

## **Aqua Sana**

### **Access for Carers**

If you require assistance to use the Spa Experiences within the Aqua Sana, your carer may enter at no additional cost.

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.

There are standard emergency alarm call buttons in all experience rooms but excluding the relaxation areas. Where areas are identified as accessible for wheelchairs with no other limitations stated, this assumes a standard width wheelchair as used in Technical Guidance Document M.

A Center Parcs wheelchair is 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. The Center Parcs specially adapted wheelchair is 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.

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

### **Spa Day Car Parking**

Designated car parking is available in the main car park for Spa Day guests. Accessible parking bays are available in the main carpark.

Access to Aqua Sana is via a paved pathway with slight incline to two sets of double automatic doors.

## **Cycle Park**

A cycle park is situated close to the main entrance of Aqua Sana, access is then via paved pathway with a slight incline to Aqua Sana entrance with two sets of double automatic doors.

## **Entrance & Reception**

The main entrance to the Aqua Sana has manual double doors with a wide intervening lobby. Reception desks are 900mm high with a lower reception desk at 740mm high. We would recommend that if you require the use of our Center Parcs wheelchair that is suitable for wet and / or hot environments that you notify our spa reception on your arrival and we can advise of availability.

## **Noise**

Noise levels are usually subdued in this unit.

## **Express Treatment Area**

Open plan level access off reception lobby.

The reflexology footbaths require the ability to lift the legs over a plinth into a bowl 400mm high. The seating for this treatment requires manoeuvrability into a chair 600mm high with narrow leg / feet turning space restrictions between the chair and built in footbath. The use of the reflexology footbaths is accessible for guests who wish to remain in their wheelchair.

There is a mirror for face / make up to use whilst in the Express Area at the station at 900 high. The vanity chairs are 570mm high with a foot rest 480mm lower than the seat itself.

The nail bar seating is made up of 460mm high chairs with a nail bar in situ at 740mm high.

## **General Information**

The spa is located on one level.

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.

### **Toilets**

An accessible unisex toilet is located centrally near the entrance to the spa and Vitale Café Bar and another in the spa beside the seminar room.

### **Changing Facilities**

Accessible changing facilities are available within Aqua Sana. These consist of adapted WC's, shower facilities and basin plus lockers. These can be accessed via the single sex changing facilities or via a separate corridor from Reception, meaning that assistance from a carer of the opposite sex is possible without additional assistance by Center Parcs staff.

### **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 no less than 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 unless stated otherwise below.

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 the ability to use the loaned wheelchair.

### **Reflexology Footbaths**

The Reflexology Footbaths require the ability to lift legs over a plinth of 465mm (530mm with sitting pillow) to use.

### **Nordic Forest**

Nordic Sauna (Dry Sauna with 80-90°C and humidity 0-5%) is accessible for Center Parcs wheelchair. A space of 660mm is available for side transfer to bench 410mm high.

Alpine Steam (Steam Sauna with 40-42°C and humidity 90-100%) is accessible to guests either using a Center Parcs wheelchair or by transferring to the bench, which is 460mm high.

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

Ice Cave is wheelchair accessible; some wheelchairs may need to reverse out.

### **Scandinavian snug**

The Scandinavian snug is accessible from World of Spa via an automatic door leading to a paved pathway leading to the door of the Scandinavian snug. A space is available for a wheelchair and side transfer is possible onto cushioned seating 450mm high. There is a slight lip at the Scandinavian snug entrance door.

### **Forest Spa**

Forest Glade Steam (Steam Sauna with 40-42°C and humidity 90-100%) is accessible to guests using a Center Parcs wheelchair. A space for a wheelchair is provided. The seating in this room are small fixed stools with no upper body support.

Rain Forest Shower is accessible to the Center Parcs wheelchair and other wheelchairs suitable for wet environments; wheelchair may need to reverse out.

Thermal Relax (Treetop Nesting) is accessed via double doors, it is accessible for guests who wish to remain in their wheelchair. A space of 790mm is provided for side transfer to fixed moulded lounge with a leg swing height of 530mm.

Thermal Relax / Float is accessed via the Treetop Nesting area. There are seven waterbeds in the thermal relax which require the ability to manoeuvre up three steps. There is one waterbed with level access available and side transfer is available to 490mm bed height.

Light Relax is accessible for a wheelchair and for side transfer to moulded lounge, which is 520mm at the highest point of the seat pan.

### **Volcanic Forest**

Volcanic Steam (Steam Sauna with 40-42°C and humidity 90-100%) is accessible for Center Parcs wheelchair and side transfer to bench 460mm.

Lava Sauna (Dry Sauna with 80-90°C and humidity 0-5%) is accessible for Center Parcs wheelchair and side transfer to bench height 420mm.

Volcanic Mist Showers are accessible for the Center Parcs wheelchair and other wheelchairs suitable for wet environments, wheelchairs will need to reverse out.

Fire Side Relax is accessible for guests who wish to remain in their wheelchair with assistance from our spa attendants to move the cocoon seating. There is dome shaped wicker furniture, transfer may be possible.

### **Reflexology Footbaths**

The Reflexology Footbaths require the ability to lift legs over a plinth of 465mm (530mm with sitting pillow) to use.

### **Salt Steam**

Salt Steam (Steam Sauna with 40-42°C and humidity 90-100%) is currently not accessible to guests who require the use of a wheelchair, However, alternative steam rooms with suitable wheelchair positions are available for use.

### **Waterfall Showers**

Waterfall Showers are accessible to the Center Parcs wheelchair and other wheelchairs suitable for wet environments; wheelchair may need to reverse out.

### **Spa Seminar Room**

The Spa Seminar Room is accessible to wheelchair users.

### **Forest Spa Pool**

There are eight steps into the pool.

### **Pool side relax**

Pool side relax is accessible for a wheelchair and for side transfer available to day bed with a height of 480mm.

### **Terrace**

The external spa terrace is on one level and accessible via automatic doors. Access around the gardens is via a paved pathway.

### **Spa Pools (External Hot Tubs)**

There are four steps to access the top of the spa pool and additional steps to enter the spa pool.

### **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.

### **Pre relax room**

Pre relax room is accessible for a wheelchair.

### **Treatment Rooms**

An accessible Treatment Room is available with additional space for a wheelchair to manoeuvre, a couch which can be lowered to 450mm and an accessible shower. 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. Other than to the accessible Treatment Room, showers in treatment rooms are not wheelchair accessible. Lighting in treatment rooms is normally subdued. If you require additional lighting please identify this at the time of booking.

### **Post relax room**

Post relax room is accessible for a wheelchair and side transfer to a day bed with a height of 390mm.