

## **Aqua Sana**

### **Access for Carers**

If you require assistance to use the Experience Rooms, your Carer may enter at no cost. We will also give a guided tour of the Spa to all disabled guests on arrival if requested.

### **Spa Visitors Car Park**

For Spa Day Visitors the Car park is very close to the main entrance to Aqua Sana. This includes accessible parking.

### **Cycle Park**

A bike park is situated at the end of the pathway from the lake about 100 meters from the main entrance to Aqua Sana.

### **Toilets**

Accessible toilets are provided in the entrance to Vitalé Café.

An accessible toilet is also available in the entrance to the Forest Spa.

### **Changing Facilities**

A unisex, accessible changing area incorporating shower and separate accessible toilet is available through the changing facilities just before Vitalé Café.

For guests requiring assistance from a Carer of the opposite sex, please alert staff to this requirement at the time of booking or arrival at the Aqua Sana and staff will facilitate your access to the changing facilities, i.e. aid with traversing single sex changing rooms.

An accessible Changing Place, fully equipped with adapted WC, shower/change bed and hoist on a track is also available nearby within the Sports Plaza, located 150metres from the Aqua Sana, staff will show you the way should you require this facility.

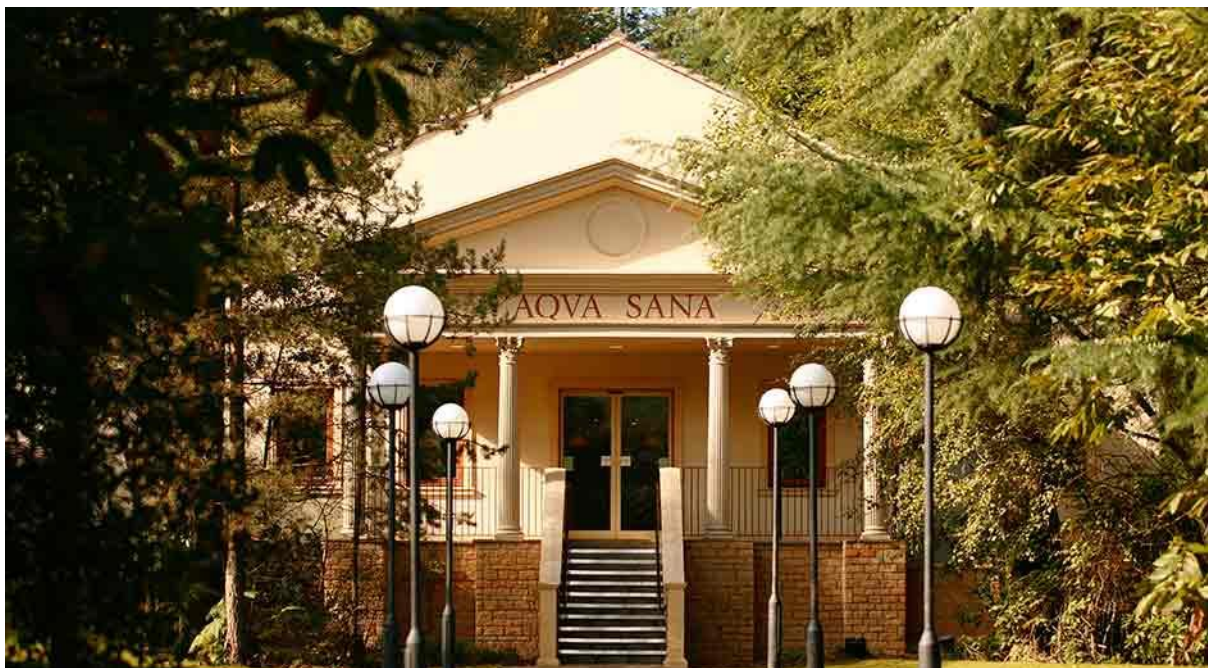
Changing facilities within the Aqua Sana have bench seats with a height of 450mm.

## **Cycle Park**

A bike park is situated at the end of the pathway from the lake about 100 meters from the main entrance to Aqua Sana.

## **Entrance & Reception**

The main entrance to the Aqua Sana is accessed by a flight of stairs to the front, a lift on the right-hand side of the main entrance or a slope on the left-hand side of the main entrance. The front double doors are automatic leading into the Aqua San Reception and Express Treatments area.



A lowered counter is available at the end of the booking desk.

If you require any assistance, please request at the time of booking or upon your arrival.

If you wish to use the Spa a member of staff can be on hand to help to facilitate your use of the Experience Rooms, please note to inform the Reception Team on arrival to organise. Please note there are standard emergency alarm call buttons in all Experience Rooms not including the relaxation areas.

