The Reef House
Adults Retreat

Accessibility Guide
The Reef House Adults Retreat – Palm Cove, Queensland
(Adults-Only, 16 Years and Over)
Last updated: May 2026

1. Welcome & Overview

The Reef House Adults Retreat is a boutique beachfront hideaway in Palm Cove, Queensland, welcoming guests 16 years and over. With only 68 rooms and apartments, the atmosphere is intimate, calm and relaxed, focused on rest, connection and coastal luxury.

We aim to be welcoming and accessible for guests with disabilities, older adults, neurodivergent guests. Our team is happy to answer questions before you book so you can decide whether our facilities meet your needs. We have great supply relationships with external suppliers in Cairns to support all caring needs.

As a heritage property, we work within the unique character of our building to deliver the most comfortable and accessible experience possible. Our dedicated wheelchair-accessible room was developed in consultation with an accessibility advisor who stayed with us and personally guided the modifications needed for wheelchair users.

This guide explains the main accessibility features of The Reef House, and where access may be limited, so you can plan your stay with confidence.

2. At a Glance – Accessibility Summary

Step-free access

- Step-free entry to reception, restaurant, bars, lounges and all pool areas.
- Underground car park with step-free access by lift to reception and to 30 rooms above.
- Combination of ramps, lifts and stairs throughout the property.
- Some apartments are only accessible by stairs and are not suitable for guests who need step-free access.

Accessible accommodation

- One dedicated Accessible (PWD) Room – 207: (veranda king room)
    - Step-free access via lift.
    - Door width approximately 750 mm.
    - Roll-in / walk-in shower, grab rails, shower seat and raised toilet.
    - Space beside the bed for a wheelchair or walking aid.
    - Bed can be lowered to assist with transfers.

- Several step-free room types (not fully PWD-equipped) including:
    - Brigadier King Studio
    - Brigadier King Spa Suite
    - Verandah King Rooms
    - Verandah King Spa Suites

Dietary, allergy and sleep support

- All dietary needs can be catered for (including allergies and medical diets, by arrangement).
- Allergies to chemicals and feathers can be accommodated with alternative bedding and low-chemical or low-scent options.
- Sleep Support Program with tailored room set-up (for example, pillow and bedding choices, low-scent options, quiet room requests).

Sensory, cognitive and communication access

- Generally, a quiet, low-clutter environment with consistent lighting.
- High-contrast environments and some tactile paving in selected areas.
- Clear, easy-to-read signage and simple layouts.
- Room telephones with flashing LED for incoming calls.
- Closed-captioning available on TVs.
- Menus, letters and other documentation written and large-print information available on request.

Support, safety and medical

- Service animals and assistance dogs are welcome.
- Dedicated toileting area and water bowls can be provided for assistance dogs.
- Staff can assist with luggage and orientation at any time.
- Staff are first-aid trained; first-aid kits and an AED (defibrillator) are on site.
- Regular fire and safety drills; property is compliant with current regulations.
- Nearest hospital / medical facility is approximately 25 minutes away.
- On site Vehicle and staff available to drive guests to locals shops and restaurant if required.

3. Getting Here, Parking and Arrival

Location
The Reef House Adults Retreat
99 Williams Esplanade, Palm Cove, Queensland, Australia
Beachfront location opposite Palm Cove beach.

Getting here

- By air: The closest airport is Cairns Airport.
- Transfers: Transfers from Cairns Airport can be arranged and are suitable for guests using wheelchairs or mobility aids. Please advise your requirements when booking.
- Self-Drive

Parking

- Underground parking is available for guests.
- From the underground car park there is step-free access via lift to:
    - Reception
    - 30 rooms located above the car park.

Drop-off areas

- Reception entrance:
    - Step-free access.
    - Suitable as an accessible drop-off point.

- Underground car park:
    - Can also be used as a drop-off area, with lift access to reception.

