



**DEEP BLUE**  
HOTEL & HOT SPRINGS  
WARRNAMBOOL

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ACCESSIBILITY STATEMENT

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2024 - 2025

Worm Bay Road, Warrnambool VIC 3275

## DEEP BLUE HOTEL - ACCESSIBLE PARKING



There are 2 undercover accessible parking spaces opposite the Deep Blue Hotel entry doors.

## ENTRANCE into the DEEP BLUE HOTEL



Entry into the Deep Blue Hotel reception lobby is through either the:

- Main entry revolving glass door. Suitable for pedestrian traffic only. Not suitable access for guests with luggage, baby pram or stroller, walking frame, wheelchair
- Glass entry door. Situated to the right of the revolving door. Full length door handle on outer. Opens out.

## ENTRANCE into the DEEP BLUE HOT SPRINGS RECEPTION from the HOTEL



The hotel reception and lobby have a tiled floor surface.

There is a smooth surfaced walkway leading from the hotel reception to the Hot Springs reception.

The walkway is a gentle sloping ramp. It is approximately 30 mts from hotel reception to Hot Springs reception

**ENTRANCE into the DEEP BLUE HOT SPRINGS RECEPTION from the CARPARK**



There is a sealed flat roadway from the accessible parking spaces to the Hot Springs reception lobby.

Approximately 30mts from parks to Hot Springs footpath

Approximately 20mts from parks to entry



Vehicle parking is available for passenger drop off and pick-up



A smooth surfaced footpath leads from the road to the Hot Springs entry





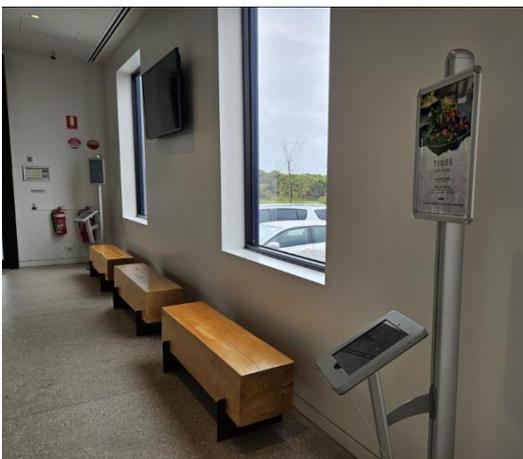
There is a shady undercover area with a flat wooden floor and room to navigate around a large planter box in middle.

A large glass automatic door opens from left to right. Markings are on the door. `

### HOT SPRINGS RECEPTION / CHECK-IN



The Reception and Check – in area is flat and easy to navigate.



Within the reception lobby, there are three benches for seated waiting.

There are two iPads at lower height are in the reception area where you can learn more about the Deep Blue Hotel and Hot Springs geothermal water.

Towels and bath robes are available to hire. You are also welcome to bring your own.

Lockers are available to hire.



#### Sensory Guide

Check in time at reception can be popular with up to 100 people each session. If it's too noisy, feel free to use your headphones or arrive 10 minutes after the session start time when the bulk of guests have passed through both check-in and the locker room

## ACCESS FROM HOT SPRINGS RECEPTION TO GUEST AMENITIES



The Hot Springs reception area leads to the gift shop and on through to the locker room

## HOT SPRINGS AMENITIES

### Communal Locker Room



The locker area is easy to navigate. There are 3 banks of lockers (100 in total).

It is strongly recommended to hire a locker to store any valuables. You will be given a locker band (bracelet) which allows you to swipe open / close the locker. If the light on the locker is green, the locker is available, blue means it is taken.

The locker bands are waterproof and can be worn in the pools.

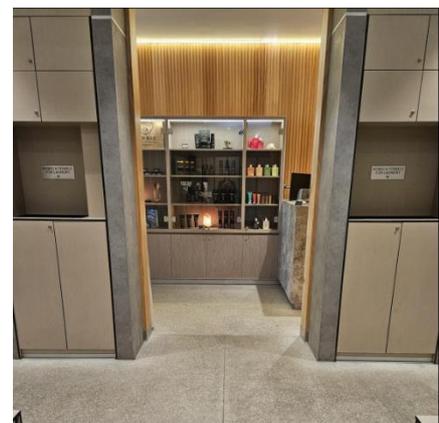
Lockers are at different heights Open shelves are provided, free of charge, below the lockers for non-valuables storage. There is bench seating along 4 sides of the lockers

The locker room is a communal area and can be accessed at any time during your session. This is NOT a change room.