Please note that where areas are identified as accessible for wheelchairs with no other limitations stated, this assumes a standard width wheelchair as used in Building Regulations document M.

A limited number of Center Parcs wheelchairs will be available on free loan to facilitate access to Experience Rooms involving heat or steam, which would not normally be accessible to conventional wheelchairs due to potential for burns from exposed metal parts. These will be available on a first come first served basis. Guest are very welcome to use their own wheelchairs. However certain Experience Rooms will involve wet / humid environments which may cause damage. We do not recommend the use of conventional wheelchairs in hot Experience Rooms, due to the potential for burns.

### **Portable Hoist**

A portable hoist is available on request to be used to access the Spa Pool and Hot Tub Spas.

### **Outside Areas**

The external Spa sun terraces and Vitalé terrace are fully accessible.

Internal doors will close during a fire alarm activation with the

exception of Experience Room doors. The external automatic doors will hold open on activation of the fire alarm.

## **General Information**

A guest lift within the Spa provides access between levels.

Throughout this document the term 'Experience Room' is used collectively to describe each enclosed facility such as sauna, steam room, specialist shower, relaxation area etc.

Lighting is subdued throughout the Spa area. Some of the Experience Rooms contain subdued or no light.

Spa Attendants are present in the Spa area and will provide assistance on request. However, they are unable to assist with manual transfer, person handling duties and personal care.

## **Experience Rooms**

Some Experience Rooms will be unsuitable for guests with certain medical conditions, particularly those conditions adversely affected by heat or steam. Please consult your doctor prior to booking the Spa.

The door width to all Experience Rooms is 835mm. Where provided, the dimensions of the space provided to accommodate a wheelchair within Experience Rooms is no smaller than 900mm width x 1350mm depth.

As far as possible reasonable access into Experience Rooms is provided for guests in wheelchairs. However, the available space in a few Experience Rooms may limit wheelchair access.

The ability to transfer from the wheelchair to seating at an appropriate height may be necessary in some instances as may require the ability to use the loaned wheelchair.

## Sole Therapy

The Sole Therapy footbaths require the ability to lift legs over a plinth of 432mm to use. There are six footbaths that have transfer space. The bench seat height is 560mm.



## Nordic Forest

Nordic Sauna (Dry Sauna – Temp 70°C and humidity 3-15%) – is accessible to guests in the Center Parcs wheelchair or transfer to benching, the lowest tier height is 490mm.



The Ice Cave is wheelchair accessible – there are no seats in this experience room.



Alpine Steam (Wet Heat Steam Room - 45°C and humidity 90-100%) is wheelchair accessible or by front transfer to a bench (seat height 450mm)



Rain Walk is accessible to the Center Parcs wheelchair and other wheelchairs suitable for wet environments.



The Scandinavian Snug is wheelchair accessible or for front transfer onto the seating provided. (Cushioned Seat Height 400mm)



## Tree Top Nesting

Forest Glade (Wet Heat Steam Room - 45°C and humidity 90-100%) is wheelchair accessible or by front transfer to a stool for which upper and lower body bracing would be necessary. (seat height 450mm)



Rain Forest Shower is accessible to the Center Parcs wheelchair and other wheelchairs suitable for wet environments.





Deep Relax is wheelchair accessible or for front transfer on to a waterbed (bed height 500mm)



Sweet Slumber is wheelchair accessible or for front transfer onto a lounger (lounger height 450mm)

