools:

- Wave pool: one step up and three steps down. A hoist and transfer to wheelchair access into the pool is available for use.
- Garden pool: several steps and then down into the pool. A hoist is available for use, from inside the building.
- Infinity pool: steps into pool from level decked area. This is an outdoor pool.

#### Restaurant:

The restaurant is part of the free flow area of the facility, there is level access throughout.

#### Childrens Play Area

This area is a wet area with water jets and cannons, slides and tipping buckets.

#### 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.