4. Getting Around the Property

Step-free routes, ramps and lifts

- The main entrance, reception, all pool areas, and common spaces (restaurant, bars, lounges) are step-free.
- The property uses a combination of ramps, lifts and stairs.
- Staff can assist with luggage and orientation at any time.
- Each customer is greeted at reception with the ability to sit or conduct an in room check in experience.
- All customers are given a personal tour of the property and escorted to their room. This allows the perfect opportunity to discuss needs and ask questions.
- All of our 28 signature inclusions and experiences and are available to those with needs.

Lifts

- An internal lift links:
    - Underground car park
    - Reception and all public spaces
    - 30 rooms above

Note: Some apartments are only accessible by stairs and do not have lift access. Guests requiring step-free access should request a lift-accessible room when booking.

Public accessible toilets

- There are no separate accessible toilets in public or common areas.
- Guests who need accessible facilities are advised to use their own room, including Room 207 for full PWD features, which is located in a central each to access location.

5. Rooms and Accommodation

5.1 Accessible PWD Room – Room 207
Room 207 is our dedicated Accessible (PWD) Room, designed for guests using wheelchairs or with reduced mobility.

Access and layout

- Step-free access via lift and internal corridors.
- Door width: approximately 750 mm.
- Clear space beside the bed for a wheelchair or walking aid.
- Positioned to balance convenience and calm – close enough to facilities while generally quiet.

Bathroom

- Roll-in / walk-in shower (no step into the shower).
- Grab rails in key locations.
- Shower seat available.
- Raised toilet with grab rails for support.
- Non-slip surfaces where possible.
- Tempered water
- Easy to turn off and on appliance such as taps, doors, door handles and power points.

Bed and equipment

- Bed can be lowered on request to assist with transfers.
- Portable support equipment can be provided as needed, including:
    - Shower chair
    - Toilet assist chair
    - Non-slip bathmats and provided in each room.
- Additional equipment such as wheelchairs and crutches is available on site, subject to availability.

We recommend discussing your specific needs with our Luxury Concierge or Escape Planning team before arrival so we can prepare Room 207 for you.

5.2 Other step-free room types

We have several room types that offer step-free access, though they are not fully PWD-equipped like Room 207:

- Brigadier King Studio
- Brigadier King
- Verandah King
- Verandah King Spa

These rooms can suit guests who do not require a fully accessible bathroom but prefer to avoid stairs or bathtubs. Please let us know your mobility requirements so we can help select the most appropriate room.

5.3 Quiet rooms and preferences

Guests can request:

- Quiet rooms aways from lifts, neighbours and pools.
- Ground-floor or lift-accessible rooms

These requests are subject to availability but are accommodated whenever possible.

6. Dining, Dietary Needs and Allergies

Dining access

- The restaurant and bars are step-free from reception and common areas.
- There is adequate circulation space for most mobility aids; staff can assist with seating arrangements.

Dietary needs

We understand that many guests have specific dietary or allergy requirements and we take these seriously.

We can cater for a wide range of diets, including (but not limited to):

- Vegetarian and vegan

- Gluten-free and coeliac
- Dairy-free and lactose-free
- Other medical or specialist diets, by arrangement

Food allergies and intolerances

- We can accommodate guests with food allergies, including severe allergies, with careful preparation and clear communication between the Escape Planning team, restaurant and kitchen.
- Please share your specific allergies and requirements in advance so we can plan menus and preparation methods.

Non-food allergies and sensitivities
We can assist guests who are sensitive or allergic to:

- Certain chemicals (for example, some cleaning products or fragrances)
- Feathers (for example, pillows and duvets)
- Polyester of other synthetic fibre
- Alternative bedding and low-chemical or low-scent options can be prepared for your room in advance.

Menus and information

- All menus are clearly labelled for common dietary needs, and with advance notice, our chefs are pleased to create personalised dishes to suit individual requirements.
- Written information about ingredients is available.
- Large-print menus can be provided on request.
- Digital menus can be accessed with guests' own devices and screen readers.

Our Escape Planning team curate each guest's stay to meet dietary and allergy requirements. Providing details before arrival helps us prepare safely and thoroughly.

7. Pools, Wellness and Sleep Support

Pools and spa access

- All pool areas and spa areas have step-free access.
- One pool is a heated mineral pool, which some guests find more gentle on skin and muscles than traditional chlorinated pools.