There are handbasins along both side walls of the locker room.

Laundry chutes, for dirty hired linen, are located either side of the entry from the locker room into the gift shop.





There are hand towel dispensers and rubbish bins.

There are two swim suit dryers that dry your wet items in a few seconds

Hair dryers are available free of charge from Hot Springs reception.



### Sensory Guide

Swim suit, hair and hand dryers can all be noisy.

## SHOWERS, CHANGEROOMS AND ALL ABILITIES ROOM

Signage clearly displays that showers are to the left and changerooms are to the right of the locker room as you enter via the Gift Shop



Showers and changerooms are unisex. They are individual, lockable stalls.

A large all abilities room featuring accessible left-hand toilet, open shower, hand basin with flick tap, handrails and bench is located next to the showers

## TOILETS



Separate male and female toilets are located either side of the main Hot Springs Sanctuary entry. An ambulant toilet is available in both the male and female rest rooms, with the door opening out. Toilets can be accessed both internally and externally.



Braille



Toilet

Signage is in English, braille and universal symbols

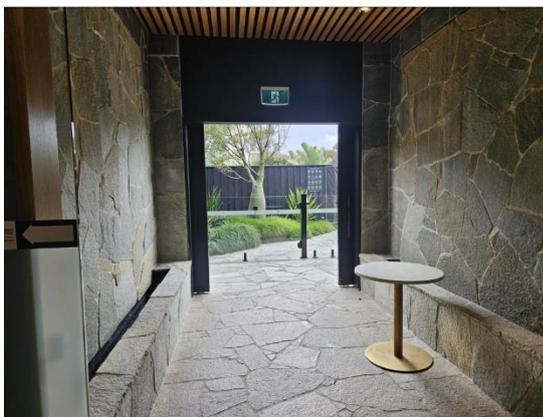


Hearing

Sensory Guide

Hand dryers located in all toilet wash rooms can be noisy

## ENTRY TO HOT SPRINGS OUTDOOR SANCTUARY



Entry to the outdoor Hot Springs Sanctuary is located behind the largest bank of lockers, through large, wide automatic double glass sliding doors.

There are two pool gates, both open inwards with gate latches on the inside.

## PATHWAYS, SHELTER AND GUEST FACILITIES



Pathways are flat, sealed and wide enough for dual pedestrian traffic

There is a pergola with sun lounges

There are 2 water stations to re-fill water bottles/cups

There is one hot/cold freshwater shower to cool down or rinse off

There are 2 rubbish bins

There are numerous hooks for towels and robes. Please note the lowest hook is at a height where a hanging bath robe would not be touching the ground.

## HOT SPRINGS SANCTUARY POOLS

Our geothermal water is sourced from the Dilwyn Aquifer via a bore set 850mts into the earth.

The naturally heated, mineral rich, geothermal water arrives at the surface at 46°C

There are 18 hot geothermal pools and one fresh water cold plunge pool.

Temperatures of hot pools range from 35°C to 41°C

The cold plunge pool is refrigerated with temperatures between 12°C and 15°C

There is a mixture of open-air pools, cave pools and hot tubs



Handrails are positioned at the entry to most pools. Some pools with two entry points may only have a handrail at one entry

## POOL SIGNAGE



There is a sign at the base of each pool.

The sign states, the pools:

- name
- depth
- temperature range
- number of steps

## ENTERING & EXITING POOLS



Our geothermal water is naturally rich in minerals including iron. These minerals very quickly stain the underwater surface of the pools making.

Please be mindful that this may lessen visibility especially if guests who have removed their eye glasses.

Please be mindful that heat and minerals in geo water can cause muscles to relax. For greater stability when entering or exiting the pools we recommend **guests turn sideways, grip the handrail in both hands and make your way slowly**

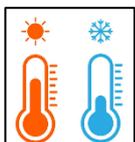
**into the water, feeling the steps with your feet.**

## Sensory Guide



### Hearing

Waterfalls in caves, large groups and children can be noisy. You can nearly always find a quiet corner



Geothermal water is hot – 35°C to 40°C.

