

PARADISE COUNTRY



Safety and Accessibility Guide



Contents

What you need to know...

Getting to Paradise Country

- 2 Our Location & Opening Hours
- 2 Accessible Parking
- 2 Public Transport

Admission

- 3 Entrance
- 3 Admission Price
- 3 Companion & Carer Admission
- 3 Companion & Carer Assistance

In-Park

- 4 Guest Services
- 4 Food and Retail
- 4 First Aid
- 4 Assistance Animals
- 4 Parent Changing Rooms
- 4 Restrooms
- 4 Wheelchair & Stroller Hire
- 6 Park Map

Show Presentation and Encounter Suitability

- 10 Shaun's Aussie Adventure
- 10 Stockman and Sheep Dog Show
- 10 Stockhorse and Billy Tea Show
- 10 Shaun's Scraps and Taps
- 10 The Pig's Playground
- 10 Animal Exhibits
- 10 Animal Encounters and Wildlife Photos
- 10 Shaun's Tractor Ride

Welcome to Paradise Country

At Paradise Country, we aim for every guest's visit to be an exciting, fun-filled and an unforgettable experience. This Safety and Accessibility guide includes information and helpful tips to assist our guests with planning their visit to the park and maximising their enjoyment of our various presentations, shows, services and amenities. Guests will find specific advice for individuals with disabilities, injuries and medical conditions in this guide, along with general park policies and guidelines.

We are committed to providing a safe environment to all who visit Paradise Country. We aim to safely and efficiently accommodate the needs of all our guests where possible. We therefore recommend that guests contact our Guest Services team directly on (07) 5588 1607 to discuss any special requirements or requests prior to visiting.

General

Paradise Country is dedicated to the highest standard of animal health and welfare for all animals in our care. Due to the nature of the property, we have several support measures in place to ensure the safety of our guests, team members, and our animals. We recommend that guests visit our Guest Services (location D3) prior to exploring our attractions. Our friendly Guest Services team can assist you in planning the best day possible and discuss what animal interactive programmes are best suited to you.

What you need to know

Getting to Paradise Country

Our Location & Opening Hours

Paradise Country is located just 25 minutes north of Surfers Paradise or 40 minutes South of Brisbane Airport.

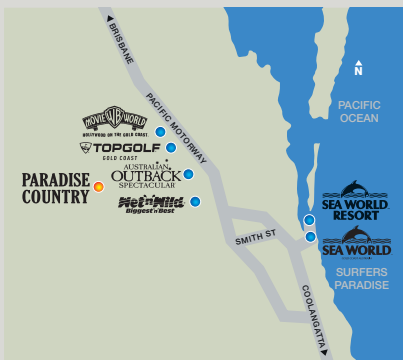
Paradise Country is open every day of the year except

Christmas Day 25th December and Anzac Day 25th April.

Opening hours are from 10.00am – 3.30pm.

Tel: (07) 5588 1607

Check out our website: paradisecountry.com.au



Accessible Parking

We have several options for accessible parking at our park. Reserved parking is available and clearly marked in the main car park for guests whose vehicle displays a Disability Parking Permit. Our entrance is a 300 metre walk from this area. Additional carparking is also available outside Farmstay Reception (follow signs to Farmstay from the main carpark) and is clearly marked.

Public Transport

Public bus facilities are available to Warner Bros. Movie World and Wet'n'Wild. Paradise Country is approximately 2km from the bus station. Translink can provide details regarding bus and train transport to and from the park. Taxis are available from the main carpark. Guests should visit Guest Services for bookings. Gold Coast Cabs have vehicles which cater for guests using wheelchairs.

For bookings and enquires please contact the following:

- Translink 13 12 30 - translink.com.au
- Gold Coast Cabs 13 10 08

Other suggested modes of transport are:

- Gold Coast Tourist Shuttle 1300 655 655
- Gold Coast Limousines 1800 610 663

Admission

Entrance

Our entrance is located 300 metres from the main carpark. Follow the signs to the Homestead for entry to the park.

