

## Skyrail Rainforest Cableway Accessibility Information

Skyrail Rainforest Cableway is located at 6 Skyrail Drive, Smithfield, Cairns.

Skyrail prides itself on being a universally inclusive and easily accessible experience for people of all ages and abilities.

### Smithfield Terminal

Skyrail has a large, free car park at the Smithfield Terminal, including dedicated accessible parking spaces.

- If arriving by coach transfer or taxi, there is a drop-off zone at the front entrance with easy access to the terminal.
- A short walk across the level pedestrian crossing provides access to the front entrance.
- Accessible toilets are located to the right of the entrance.
- There are no steps at this terminal.
- The Canopy Café and gift shop is in a large foyer with plenty of seating and space for guests to relax.
- There are queueing barriers in place with colour coded directional signs to facilitate ticketing and boarding processes.

## Kuranda Terminal

Kuranda Terminal is located next to the Kuranda Scenic Railway Station in Kuranda and is a short walk to the village. There is a designated accessible parking space located at the front of the terminal next to the coach pick up / drop off point. Public parking is available on Arara Street, Kuranda.

- If arriving by coach transfer, car or taxi, there is a drop-off zone at the front of our Kuranda with approximate 30 metres (100 feet) distance to the terminal entrance.
- A wide, paved arrival walkway with no steps provides terminal access.
- An open 1600 millimetre (63 inches) wide entrance leads through the gift shop to ticketing on the left, boarding and toilets on the right.
- Accessible toilets are next to the boarding queue.
- Seating is provided in the undercover foyer.
- There are no steps at this terminal.
- There are queueing barriers in place with colour coded directional signs to facilitate ticketing and boarding processes.
- Boarding platform door is 1450 millimetre (57 inches) wide.
- Distance from Kuranda Terminal to Kuranda Information Centre is approximately 650 metres (2132 feet) by a paved inclined walkway.

For more accessibility information about Kuranda Village please contact the Kuranda Visitor Information Centre (07) 4093 9311.

## Red Peak

Red Peak is a mid-station located deep within the tropical rainforest.

- Access ramps are located to the right after disembarking the gondolas leading to the Rainforest Discovery Zone and boardwalk.
- A short rainforest boardwalk loop is 175 metres (574 feet) long and on average 1540 millimetre (61 inches) wide leading to a lookout across the Barron Gorge National Park.
- Toilet access is via the Rainforest Discovery Zone. With accessible facilities, baby change, handrails, and low set amenities. These are composting toilets (Clivus Multrum waterless toilet system) to protect the heritage environment.
- Bench seating is available in the Rainforest Discovery Zone.

## Barron Falls

Barron Falls is a mid-station located adjacent to the Barron Falls and gorge.

- Access ramps are located to the left after disembarking the gondolas leading to our two waterfall lookouts.
- A short rainforest boardwalk and The Edge Lookout loop is 285 metres (935 feet) long and 1670mm (66 inches) wide.
- Toilet access is via a wide graduated walkway. With accessible facilities, baby change, handrails, and low set amenities. These are composting toilets (Clivus Multrum waterless toilet system) to protect the heritage environment.
- Bench seating is available at boarding.

## Wheelchair Access

The cableway can be slowed or stopped at all stations and terminals should guests require assistance with boarding to allow for easy, stress-free access to the gondolas. Staff members are available to provide assistance.

We can accommodate most standard wheelchairs (non-motorised). However, due to size restrictions and loading requirements, personal wheelchairs must have the following:

- Width – cannot exceed 630 millimetre (24.8 inches).
- Length – cannot exceed 950 millimetre (37.4 inches).
- Combined weight of the wheelchair and occupant must be manageable to allow for operator-assisted boarding.
- Optional use of a ramp, to help with loading and unloading from gondola cabins on the cableway.
- Wheelchair access to all areas of the Skyrail experience with ramps.
- Wheelchair accessible restrooms throughout the experience.
- We can provide complimentary onsite use of a wheelchair, subject to availability.
- Staff are highly trained and radio ahead at each station should guests require assistance with boarding and disembarking of the gondolas.

Guests have the choice to travel in their wheelchair in the gondola during their experience or have their wheelchair follow in a gondola behind them, at which point staff can assist.

Wheelchairs cannot be carried on our bus transfer service. However, at the time of booking, please advise us if you require this service and we will make alternative arrangements.

## **Gondolas**

Our gondolas continuously arrive at the terminals at a slow speed and our friendly staff can assist with boarding and further slowing or stopping the cableway if required.

- Gondola door width- 700 millimetre (27.5 inches).
- Gondola door height- 1600 millimetre (63 inches).
- A standard gondola seats a maximum of 6 guests. Diamond View upgrade seats a maximum of 5 guests (including infants).
- Gondolas have large glass windows for 360-degree views, vents and small sliding windows for natural air flow. Diamond View upgrade has a glass floor feature for unimpeded views down into the canopy.

## **Skyrail Audio Guide App**

Download the Skyrail Audio Guide App prior to departure for in-gondola commentary and interpretation of the ancient rainforest. The audio guide also features subtitles.

## **Companion Cards**

Skyrail is pleased to provide support to Companion Card holders (and verifiable international equivalents). Please ensure you ask about the Companion Card program when booking your tickets with our Reservations Team (these cannot be booked online).

## **Certified Support Dogs and Assistance Animals**

Certified Support Dogs and Assistance Animals are permitted to travel on Skyrail. Any guests requiring travel with [Certified Support Dogs and Assistance Animals](#) should refer to our policy & procedures prior to their visit.

## **Sensory**

This is an immersive tropical rainforest experience with many sights, sounds, touch points and smells that may cause stimuli. We are happy to chat through our experience prior to making a booking if you would like more information.

## **Sunflower Initiative**

We are proud to support the Sunflower Initiative for individuals with hidden disabilities.

Skyrail prides itself on being a universally inclusive and easily accessible experience for people of all ages and abilities and seeks to continually improve accessibility for all guests.

If you require additional information or assistance, please contact us, we are happy to help.

Email: [reservations@skyrail.com.au](mailto:reservations@skyrail.com.au) Phone: +61 7 4038 5555