Refrigerated plunge pools are cold – 12°C to 5°C



Guests should drink plenty of water to stay hydrated

## SALT THERAPY

### OVERVIEW

Salt therapy is a natural and relaxing remedy that involves inhaling pharmaceutical-grade dry salt deep into your airways and lungs. This therapy can increase respiratory health, improve skin conditions and help you relax.

The Salt Therapy at the Deep Blue is a complementary therapy approved by the Australian Therapeutics Goods Administration.



#### ENTRY TO SALT ROOM CORRIDOR & THE SALT THERAPY ROOM

The Salt Therapy corridor is entered via a door located in the Hot Springs Reception area.

Hot Springs staff will hold the door open for access. The door is 900mm wide

The Salt Therapy Room is a sterile environment; therefore, all guests are required to wear, for the entire session:

- disposable hair net over hair
- disposable bootees over feet or shoes

Each guest will be given a basket containing their disposable products.

There is a bench seat which guests can sit on to put on the hair net and bootees.

Guests can choose to take their shoes off or leave them on.



To avoid overcrowding, a maximum of 4 guests will be in the corridor at any time.

Guests can use the basket to store their personal belongings. Guests take the basket with them into the Salt Therapy Room.

When ready guests will enter the Salt Therapy Room via the door at the end of the corridor. The door is 900mm wide

## THE SALT THERAPY ROOM



The Salt Therapy Room has a layer of salt on the floor. This is for aesthetics only.

This layer of salt is approximately 3-5cms deep. It is similar to walking on sand.



The chairs in the Salt Therapy Room recline and have a foot that raises to allow for a relaxing, laid-back position. Hot Springs staff can assist guests to recline and straighten the chair.

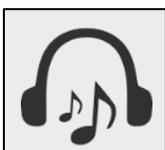
The environment within a salt room replicates the exact environment of a natural salt cave. The temperature is slightly cool at 21 – 23° C. A blanket is provided on each chair for warmth.



There are no windows in the salt room.

## THE SALT THERAPY SESSION

A Salt Therapy Session runs for 45minutes.



Guests are offered headphones to wear during the session. This allows guests to listen to relaxation music and block out the noises of the outside world.



Lights are dimmed during the salt session. The door is closed but not locked. If a guest feels uncomfortable, they can leave the session. Be mindful that visibility is reduced.



There is an Emergency Call button located on the wall above the bench in the Salt Room Corridor.

## AFTER A SESSION

Hot Springs staff will brighten the lights and let you know the session has ended.

Guest will go back into the Salt Room Corrido and remove the disposable products. A bin is provided for rubbish disposal.

Fruit water is available for guests to drink to help rehydrate after the session.

When guests are ready, they will exit the Salt Room Corridor, back into the Hot Springs Reception area.

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### Access



A wheelchair can be accommodated with prior notice. Salt on the floor can be pushed to the side and a wheelchair space provided just inside the door.

A carer would need to accompany any guest requiring assistance in and out of chairs

### Quiet Space



Salt Therapy is a relaxation session and guests are expected to remain quiet and seated for the entire session so as not to disturb others

If a guest feels uncomfortable they can leave the session at any time. However, they may not be able to return if this is disturbing others

No food or drinks are permitted in the Salt Room

### Signage

< Hot Springs Sanctuary  
< Salt Room

There is signage throughout the hotel to indicate the location of the Hot Springs and the Salt Room



### ASSISTANCE, FIRST AID AND EVACUATIONS

A Pool Attendant is on duty every session.

All Hot Springs staff are trained in First Aid and Emergency Fire and Lightning Evacuation procedures.

If you have any questions or require any assistance, please ask. Our friendly staff are always on hand to assist.

### Sensory Guide



Fire alarms and loud speaker announcements can be loud and distressing during an emergency evacuation.

Please be mindful if you have a hearing deficit or have removed hearing aids to be guided by the movements of other guests during evacuations.

