

Accessibility Guide Jacobs Well Tourist Park



At Gold Coast Tourist Parks we are committed to creating extraordinary holiday experiences for everyone. We aim to welcome guests with the highest level of customer service and hospitality, regardless of their individual needs.

We are committed to ensuring everyone is able to enjoy their holiday and have the best knowledge to make an informed decision on their stay. In the spirit of inclusion and equal access, we are providing the following information that accurately describes the accessibility of the facilities provided at our Tourist Parks.

Parking

Visitor and cabin parking is uncovered with no overhead obstacles. There is a designated accessible parking bay in the visitors parking area in addition to the standard 2.5m parking bays. Level access from the visitor parking to the main entrance, amenities and the cabins is via the sealed Park roadways and access ramps.

Reception

Access to reception/kiosk is via a 1170mm wide timber ramp which is suitable for prams and wheelchairs. The reception entry is through a 1200mm wide glass, manual sliding door with a 10mm high lip. Flooring is tiled and the reception desk height is 1100mm. There is seating available outside the reception door, under cover.



Park roadways



Accessible Amenities

Park amenities are accessed via a 1170mm wide timber ramp with hand rail, or alternatively 3 stairs. Internal flooring is tiled, with a non-slip surface.

Entrance signs and keypads are equipped with braille.

REGULAR AMENITIES

Main door width : 800mm	Shower door width : 600mm
Toilet door width : 600mm	Height of toilets : 400mm
Bench height : 850mm	Sink height : 950mm

AMBULANT TOILETS

Toilet door width : 700mm	Toilet height : 440mm
Grab rails fitted	

ACCESSIBLE AMENITIES / PARENTS ROOM

Main door width : 880mm	Toilet height : 460mm
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Toilet has back support and contrast coloured seat. Grab rails are fitted.

Shower : 1160mm x 1180mm with shower curtain and 10mm high rounded raised floor recess.

Fitted with an adjustable shower head and lever tap.

Fold down bench seat and grab rails provided.

Sink : 860mm high with lever tap

Baby change bath and bench : 850mm high

Accommodation - Easy Access Cabin

Please note that this four-berth cabin does not meet current fully accessible standards, but it does have ease of access features that include a ramp leading to the front door for easy wheelchair access, and an equipped bathroom (further details below).

Positioned in beautiful, natural surroundings, the easy access cabin offers enjoyable water views. The cabin entrance is via a timber ramp leading onto the balcony. The ramp is 1033mm wide at the hand rail. Front entry is through 2 glass sliding doors, each with a clear opening of 775mm and a threshold ramp. The living area and kitchen are open plan with ample turning space for wheelchairs and prams. The kitchen bench height is 800mm. Flooring is vinyl laminate and tiled in bathroom.

Out on the balcony, the height of the barbeque, sink and outdoor bench is 870mm.

Please note that neither bedroom nor bathroom areas are wheelchair accessible. Clear door openings are : main bedroom – 780mm and second bedroom – 720mm. Bedside tables are fixed to the walls either side of the queen size bed in the main bedroom. However, the second bedroom features a single bed and no tables, providing more space.

The bathroom clear door opening is 830mm. The shower space has no recess and measures 1100mm x 1100mm. It is fitted with an adjustable shower head. There is also a fold down bench seat and grab rails. The sink height is 800mm. Grab rails are located to the left when seated on the toilet with other rails conveniently provided.



Camp Kitchen

The Park's camp kitchen is sheltered with open sides to invite in the surrounding views. The smaller front access is fully accessible by wheelchair, whilst the side access involves a 50mm high concrete step up from the grassed area. Bench, barbeque and sink height is 980mm. The sink is recessed 330mm from the front of the bench.

Service Animals

Registered service animals are welcome in all areas of the Park. There is an off leash exercise area adjacent to the Tourist Park. The Jacobs Well Vet Surgery is located approximately 300m away.



Staff / Assistance

Park staff are available 24/7 via the call button at Reception if the office is closed. All staff are trained in First Aid and the Jacobs Well Medical Practice is across the road from the Tourist Park. The Gold Coast University Hospital is a 25 minute drive from the Park.