Admission Price

Discounted single day entry admission rates are available upon presentation of a State or Commonwealth issued Disability Pension Card.

Please present this card to the cashier when purchasing admission tickets to obtain the discounted rate

Companion & Carer Admission

Guests who produce a Companion Card (companioncard.gov.au) are entitled to one (1) free of charge Companion Ticket so that their companion can provide care and support during the visit. Guests who produce a Carer's Card (or similar) issued by relevant State or Commonwealth authorities (as opposed to a Companion Card) will be entitled to a discounted admission rate.

Companion & Carer Assistance

Some shows, animal presentations and animal interactive experiences can be held in areas with stadium seating and around or inside animal exhibits. We recommend that guests with carers or companions notify our friendly Guest Services team prior to attending shows, presentations or booking an animal experience so we can ensure you have the best experience possible. Unfortunately, our team members are not able to physically assist guests nor are they available to accompany guests for the duration of the day or act as a companion for animal interactives.



In-Park

Guest Services

Our friendly Guest Services team members can offer expert assistance to ensure your time at Paradise Country is the best it can be. For any special assistance or information, please enquire at Guest Services (location D3), call (07) 5588 1607, or email: guestservices_pc@vrtp.com.au

Food & Retail

We have several wheelchair accessible food and retail outlets at our park. We are able to accommodate most dietary requirements at The Farmhouse Restaurant (location E3) and the Burrow café (location G4). To ensure our chefs are best prepared for your visit, please contact Guest Services prior to arriving at the park or on your day of visit.

First Aid

Registered Nurses staff the First Aid Office (location H6). Personal medical equipment (e.g. ventilators and personal medication requiring refrigeration) may be stored and used at First Aid. Please note First Aid does not supply equipment for everyday use.

Assistance Animals

Paradise Country welcomes registered assistance animals around the majority of the park's precincts. In an effort to maintain positive animal welfare for our animals, there are some animal exhibits, presentations, and animal experiences that are unsuitable for assistance animals to be in close proximity to. Our friendly Guest Services team can provide you with an accessible park map and can assist you in planning your day. Upon arrival, please notify guest services (located immediately next to the admissions desk) that you have an assistance animal so our team can assist you with your visit.

Baby Change Tables

Changing facilities are located in the homestead restroom (location D3) and Farmstay Reception restrooms (location H6).

Restrooms

We have several amenities areas that accommodate wheelchair access.

Their locations are:

- Homestead (location D3)
- Farmstay reception (location H6)
- Adventure Camp (location F2)

We have additional amenities for companion or carers to utilise. This restroom is available at First Aid (location H5).

Wheelchair & Stroller Hire

We have several manual wheelchairs and strollers for our guests to hire at Guest Services. Wheelchairs are complimentary however a refundable deposit is required to be paid upon collection. So we can ensure a wheelchair is available to hire for your visit, please pre-book by calling Guest Services on (07) 5588 1607.