### BOOKINGS FOR HOT SPRINGS SANCTURAY BATHING & SALT THERPAY

ONLINE	thedeepblue.com.au	
PHONE	Hot Springs	03 5559 2050
	Deep Blue Hotel	03 5559 2000
IN PERSON	The Deep Blue Hotel & Hot Springs Worm Bay Rd., Warrnambool	

## THE DEEP BLUE DAY SPA & BATHHOUSE

### OVERVIEW

#### GROUND FLOOR

##### The Bath House

1 hot geothermal pool (38-41°C) and 1 cold plunge pool (12-15°C)

4 private geothermal Bathing Rooms

**Spa Treatments** – Hot Rock & Relaxation massages, body scrubs and wraps, organic facials

1 Double Spa Treatment Room – 2 beds

1 Single Spa Treatment Room – 1 bed

Separate male & female **amenities** – 2 showers and 1 toilet in each

**Infrared Sauna** – 1 to 3 person

**FIRST FLOOR** – access via stairs

1 Double Spa Treatment Room – 2 beds

##### Relaxation Lounge

### DAY SPA ENTRY

**From DEEP BLUE HOTEL ENTRANCE – 2 DESIGNATED ACCESSIBLE PARKING SPACES**

#### Worm Bay Road



The Day Spa can be accessed from the main Deep Blue Hotel Entrance where there are 2 undercover accessible parking spaces opposite the entry doors.

Once inside the hotel, the Day Spa is approximately a 15m flat walk on a tiled surface.

## From DAY SPA ENTRANCE – NO DESIGNATED ACCESSIBLE PARKING SPACES

### Barbaro Terrace, off Pertobe Road



The main Day Spa Entrance is accessed by driving under the arches off Pertobe Road and onto Barbaro Terrace



There is parking in close proximity to the Day Spa main entrance, however, there are no designated accessible parking spaces.

Entry in to the Day Spa is via 3 steps with a hand rail on the right-hand side.

### DAY SPA RECEPTION



The Day Spa reception area is flat and easy to navigate. There are non-slip walkways and a bench seat for seated waiting.

## BATH HOUSE



The bathhouse is located next to the Day Spa Reception desk and is accessed via a 900mm RH inward opening glass door. Staff need to open this door with an access key.

In the bathhouse there is:

One Geothermal Pool

- 5 steps
- handrails on both sides
- hot pool - temperature range 39°C to 41°C

One Cold Plunge Pool

- 6 Steps
- Handrail on LH side
- Refrigerated cold pool – temperature range 12°C to 15°C

The bathhouse has flat decking surface, bench seating, open storage cubes, shower and water dispenser.

## PRIVATE BATHING ROOMS



There are 4 private bathing rooms located within the bathhouse.

Access is via standard width 820mm inward opening doors.

All pools have steps and a handrail on one side.

Each room is equipped with flat decking surface and bench seat

Please contact Day Spa staff to assess access and use suitability

## Sensory Guide



### Hearing

Waterfalls, bubbling water, large groups and children can be noisy.



Geothermal water is hot – 35°C to 40°C.

Refrigerated plunge pools are cold – 12°C to 5°C



Guests should drink plenty of water to stay hydrated

## INFRARED SAUNA – 1 to 3 persons



The Infrared Sauna is located opposite the Day Spa reception desk.

Access to the Sauna Room is via standard width 820mm LH inward opening door.

During a session this door is closed and can be locked from the inside. If a guest feels uncomfortable at any time, they can leave the session

There are 2 dining style chairs and a small table in the sauna room.

There is enough space for changing in and out of clothes.



Entry into the Infrared Sauna chamber is through an outward opening glass door. There is 1 step, approximately 6-7cms high

Seating inside the sauna is a timber bench approximately 15m long.

The floor of the sauna is made from timber slats.

Towels are supplied.

