



# The Sandcastle Waterpark Story



[www.sandcastle-waterpark.co.uk](http://www.sandcastle-waterpark.co.uk)

# Preparing for Your Visit.



# Sandcastle is a Waterpark.

This means it is a place where I can spend time in the water and on the rides and have fun.



When I visit Sandcastle there are  
lots of things to:

- See



- Hear



- Touch



- Taste



- Smell



## outside Sandcastle Waterpark



### I might see:

- Cars, buses, trams or horses with carriages driving past
- The sand and the sea behind the Sandcastle Waterpark building
- The big Sandcastle Waterpark building with tubes coming out of it.





## outside Sandcastle Waterpark

I might see:



- Seagulls flying around
- Lots of people walking along or going into Sandcastle Waterpark
- Horses and carriages moving along the road outside
- A fountain next to the entrance
- Cars in the car park



# outside Sandcastle Waterpark



## I might hear:

- Cars, buses, trams and horses going past on the road
- Seagulls making a noise
- The wind blowing
- People or children talking, shouting or laughing
- The water splashing down the fountain near the entrance



# outside Sandcastle Waterpark

I might touch:



- Concrete



- Glass



- Water



- Sand



- Bricks



- The wind, sun or rain



# outside Sandcastle Waterpark

## I might smell:



- Fumes from the cars and buses driving past
- Food cooking in the Waterfalls cafe



- The sand and the sea



# Inside the entrance to Sandcastle Waterpark



I might see:

- Lots of people, some wearing special Sandcastle Waterpark clothes
- Tables, chairs, plants, rocks and a waterfall
- T.V. screens showing pictures and videos
- Arcade machines
- Lots of signs with words and pictures on
- 'Bling' the Sandcastle Waterpark mascot



# Inside the entrance to Sandcastle Waterpark



## I might hear:

- People talking
- Music playing
- The water splashing in the fountain

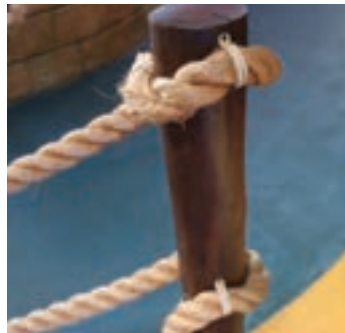


# Inside the entrance to Sandcastle Waterpark



## I might touch:

- Rock
- Wood
- Concrete
- Rope
- Other people brushing past me



# Inside the entrance to Sandcastle Waterpark

## I might smell:

- Food or drink from the Waterfalls café



## I might taste:

- Food or drink from the Waterfalls café



## Inside the entrance to Sandcastle Waterpark:

- I or the person with me buys a ticket from reception
- A lot of people like to visit Sandcastle Waterpark so sometimes there might be a queue and I might need to wait
- If I need anything or I am unable to queue, whoever is with me can make a member of staff aware of my needs



## Inside the entrance to Sandcastle Waterpark:

- I will be given a band to put on my wrist like this:



- If I don't want to wear it whoever is with me can wear it for me



- Before I go into the water I need to get changed into my swimsuit or swimming trunks
- There are changing rooms where I can do this



- Before I go in the pools and on the slides I need to have a shower



- This helps to keep the water in the Waterpark clean for everyone



# Inside Sandcastle Waterpark

I might see:



- Lots of water and waves in the pools and water splashing down large tubes



- Trees and plants
- People in and out of the water having fun
- Slides
- People sliding down the slides into the water



# Inside Sandcastle Waterpark

## I might hear:



- Music
- A man or lady talking on the loudspeakers
- People talking, shouting, shrieking or laughing
- Water splashing
- The Lifeguards blowing their whistles



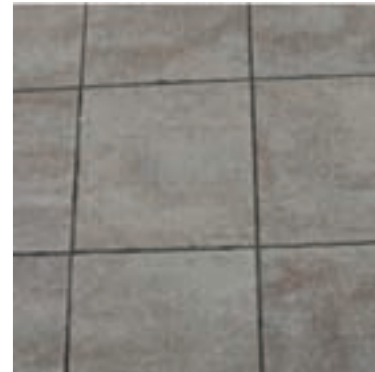
- The fire alarm, which sounds like a loud beep and red lights will also flash. If this happens, the person with me will tell me what to do

# Inside Sandcastle Waterpark

## I might touch:



- Tiles or water underneath my bare feet so I must walk and not run
- Water on my body and my head
- The band on my wrist if I am wearing one
- Goggles or ear defenders if I am wearing them
- People pushing past me or standing next to me
- My swimsuit or trunks against my skin