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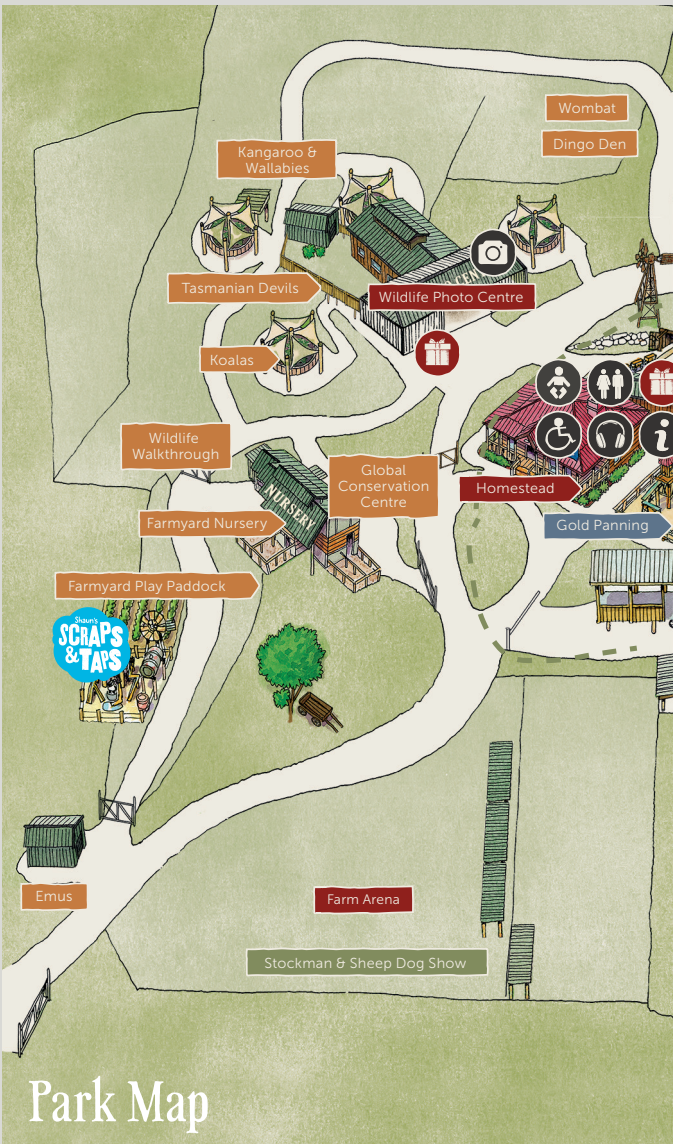
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Park Map

Guest Comforts

Guest Services



First Aid Office



Wheelchair & Stroller Hire



Baby Change Room





Lost Property



Restrooms



Smoking Area



Souvenirs



Show, Presentation and Encounter Suitability

At Paradise Country, our aim is to accommodate the needs of all our guests where possible while maintaining a safe environment. In order to maximise time and enjoyment, the following ride guidelines are provided for guests with disabilities, medical conditions and injuries however guests should visit the Guest Services office (location D3) any time to discuss suitability.





Shaun's Aussie Adventure

Refer to Show Times in the Park Map for current show times. Accessible and priority seating is available within this venue.

Stockman and Sheep Dog Show

Refer to Show Times in the Park Map for current show times. Accessible and priority seating available within this venue.

Stockhorse and Billy Tea Show

Refer to Show Times in the Park Map for current show times. Accessible and priority seating available within this venue.

Shaun's Scraps and Taps

Interactive kids waterplay area. Attraction is not suitable for guests with pre-existing limb injuries or guests with physical limitations that could be aggravated by sudden movements. Accessible access for wheelchairs and prams. Please contact Guest Services for further information.

The Pig's Playground

Playground featuring slide and climbing activities. Attraction is not suitable for guests with back, neck or similar conditions. Attraction is not suitable for guests with pre-existing limb injuries or guests with physical limitations that could be aggravated by sudden movements. Please contact Guest Services for further information.

Animal Exhibits

Wildlife Walkthrough, Farmyard Nursery, Farmyard Play Paddock, Dingo Den, Wombat, Meerkat, Marmoset and the Global Conservation Centre. Accessible access is available to all animal exhibits.

Animal Encounters and Wildlife Photos

To ensure the safety of our guests and animals, our animal encounters and wildlife photo opportunities have strict participation criteria. We recommend contacting our friendly Guest Services Team to discuss what animal experience is best suited to you prior to making a booking with us.

Shaun's Tractor Ride

Please seek assistance from driver if required.



And remember

Team Members at Paradise Country are more than happy to assist in any way possible. We are committed to ensuring that our guests enjoy an inclusive, exciting, safe and entertaining experience that will always be remembered.



paradisecountry.com.au