## Sensory Guide



Saunas are hot – up to 65°C

Guests can open the glass sauna door to increase air flow without losing any efficacy



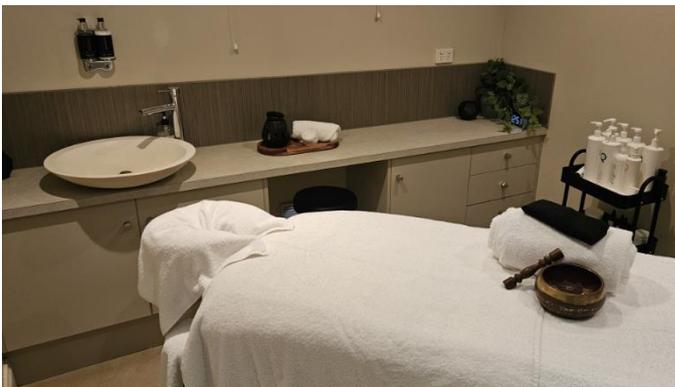
Guests should drink plenty of water to stay hydrated



The lighting inside the sauna chamber is from red LED panels.

Guests can change to colour of the 2 downlights on the ceiling – there are 16 colour choices.

## DAY SPA TREATMENT ROOMS - Ground Floor



located opposite the Day Spa Reception desk are:

One double (2 beds) treatment room with standard width 820mm LH inward opening door

One single (1 bed) treatment room with standard width 820mm RH inward opening door

There is a shower room off each treatment room and accessible through a sliding door

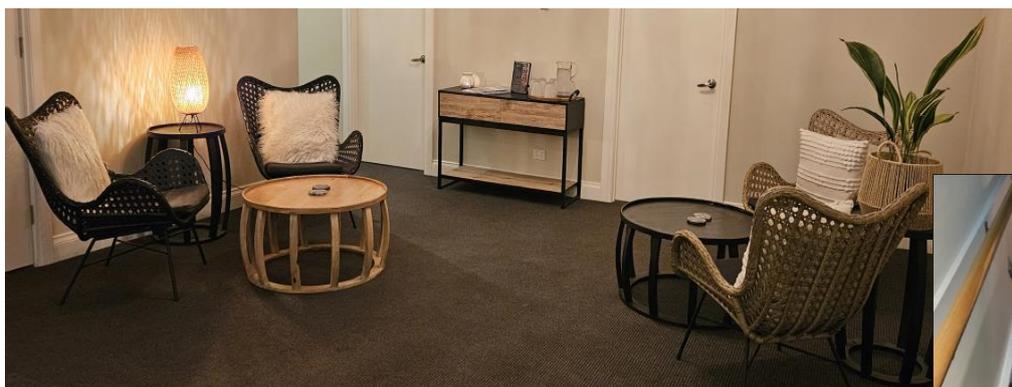


There is a female all abilities toilet and baby change room located approximately 5 mts from the Day Spa reception desk. Access is along a wide, flat, tiled walkway. Standard 820mm width LH inward opening door



There is a male all abilities toilet located approximately 20 mts from the Day Spa reception desk. Situated inside the male toilets located next to Tides Café & bar. Access is along a wide, flat, tiled walkway. Standard 820mm width inward RH opening door

### DAY SPA - First Floor



Located on the First Floor of the Day Spa are:

- The Relaxation Lounge where guests can wait for treatments and/or enjoy a cheese & fruit platter and drinks
- One double treatment room (2 beds) with shower and standard width 820mm LH opening door



These areas can only be accessed via stairs.

There are 14 steps with a handrail on the left-hand upward side.



There is no toilet facility on this floor



Treatment beds in all treatment rooms can be lowered and raised. There is limited space around beds.

### BOOKINGS FOR DAY SPA BATHING & TREATMENTS

PHONE	Day Spa	03 5559 2020
	Deep Blue Hotel	03 5559 2000
IN PERSON	The Deep Blue Day Spa 16 Pertobe Rd, Warrnambool	



## ASSISTANCE, FIRST AID AND EVACUATIONS

All Day Spa reception staff are trained in First Aid and Emergency Fire Evacuation procedures.

If you have any questions or require any assistance, please ask. Our friendly staff are always on hand to assist.

### Sensory Guide



Fire alarms and loud speaker announcements can be loud and distressing during an emergency evacuation.

