



Sandcastle Waterpark

FAQs for Guests with Disabilities

These FAQs have been set as an outline for guests with disabilities and are not exhaustive. Due to the nature of slides in general and the water element, we must deal with each situation individually and ask that you contact our Safety Hotline on 01253 340721 prior to your arrival or contact a member of staff when you arrive to discuss your requirements. We also ask that you refer to our Safety Guidelines for Guests with Disabilities and our Safety Leaflet which stipulates general safety for the waterpark.

Q Do you have any special policy statement regarding guests with disabilities?

A Sandcastle Waterpark has and will continue to, take all reasonable measures to make its building accessible to all. Sandcastle Waterpark aims to maintain its policy to offer all of its visitors a unique and safe experience. Due to the nature of slides in general and the water element individual situations must be assessed.

Q What facilities are there for guests with disabilities?

A Sandcastle Waterpark is a fully accessible venue with ramps, wide gangways, lifts, induction loops, pool accessible wheelchairs, showerchairs, disabled toilets and changing rooms. Access to some of the slides and attractions in the pool area have certain restrictions which can be found in more detail later on.

Q Is there any safety information we should know?

A Yes, a Safety Guide for Guests with Disabilities is available with extra information for safety aspects of each of the slides and attractions in the waterpark, this is available at guest services or on-line(link). This is in addition to the general safety information (including age, height and weight restrictions), which are applicable to all guests. The restrictions are detailed on information boards at the entrance to the slides, and it is the responsibility of all guests to check these before deciding to slide.

Q What are the restrictions for guests with disabilities on the slides?

A Sandcastle Waterpark has a Safety Guide for Guests with Disabilities which can be located on-line (link) and at Guest Services upon arrival. However these guidelines have been set as an outline for the overall safety of guests with disabilities and are not exhaustive. Due to the nature of slides in general and the water element, we must deal with each situation individually and ask that you contact our Safety Hotline on 01253 340721 prior to your arrival or contact a Waterpark Supervisor/Manager or Guest Service Ambassador when you arrive to discuss your requirements.

Q How do I purchase admission?

A You will need to provide proof of disability to purchase discounted admission for yourself and one carer, where appropriate. You may purchase your admission and wristbands on the day or if you purchase over the internet you will be entitled to a further 10% discount, however, you must bring your identification with you on the day. Please be advised that the purchase of Hyperzone wristbands is subject to certain restrictions (link), we advise that you read these restrictions prior to purchasing. If you have any queries please contact our safety hotline on 01253 340721 where our team will be happy to discuss individual requirements.

Q What can I bring as proof of disability?

A You can bring any of the following as proof of disability in order to purchase your discounted admission: Disability Living Allowance record book, Attendance Allowance book, Invalidity Benefit book, Visual Impairment registration card (BD8) or Blue/orange parking permit.

Q Can we come in a group?

A Yes, of course. But we ask, where possible, large groups of guests with disabilities to contact Guest Services **01253 340700** prior to their visit. We can give you advice on safety, slide and attractions access, fast-track admission and the necessary documentation required to gain special discounts.

Q Do I/we need to report anywhere when we arrive?

A Yes, you should go to Guest Services. You'll find it on the right-hand side in the mall area when you arrive. Simply by-pass the queue and enter the shop and inform a member of our Guest Services team of your arrival. We can advise you on slide access and restrictions, and offer further advice on facilities for guests with disabilities.

An induction loop is fitted for our guests using hearing aids.

Q Where do I park?

A When travelling by car please use the car park located adjacent to the South of Sandcastle Waterpark, there are a number of disabled bays located at the North of the car park. The car park is provided with dropped kerbs and is ramped up to our forecourt area.

Q Are there any special changing facilities for the disabled?

A Yes, there are special changing facilities for disabled guests and you can contact guest services if you require assistance help.

Q Do you cater for people with food allergies or special dietary requirements?

A Yes. Please inform us when you book so we can make sure we can provide for your needs.

Q Can I bring a guide dog?

A Guide dogs are welcome in Sandcastle Waterpark, however for safety reasons, dogs will not be able to accompany guests into the waterpark area or unfortunately onto the slides!! If required arrangements can be made for your guide dog to be looked after whilst you enjoy the waterpark's facilities.

Q Which toilets are equipped for disabled persons?

A There are toilets with full disabled access located in the mall area, changing rooms and poolside.

Q Does Sandcastle Waterpark have a First Aid room?

A Yes. Located next to the Swimshack on the poolside. We are able to cater for a number of special needs; including storage of medical equipment , cold storage of medicines and a quiet treatment room for treatment of personal conditions.

Q Is there an age limit for carers/companions?

A For safety reasons, guests with disabilities who require physical assistance are required to have at least one carer over the age of 16 or over to accompany them onto the slides. If no physical assistance is required, the age limit is more flexible.

Q How do wheelchair users gain access to the water?

A Sandcastle Waterpark has a pool accessible wheelchair for use. Our staff will be available to assist wheelchair users to transfer to the pool accessible wheelchair. Please ask at Guest Services upon arrival.