If you need specific information on pool entry (steps, handrails, ladders), please contact us directly so we can describe current configurations.

Sleep Support Program
We offer a Sleep Support Program to help guests rest and restore. This includes:

- Tailored room set-up:
    - Pillow and bedding options, including non-feather alternatives
    - Adjustments to lighting or blackout options where possible
    - Quiet room requests
    - Podcasts, Sleep Journal, Eye Mask, magnesium and maroujum spray

- Low-scent or fragrance-free options for:
    - Room amenities
    - Cleaning products where practical
    - Spa products used during any in-room or spa treatments

If you have particular sleep needs (for example, sensitivity to noise, light, smells or certain materials), please inform our Escape Planning team before arrival.

8. Beach Access

- The Reef House is directly opposite Palm Cove beach.
- Beach access from the property is via standard sand; there is no boardwalk or beach mat directly from the resort.
- For guests needing more support to reach the water, the Palm Cove Surf Life Saving area, approximately 100 metres away, can assist with water wheelchairs (availability and arrangements may depend on their policies and timetable).

9. Cognitive, Vision and Communication Accessibility

We aim to make The Reef House calming, easy to navigate and straightforward to use for guests with cognitive impairment, neurodivergent guests, and guests with low vision or hearing loss.

Calming, easy-to-understand environments

- Simple, logical layouts:
  Key areas such as reception, pools, restaurant and bars are arranged in a clear and logical order, reducing confusing routes.
- Easy-to-read signage:
  Signage uses clear fonts and high-contrast colours, with short, simple wording.
- Reduced noise and visual clutter:
  The retreat is generally a quiet environment, with an emphasis on relaxation. Common areas aim to avoid unnecessary visual clutter.
- Consistent lighting:
  We aim for even, consistent lighting in public areas to avoid sudden changes in brightness or dark patches that may be disorienting.

High-contrast and tactile features

- Many areas use high-contrast environments (contrast between floors, walls and doorframes) to make key features easier to see.
- Tactile paving is used in selected areas to provide a physical cue about changes in level or direction.

Simple technology and visual alerts

- Simple technology:
  In-room controls and equipment are kept as straightforward as possible. Staff can demonstrate features on request.
- Telephones with visual alerts:
  Room telephones include a flashing LED light for incoming calls, which supports guests who may not hear the ring or who prefer visual cues.
- Written and large-print information:
  Written information about activities and services is available.
  Large-print materials can be provided on request.
  TVs have closed-captioning available.

Support for cognitive impairment and neurodivergent guests
Guests living with cognitive impairment, dementia, brain injury, autism, ADHD or other neurodivergent conditions can request:

- Calm, clear explanations at check-in
- A brief orientation tour (for example, walking with staff to see key locations)
- Help choosing quieter rooms or quieter times for dining and activities
- Adjustments to lighting, scent and noise in the room where possible

We encourage you or your support person to share any preferences or triggers with our Luxury Concierge or Escape Planning team so we can tailor our approach to you.

10. Hearing and Vision Support

Hearing

- In-room TVs have closed-captioning.
- Room telephones have flashing LED lights for incoming calls.
- Staff can provide written notes or summaries of information if spoken communication is difficult.

Vision

- High-contrast elements in many common areas.
- Tactile paving in selected areas to cue changes of level or direction.
- Large-print materials and menus available on request.

- Staff can assist with guiding around the property if asked.

11. Equipment, Assistance and Service Animals

Additional equipment
We have a range of equipment available on site (subject to availability) to support comfort and safety:

- Mobility and support equipment:
    - Portable grab rails
    - Stools and chairs (including for use in bathrooms where appropriate)
    - Wheelchairs (for short-term use around the property)
    - Crutches

- Safety and medical support:
    - Multiple first-aid kits on site
    - Staff with first-aid training
    - AED (defibrillator) available

We recommend requesting any equipment you may need before arrival through our Luxury Concierge or Escape Planning team so we can have it ready when you check in.