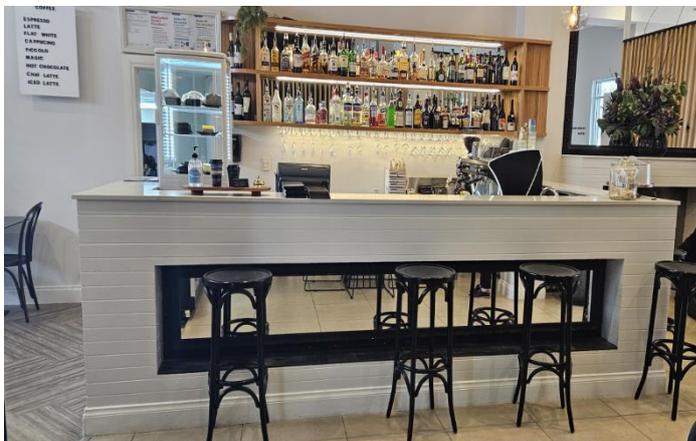
Please be mindful if you have a hearing deficit or have removed hearing aids to be guided by the movements of other guests during evacuations.

### TIDES CAFÉ & BAR



Tides Café & Bar is located centrally within the Deep Blue Hotel. Entry is behind the wooden vertical slat walls.

The café can be accessed from any entry point. All walkways are wide, flat and tiled.



When entering from the main hotel entry the café is located approximately 5mts to the right.



The café offers easy entry for guests with mobility aids, luggage or baby prams

The café has high cathedral ceilings, natural light and flat smooth floors throughout. The café is area is spacious and easy to navigate.

There is a mix of seating options, including:

- Dining tables and chairs
- Dining tables and banquet seating
- Bar height tables and stools
- Lounge seats and coffee tables



All café furniture is moveable.

A buffet breakfast is served each daily. Food is accessible from standard kitchen bench and table height.

A café style menu is available throughout the day.



Please discuss food requirements with staff.

### Sensory Guide



Eating areas can be noisy with guests talking, moving chairs in and out clinking plates, cutlery and drinkware.

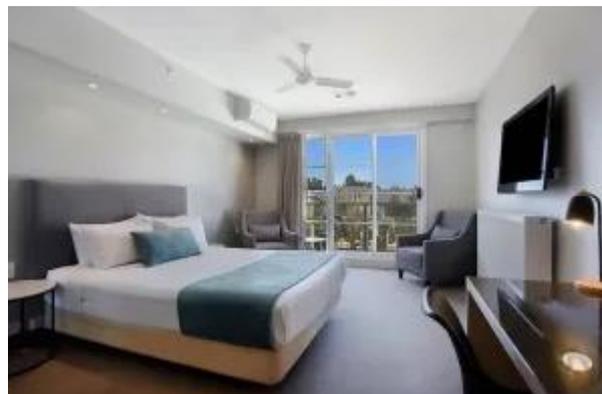


There are male and female toilets located through the rear dining room door. There is a female all abilities toilet and baby change room. Access is through a standard 820mm width LH inward opening door



There are male and female toilets located to the left of the Hot Springs hallway, approximately 5mts from the café service counter. There is a male all abilities toilet situated inside the male toilets. Access is along a wide, flat, tiled walkway. Standard 820mm width inward RH opening door

## ACCOMMODATION



The Deep Blue Hotel offers a variety of accommodation options, including King, Queen spa and ocean view rooms and penthouse suites.

There are 3 All Abilities rooms.

Rooms are accessed via 2 elevators on the ground floor approximately 5 mts from the Hotel Reservations desk.

There are 2 levels of undercover parking. Access to the hotel from the first level of the carpark is via stairs. Access to the hotel from the second level of the carpark is via the elevator.

## STAIR ACCESS ONLY



Please be mindful that access from rooms will be **VIA STAIRS ONLY** during:

- Emergency Evacuations
- Power outages
- Elevators Out of Order



## ASSISTANCE DOGS

In accordance with the Disability Discrimination Act (DDA), assistance dogs are allowed to accompany their owners to the Hot Springs

Handlers are required to carry evidence that the dog is an assistance dog.

Types of evidence accepted are:

- Identification card issued for the animal by an accredited assistance dog training provider.
- A state or territory government-issued public transport assistance animal pass.

The dog must have clear identification that it is an assistance dog. For example, wearing an assistance dog identification coat or harness.

Handlers must ensure that the dog meets behaviour and hygiene standards appropriate to public places. Any dog droppings are to be removed from the park and disposed of responsibly.

The DDA does not override public health rules, therefore, dogs cannot enter any pool, however, the dog is allowed on the pool deck and in all public areas