

FOR GUESTS WITH AUTISM and SPECIAL EDUCATIONAL/ ADDITIONAL NEEDS



- Download the Sandcastle Story to familiarise yourself with our Waterpark ahead of your visit.
- Watch our Sandcastle Waterpark familiarisation video – available on our website.
- We offer pre visit familiarisation “first time, first look” opportunities before you book.
- Admission queue assistance (Please speak to a team member on arrival and prior to queuing).
- Quiet hour – the first hour of each operational day (no music, no announcements and this is also the quietest part of the day in terms of the number of people in the Waterpark).
- Ride tube/mat queue assistance – We can assist with this, please see our Waterpark Supervisory Team once you are inside the Waterpark.
- Ear Defenders – guests are welcome to wear ear defenders in our Waterpark and on some waterslides (excludes Montazooma and Duelling Dragons).
- Quiet/Sensory Room – situated inside the Waterpark, this is a quieter space available for you to use when you visit.

PLAN AHEAD

A wide and varied range of planning tools, documents and videos are available on the Accessibility page of our website including audio, large print and subtitled options.

ACCESSIBILITY HOTLINE

If you have any specific requirements ahead of your visit that you would like to discuss with us, or you think we may be able to assist with, please call a member of our team on 01253 340721.

NEXT GENERATION TEXT ASSISTANCE

Please call 01253 340700

EMAIL US

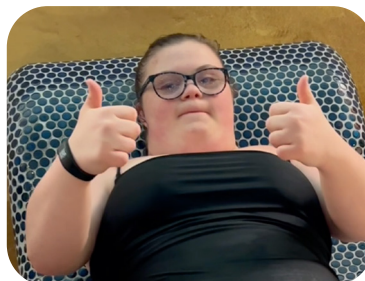
accessibility@sandcastle-waterpark.co.uk



BEACH WHEELCHAIR HIRE

www.sandcastle-waterpark/sandstormers

The team at Sandcastle Waterpark are committed to Guest Service Excellence and Inclusion For All.



Access Summary



A summary of our facilities and services for guests with Access requirements



sandcastle-waterpark.co.uk



Guests with Hearing Impairment

- Subtitled videos on our website to assist with planning.
- Subtitled videos in and around our Waterpark.
- Relay/Text Relay Assistance from our admin team – call 01253 340700.
- Flashing fire alarms.
- Hearing loops at Reception, in our Cafés and Shops.



Guests with Mobility Impairment

- Level Access from Reception to poolside Changing Rooms or Lift to Changing Village.
- Sloped access and wide walkways to pools with automatic doors throughout the building.
- Low counters at Reception and Waters Edge Café (inside the Waterpark).
- Changing Place Poolside Wet Room with H track hoist system, full size changing bed and shower, bathroom and adjustable sink.
- Three additional poolside wet rooms with shower, bathroom and poolside lockers.
- Water Accessible wheelchairs.
- Team member Assistance available on arrival.
- NEW "Sandstormers" – Our Beach Wheelchairs available to hire.



Guests with Visual Impairment

- Audio version of our Accessible Facilities available on our website.
- Audio versions for Admission Prices and Water Safety Information.
- Large Print menu's available to download on our website.
- Good visual contrast on our website.
- 3-D printed Information boards in Braille available in our Reception area.
- Assistance animal sitting service available (advance notice of visit preferred).
- Accessibility Hotline for assistance with visit planning 01253 340721.