



INFORMATION SHEET WHEELCHAIR PASSENGERS

CAIRNS, NORTHERN BEACHES &
PORT DOUGLAS

The Quicksilver Group of Companies provides a range of special facilities designed to cater for wheelchair passengers. While every attempt is made to ensure these facilities are available due to operational consideration, some facilities may not be available on the desired day of travel.

It is important that all wheelchair passengers are fully briefed prior to joining a cruise. When making a booking please advise our reservations staff at the time of booking if a passenger uses a wheelchair as it may be necessary for our staff to contact passengers to ensure the best option on the day is provided.

The following information is based on providing the best reef experience for guests in wheelchairs. A combination of options may be more suitable depending on requirements.

Port Douglas

Quicksilver - Outer Barrier Reef

Our primary vessel Quicksilver VIII is the most suitable vessel for wheelchair passengers. There are occasions however, when this vessel may not operate and back up vessels are used that do not have wheelchair facilities. This is often not known till 24 hours prior to departure. We recommend guests call the office 24 hours prior to travelling to confirm their details.

Toilet

On Quicksilver VIII there is an oversized toilet cubicle available suitable for most wheelchair passengers. This toilet is endorsed "CREW ONLY" to restrict access.

Platform and Facilities

A chair lift enables disabled passengers to be lowered into the water to enjoy snorkelling. This is available only on the Agincourt 3 floating platform (Quicksilver VIII).

At the Outer Barrier Reef there are ramp facilities from our vessel to our floating platform, however access to the underwater observatory, swim platforms and our semi-submersible coral viewing vessels is by stairs only.

Low Isles – Wavedancer

This product is not suitable for passengers confined to a wheelchair

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Cairns

Green Island

Green Island is accessible for wheelchairs. While we have a number of different vessels that transfer to Green Island, not all provide wheelchair facilities. Depending on tides and weather conditions, gangways from the vessel to the jetty are sometimes too small for a wheelchair and will at times have a few steps from the end of the gangway to the jetty. The gangways are able to accommodate standard sized wheelchairs, however larger motorised wheelchairs may not be able to be accommodated.

As there are 3 departures daily with a 50 minute travelling time, it is necessary that guests contact our reservations staff 24 hours prior to travel to ensure the most appropriate departure times are provided.

Toilet

Disabled toilets are available on the island. Please ask at the information counter for their location.

Island Facilities

There are wide paved or timber pathways throughout the island allowing wheelchairs to move around the island and through the island facilities.

The sandy beach, which allows access to the water, is not accessible by wheelchair. The glass bottom boat is only accessible via a number of steps (and is not able accommodate a wheelchair).

Great Adventures - Outer Barrier Reef

Vessel

Our primary vessel, Reef Prince travelling to Norman Reef platform is the most suitable product for wheelchair passengers. There are occasions however when this vessel may not operate and back up vessels are used that do not have wheelchair facilities. This is often not known till 24 hours prior to departure and we recommend calling the office prior to travelling.

Reef Prince is equipped with a motorised chair lift to enable transfer between the upper and lower decks of the vessel.

Toilet

There is a wheelchair accessible toilet on Reef Prince.

Platform and Facilities

At the Outer Barrier Reef there are ramp facilities from our vessel to our floating platform. There are no disabled facilities on the platform and the platform does have decking where wheelchair wheels may get stuck.

Access to the underwater observatory, swim platforms and our semi-submersible coral viewing vessels is by stairs only.

Transfers for all Vessels

Accommodation in Cairns/Northern Beaches – For transfers to Port Douglas or Cairns –

If a passenger is using their own specially designed vehicle, self-driving to the Cairns Marlin Jetty (Great Adventures or Green Island) or the Port Douglas Marina Mirage (Quicksilver) is the best option. Normal coach transfers are available for passengers who are self sufficient and able to with assistance negotiate 3 stairs on and off the coach. The height from the ground onto the first step of the coach is approximately 300mm.

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For wheelchair confined passengers, a wheelchair taxi can be booked on your behalf to Port Douglas or Cairns. There is a set taxi price from Cairns/Beaches to Port Douglas and will be a metered cost in the Cairns area and payment can be made direct to the taxi company on the day.

Accommodation in Port Douglas - Our wharf facilities in Port Douglas have boarding ramps that are suitable for wheelchairs. If a passenger is using their own specially designed vehicle, self driving to the Marina is the best option.

Normal coach transfers are available for passengers who are self sufficient and able to with assistance negotiate 3 stairs on and off the coach. The height from the ground onto the first step of the coach is approximately 300mm.

Port Douglas does not have a wheelchair taxi but a taxi can be booked on your behalf and payment can be made direct to the taxi company on the day.

Please note:

- **As motorised wheelchairs do not fit in the coach luggage compartment, special transfers must be booked or passengers own vehicle used.**
- Manual wheelchairs are available in Port Douglas for day use. To hire a manual wheelchair in Cairns please call the Cairns Pharmacy on 4052 5260.

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