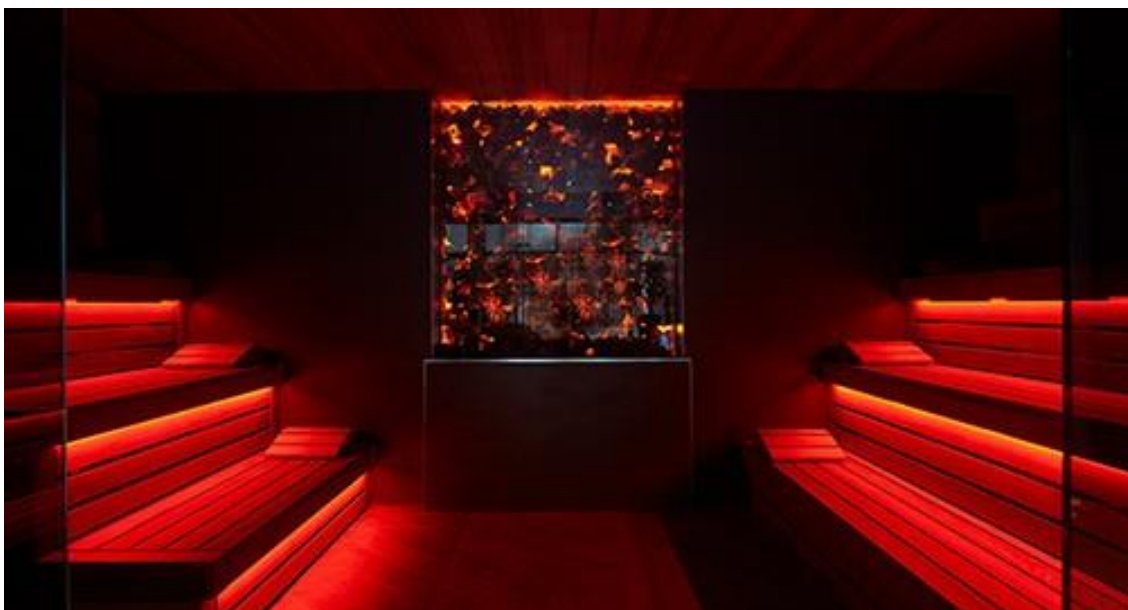


## Volcanic Forest

Fire Side relax is wheelchair accessible or for front transfer onto the seating provided. (Seat Height 350mm)



Volcanic Lava Sauna (Dry Sauna with 75°C and humidity of 3-15%) – is accessible to guests either using a Center Parcs wheelchair or by transferring to the bench, which is 450mm.



Volcanic Mists is accessible to the Center Parcs wheelchair and other wheelchairs suitable for wet environments.



Volcanic Steam (Steam Sauna with 45°C and humidity 90-100%) – is accessible for transfer from wheelchair in front of the bench, which is 450mm.



## Hot Springs

Salt Steam Room (Wet, warm – Temp 45°C and humidity 90-100%) – accessible to Center Parcs wheelchair or for front transfer to moulded bench seating (seat height 490mm)



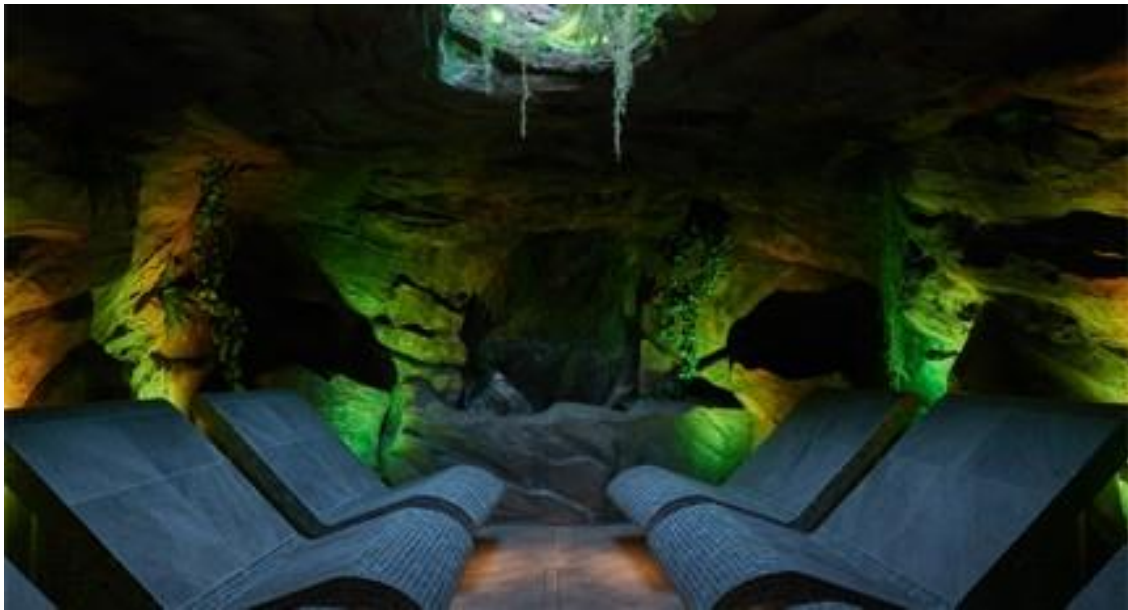
Hot Tubs are accessible to wheelchairs with a hoist and sling to aid wheelchair users into the hot tubs



Waterfall Shower is accessible to the Center Parcs wheelchair and other wheelchairs suitable for wet environments.