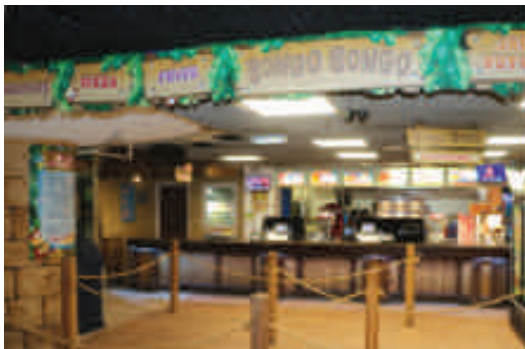


# Inside Sandcastle Waterpark

## I might taste:



- Some of the food available from one of the cafes. Also, I can look at the menus online before I arrive or I can choose what I want to eat when I get there



- I cannot normally bring my own food into Sandcastle Waterpark
- If there are only certain foods that I will eat, the person who is bringing me can contact the people at Sandcastle Waterpark before we arrive to let them know and then I can bring my own food into the Waterpark with me



# Inside Sandcastle Waterpark

I might smell:



- Food from one of the cafes
- Chlorine that keeps the water clean



# Inside Sandcastle Waterpark There are lots of things I can do

- I can paddle or swim in one of the pools



- I can go on the slides:
  - in any order I want to
  - lots of times if I want to
  - not at all if I don't want to



- Sometimes I might need special equipment on the rides like this:




- Sometimes there are lots of steps up to the rides and slides



- Sometimes lots of people might want to go on the rides and slides and I might have to wait

wait



- Inside Sandcastle Waterpark there are lots of things I can do – If I find queuing difficult I can by pass the bottom queue on Aztec Falls, Montazooma, Master Blaster and Sidewinder. The person who is with me can speak to a member of the Waterpark team or can look for the  symbol at the tube/mat collection point for each ride. This is where I will collect my riding tube or mat.



- Sometimes I might have to be a certain height to go on the rides. Whoever is with me will help me with this



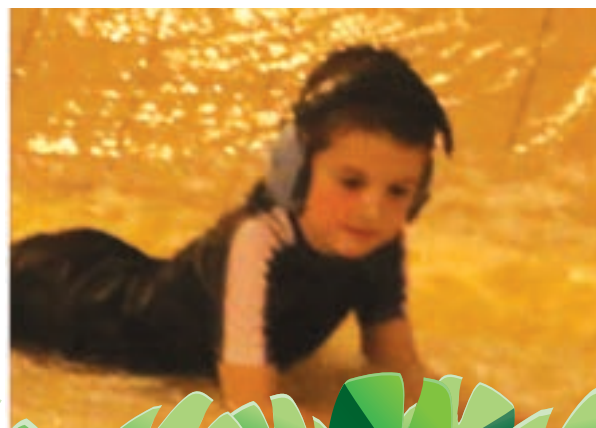
- I can get out of the water and use the toilet when I need to



- There are special people to help me at Sandcastle Waterpark called Water Ambassadors. They wear clothes that look like this:



- Sandcastle Waterpark can be noisy so I can wear ear defenders if I want to (except on Duelling Dragons and Montazooma waterslides)



- For the first hour when Sandcastle Waterpark opens this is the quiet hour when it won't be so noisy. If I need to be in a quiet place there is a quiet room where I can go. It looks like this:



- If I want to leave the Waterpark and come back later, I can have a picture put on my hand like this
- If I don't want one on my hand, the person who is with me can have it on their hand instead
- If I want to leave and I have only been in the Waterpark for a short time, I can come back for my next visit free if the person I am with speaks with the Duty Manager to let them know before we leave



# So, the steps I might go through when I visit Sandcastle Waterpark are:

- I arrive at Sandcastle Waterpark



- Inside, I or the person who is with me buys a ticket



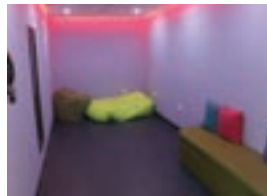
- I go to the changing rooms, have a shower and put on my swimming costume or trunks



- I go in the pools and on the slides if I want to



- I go in the Quiet Room if I need to



- I get out of the water and go to the toilet when I need to.



- I eat some food when I get hungry



- When I have finished in the Waterpark I go to the changing rooms, have a shower, get dry and put my clothes on



- It's time for me to leave

The most important  
thing about Sandcastle  
Waterpark is:



I can have fun!



A Sandcastle Waterpark and Access for All UK project.

