



Accessibility Report : Tigh-Na-Mara, Parksville
Contact : Jordon Ozero – Director of Rooms
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While not offering any dedicated “Accessible” Units, the T-N-M Team welcomes disabled guests and strives to “... *create the perfect getaway for everyone!*” as stated on the home page of their website at <https://tigh-na-mara.com> . The T-N-M Guest Services Team is “on-site” (i.e. no distant call centre) and well versed in removing as many barriers as possible for their guests.

In their FAQ section they state:

Do you have any rooms designed / equipped for special needs?

“We do offer to guarantee an accessible ground level for accommodations as needed by guests with mobility restrictions. Although it does depend on the guests’ specific requirements, we do suggest the Spa Bungalow Studio as they are the most accessible for guests requiring a more spacious option for wheelchair access. We do not offer specifically designated rooms for those with special needs, however transfer benches can be requested and there are some rooms with grab bars and hand held shower heads. For all other items that may be required we can arrange for rentals through a local provider specializing in equipment for special needs. Please let the Front Desk know your requirements when booking.”

Property Overview

T-N-M is a strata-operated resort comprising 192 units in a variety of log buildings. While it is a strata operation, all units are committed to the hotel operation and owners are not permitted to make any “personal touches”. Over the past few years T-N-M has embarked on an extensive renovation program (\$20M+) focused on their main oceanfront buildings Texada, Ballenas and Gabriola. The next phase of renovations will be for the Rustic Cottages.

All the public areas (restaurants, conference center, gift shop) are fully accessible with external power-operated door buttons. On the first and main floors of the conference center there is an accessible washroom at one end and the mens/ladies washrooms at the opposite end have accessible stalls. The third level which has 3 boardrooms is not accessible by wheelchair.

The Pool House and Fitness Center building is accessible but does not have a power-operated door. (This will be added in future). There is no lift for disabled access into the pool or hot tub. The Beach Access pathway is quite steep and not conducive to wheelchair use. The beach itself starts off with a stretch of soft sand which a wheelchair cannot cross. (Go to Rathtrevor Beach Provincial Park for accessible beach access). The Grotto Spa building is fully accessible with an elevator reaching all three floors, however the Mineral Pool is not accessible.

Roadways are a mix of paved road and fine crushed gravel.

Accommodations: Texada, Ballenas and Gabriola buildings

These three main ocean-view buildings were all recently renovated with the project completed in 2023. For all buildings, the second level (rooms 210-240) are the only accessible units with the 1st and 3rd levels reached only by stairs.

The entry doors have a functional width of 30" (76cm) with the interior doors having a width of 26" (66cm). The bedroom/living areas of all viewed units were spacious enough for maneuvering a wheelchair.

The bathrooms can be a bit tight for a wheelchair, but all have grab bars installed. The units have been fit with a rather unique shower/soaker-tub configuration where the shower space is in front of the tub rather than inside the tub. The shower has a hand-wand on a pole with adjustable height.

NOTE: The shower doors of the Deluxe Oceanview Studio units ("C" category) in the **Ballenas building** are only 16" (40cm) wide which make entry very difficult. Those shower units will be renovated in the future.

Accommodations: Jedediah Lodge

The lower level units (Rooms 100-105) are accessible and the external doors are quite wide. Unfortunately the bathroom is too small, as once a wheelchair has entered, the door cannot be closed behind. The viewed unit had a deep tub with standard showerhead.

Accommodations: Rustic Cottages and Spa Bungalows

There are a wide variety of configurations and options within these two room categories. Exterior access ranges from road level to going up 3 steps for entry. T-N-M has ramps available on request to overcome the step barrier, however by summer of 2025, the majority of the 2-bedroom rustic cottages will have built in accessibility ramps.

The entry doors are 34" (86cm) wide and the interior doors have a width of 30" (76cm). The bedroom/living areas of all viewed units were spacious enough for maneuvering a wheelchair. The Rustic Cottages (41 units) have deep soaker tubs with a regular showerhead. The Spa Bungalows (50 units) have a walk-in shower with a regular shower head as well as a separate jetted tub.