Service animals and assistance dogs
We welcome assistance dogs and service animals and aim to make their stay comfortable as well:

- Sleeping:
  Assistance dogs may sleep in the room with you.
- Toileting area:
  There is a suitable outdoor area where dogs can go to the toilet. Staff can show you the best location on arrival.
- Water and feeding:
  We can provide water bowls (and feeding bowls if required) for assistance dogs.

Please let us know in advance if you are travelling with an assistance dog or service animal so we can plan room allocation (for example, closer to outdoor areas) and cleaning preferences.

12. Safety, Fire and Emergency

Your safety is a priority at The Reef House Adults Retreat.

Fire and safety compliance

- The property is fully compliant with current safety and fire regulations.

- We conduct regular safety and fire drills to ensure staff are familiar with evacuation procedures and how to support guests.

Emergency response

- Staff are first-aid trained and there are first-aid kits and an AED (defibrillator) on site.
- In an emergency, staff will provide clear instructions and assistance, including support for guests with limited mobility or other access needs.

Medical support

- The nearest hospital / medical facility is approximately 25 minutes away.
- If you have a medical condition that could affect your stay or evacuation, we encourage you to share this confidentially with our Luxury Concierge or Escape Planning team so we can plan any additional support.

13. How to Request Support and Contact Us

To make the best use of our accessibility features, we encourage you to contact us before your stay.

Before arrival
You can contact our Luxury Concierge or Escape Planning team to:

- Request Room 207 or another step-free room type
- Tell us about:
    - Mobility needs
    - Cognitive or sensory needs
    - Dietary requirements and allergies (including chemical or feather allergies)
    - Sleep preferences (noise, light, scent, bedding)
- Reserve equipment such as grab rails, stools, wheelchairs or crutches
- Let us know if you are travelling with an assistance dog

Contact details (edit as needed)

- Phone: 07 4080 2600
- Email – Luxury Concierge / Escape Planning: [insert email(s)]
- Website contact form: [insert URL if used]

During your stay
If you need assistance at any time:

- Please speak to Reception, Luxury Concierge or any staff member.
- We are happy to help with:

- Orientation or wayfinding
- Adjustments to your room set-up
- Organising equipment or additional support
- Clarifying any safety or emergency information

14. Feedback

We are committed to improving accessibility over time. If you have suggestions or notice barriers during your stay, we welcome your feedback.

- You can share feedback with Reception, Luxury Concierge, or via email after your stay.
- We review feedback regularly and use it to guide future improvements.

15. Inclusivity, Cultural Heritage and Languages

15.1 Heritage and accessibility

As a heritage property, The Reef House works within the unique character of its building to provide the most comfortable and accessible experience possible.

- Our dedicated wheelchair-accessible room was developed in consultation with an accessibility advisor who stayed with us and personally guided the modifications needed for wheelchair users.
- We provide a selection of bathroom aids to enhance comfort and safety for guests who are frail, recovering from injury, or require additional support. These include:
    - Shower chair
    - Toilet assist chair
    - Non-slip bath mats

We also offer a discreet and private room that has been chosen by guests with terminal illnesses seeking a peaceful, memorable final holiday surrounded by loved ones. If this is something you or your family are considering, please speak with our team so we can support you with sensitivity and care.

15.2 Personal Escape Planning Specialists

To ensure we meet your individual needs, we invite you to speak with our Personal Escape Planning Specialists prior to your stay.

- Phone: 07 4080 2600
- You can discuss:
    - Accessibility and mobility needs
    - Dietary requirements and allergies

- Sleep and sensory preferences
- Support needs related to illness, frailty or recovery

15.3 Dietary requirements (summary)

We believe dining should be a pleasure for every guest.

- All menus are clearly labelled for dietary needs.
- With advance notice, our chefs are delighted to create personalised dishes to suit your requirements.
- Please contact our Personal Escape Planning Specialists on 07 4080 2600 so we can prepare in advance for your visit.

15.4 Languages

Our multicultural team, representing many nations and speaking eight languages—including our French Luxury Concierge—provides warm, personalised service for guests from all over the world. If you prefer to communicate in a particular language, please let us know and we will do our best to accommodate this