## Forest Immersion

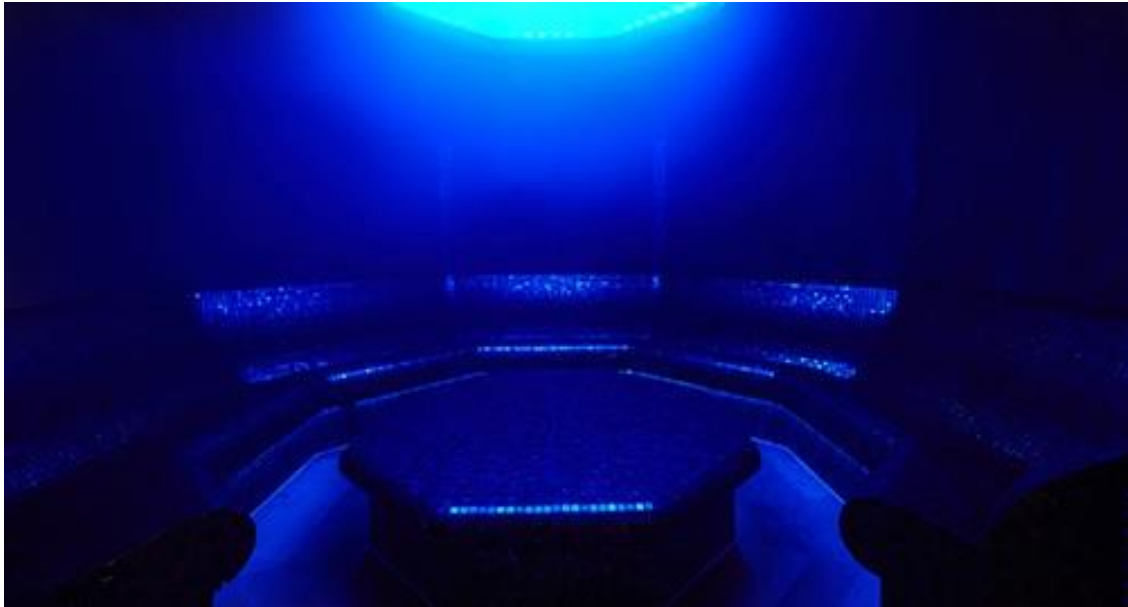
Forest Cavern (Dry Sauna – Temp 75°C and humidity 3-15%)  
Situating on the first floor and accessible by passenger lift – is accessible to guests in the Center Parcs wheelchair or transfer to sloped seats – front height 490mm sloping to 350mm.



Forest Nesting is wheelchair accessible or for front transfer on to beds (bed height 550mm)



Moonlight Steam Room (Wet, warm – Temp 45°C and humidity 90-100%) – accessible to Center Parcs wheelchair or for front transfer to moulded bench seating (sloped seating, front height 450mm sloping to 320mm).



Moonlight Shower is accessible to the Center Parcs wheelchair and other wheelchairs suitable for wet environments.



Forest View situated on the first floor and accessible by passenger lift, the seating in the lounge requires the ability to manoeuvre up 1 small step (step height 190mm – lounge height a further 330mm – total lounge height 520mm)



Forest Meditation situated on the first floor and accessible by passenger lift, is wheelchair accessible or by front transfer onto bench seating (seat height 500mm)



## The Hideaway

The Hideaway is a private group treatment and relaxation area with seating and tables. The entrance is accessed internally within the Aqua Sana, through several manual single leaf doors.



The barrel sauna has a small step (190mm) up with a glass single leaf door. The design of the barrel sauna mean it is unlikely to be suitable for a wheel chair user – barrel sauna internal seating is at a height of 460mm.





There is an external secluded seating area (seat height 430mm) and shower with duck boarding which may prove difficult for wheelchair users.



### **Aqua Sana Treatments**

Some treatments may not be suitable for guests with some medical conditions. A doctor's note may be required. Please see current requirements in the Terms and Conditions of booking. All guests are required to complete a consultation form prior to treatment.

We do have a range of therapies developed with Made for Life Foundations which are suitable for guests for whom other treatments are not possible. Please discuss your needs at the time of booking.

Lighting in treatment rooms is normally subdued. If you require additional lighting please identify this at the time of booking.

Couches in treatment rooms are adjustable in height and tilt but will not descend to the floor. Guests must be able to transfer themselves onto couches or must bring a carer to provide assistance. Showers in treatment rooms are not wheelchair accessible.

## Vitale Café & Bar

Entrance to Vitalé is accessed internally within the Aqua Sana, immediately after leaving the changing rooms

There is an external terraced seating area accessed within Vitalé, via double opening doors with level access.

There are varying table heights, from 670mm to 730mm, allowing wheelchairs to fit underneath.

Accessible toilets are available in the lobby entrance to Vitalé.

Lighting in the area is usually bright by day and subdued during the evening.



The bar does not have lowered counter sections however staff will aid your table when necessary.

Noise levels are no louder than ambient. A portable hearing loop is available on request.