



iFLY
GOLD COAST



All Abilities
Information Pack

iFLY.com.au/allabilities

iFLY GOLD COAST

Anybody can fly!

Take flight in the most beautiful location in the whole of Queensland, the **Gold Coast**. Rain, hail or shine, here's how we can help flyers of all abilities soar:

- World-class professional indoor skydiving instructors guiding you during the entire flight
- Dedicated pick-up and drop-off zone adjacent to the back entrance to the building
- Plenty of accessible parking next to the building, and further parking at Bruce Bishop car park, about 2 minutes' walk from iFLY Gold Coast
- A tram stop conveniently located right outside the front entrance
- An accessible lift at the rear entrance leading straight to the main floor
- Accessible toilets available on both ground and main floors
- Our All Abilities Discount can be used to fly in any session on any day of the year. Use promo code ICANFLY for a 25% discount when checking out online or booking over the phone
- All Abilities Events: We also run an event for all abilities on the last Thursday of each month. Fly at 6:30pm (arrive 1 hour prior).

For more information, or if you have a particular question, call us at [1300 435 966](tel:1300435966) or send us an email at info.gc@ifly.com.au.

GOLD COAST ACCESSIBILITY GALLERY

Exterior & Entrance

iFLY Gold Coast is located in the heart of Surfers Paradise. The tram stop is about 100m away at Q1. There is also plenty of accessible parking located close by.

Street parking is available around and behind iFLY Gold Coast, however, we recommend Bruce Bishop Car Park, which has affordable all day parking, or public transport via the trams and buses. There are free 15 min and paid 2hr parking spots on Appel Street right outside our accessible entrance.

The main entrance of iFLY Gold Coast features an easily accessible front door with a covered walkway. This entry has a staircase leading to the main floor, however, there is an elevator at the rear entry on Appel Street.

The rear entry to the building features automatic sliding doors and a spacious elevator which takes spectators directly to the main floor.



GOLD COAST ACCESSIBILITY GALLERY

Viewing Area & Quiet Space

The main floor features a wide open space with plenty of room for wheelchairs. Anyone is able to access this area at any time.

Check-in provides lowered sections of the counter for wheelchair users. Our team is ready to provide information and assistance if required!

Unfortunately, we do have black furniture on black carpet which isn't ideal for our vision-impaired customers. We are working on this!

A separate room, the Flight Club Lounge, is available as a Quiet Space. Anybody who feels it is too noisy or crowded is welcome to utilise this space.



GOLD COAST ACCESSIBILITY GALLERY

Gear Up & Tunnel

All customers go through pre-flight training with their instructor. Training is very easy to understand! You'll be with an Instructor the whole time throughout the experience.

The entrance to the staging area, where customers sit before taking flight, is big enough to fit wheelchairs through. Some people prefer to transfer from their wheelchair to the bench, while others prefer to stay in their chair while they wait to fly. Totally up to you!

The experience itself feels a bit like floating in water, but is more sensory. It is non impact and non load bearing.

The tunnel is loud, but it is a constant hum, rather than sudden noises. We provide ear plugs to all our customers.

We use hand signals and lip read to communicate in the tunnel. We find it easy to communicate with people who have hearing loss because of this. For visually impaired flyers, we replace hand signals with taps on the shoulder, so you know if you need to straighten, or bend your legs.



GOLD COAST ACCESSIBILITY GALLERY

Toilets

Accessible toilets are available on both the main floor and bottom floor of iFLY Gold Coast.

Main floor bathrooms are all ambulant. We have an LH accessible toilet with shower on the flight deck.

We have a LH accessible toilet downstairs by the lift. We do need to keep this locked, so a member of staff will need to open it for you. We know this isn't ideal, but we do this for security of the premises.

For additional bathrooms and changing rooms, the Novotel is very close and prides itself on accessibility. Pacific Fair Shopping Centre also offers changing rooms and accessible bathrooms.

