



---

## ***FAQ – WHEEL CHAIR ACCESSIBLE ROOMS AND PUBLIC AREAS***

---

We regret to inform we do not have wheelchair friendly rooms available at Ocean Paradise and have limitations in public areas as follow:

The Resort is built on terraces leading to a lot of stairs and majority of the public areas and public toilets itself are also not designed for wheelchair accessibility. For the rooms itself we do not have wheelchair accessible rooms due to Standard door sizes, steps and the absence of hand railings in the bathroom. All the rooms do have a shower with a very low step though. Our bathrooms are round shaped which are not very easily accessible for wheel chairs, there are no hand railings in the bathrooms or showers, the door widths are not as per international wheelchair requirements.

We do however have some public areas and pathways with ramps which can accommodate ease of access like the Jahazi Restaurant and we can offer assistance wherever we can with the Golf Cart between the downstairs and Ocean Restaurant area for breakfast where there's a lot of stairs by means of going around the pathways.

From time to time, we do accommodate guest with wheelchair and mobility restrictions, however these guests knew the property very well and understood that there are challenges & obstacles, fully understanding and accepting the challenges for possible uncomfortable access areas due to the lack of wheel chair friendly facilities having a travel partner assisting where required.

The rooms they booked was Standard Garden Ground floor which was close to the Reception & Breakfast restaurant areas with some steps between the room and the Reception/Breakfast areas. Although our porters assisted where possible to carry the wheelchair up and down the stairs. Further we used the golf cart to take the guest to the down stairs area (pool, beach, lunch & dinner areas).

Alternatively, the guests booked a Superior Room with a small step in front of the room but they could move around during the day down stairs with their wheelchairs or assisted walker frames, but did struggle though going to the public toilet next to the pool which had also some steps here and there and small entrance doors with limited movement space inside with no space for the wheelchair inside the toilets. As for the rest of the public toilets which is not easily accessible outside with steps/stairs and inside limited/no movement space inside.

It's of paramount importance that booking consultants take note of the above restrictions and advise guest's accordingly in writing to ensure the restrictions are made well known.

In case guest wishes to proceed the booking consultant MUST inform the hotel upon booking about the guest's mobility restrictions so that further advise can be given and needful arrangements be made.