



Crystal Castle
◆ Shambhala Gardens

Before You Visit

Crystal Castle & Shambhala Gardens

A sensory guide to help you
prepare for your visit

crystalcastle.com.au/accessibility





Crystal Castle
◆ Shambhala Gardens

Welcome



This guide is for you — and for the people who care for you.

It tells you what Crystal Castle & Shambhala Gardens looks, sounds, smells and feels like before you arrive, so there are no surprises on the day.

Take your time with each page. Read it at home. Bring it with you if you like.



81 Monet Drive
Montecollum NSW



Open 10am – 5pm
Last entry 4pm



Companion Card
accepted



Service animals
welcome



ARRIVING

The car park

When you arrive, you will drive into a car park surrounded by lush green trees.

There are 2 accessible parking bays marked with a blue symbol. They are the closest bays to the entrance, right next to the Welcome Hut.

A drop-off zone is nearby if you need to be dropped close to the entrance.

The car park has a sealed surface with some gravel sections.

On busy days, a team member may be in the car park to help direct you.



ARRIVING

The Welcome Hut

After parking, you walk a short distance to our Welcome Hut, a warm timber building surrounded by plants and large crystals.

Staff will greet you, scan your ticket and give you a free Accessibility Map & Guide.

You can ask them anything. A written copy of the welcome talk is available if you prefer to read rather than listen.

There is a ramp into the hut and a low counter for wheelchair users.

A free 80-Page Guidebook is also available from the Welcome Hut.



ARRIVING

Checking in

At the counter you will see staff behind a timber desk.

You can show your ticket on your phone or as a printed copy.

Staff are happy to communicate by writing, by speaking clearly, or by showing you written information.

You can tell staff about any needs you have, they will note it down to help your visit go smoothly.

Companion Card is accepted here.

There is no rush at the counter. Take as long as you need.



The garden paths

Once inside, you walk along sealed concrete paths that connect most parts of the garden. Certain sections have gravel paths or stairs also.

The sealed paths are wide — 1.2 to 1.8 metres — and smooth underfoot.

You will see: lush green planting, large crystals alongside the path, and glimpses of views across the hinterland. Some sections are hilly. Steep parts are signed in advance so you can choose a different route.

There is no set route and no time limit. You move at your own pace.

A free Accessibility Map is available at the Welcome Hut showing the step-free route.



Moving through the gardens

As you walk through the gardens you will pass stone statues, crystal formations and garden plantings. Seating is available at regular intervals along the paths.

You are going to HEAR: birdsong (especially kookaburras and lorikeets), wind in the trees, and gentle water sounds.

You are going to SMELL: fresh earth, tropical plants, and sometimes coffee from the café.

You are going to FEEL: warm sun, a gentle breeze, and smooth concrete beneath your feet.

The garden is naturally quiet and unhurried — there are no crowds around individual attractions except during the two weeks after Christmas and Easter Weekend..



Quiet spots

The whole garden is naturally calm. These areas are especially peaceful:

- ◆ Near the World Peace Stupa — a quieter section of the path with less foot traffic
- ◆ The Bamboo Avenue — sheltered, peaceful, and quiet
- ◆ The Rainforest Walk — a quieter part of the Crystal Castle, in fact only 10% of our guests go into the Rainforest Walk.
- ◆ Weekday afternoons outside of school holidays are the quietest time to visit overall

You are always welcome to sit, rest, or simply stay in one place as long as you like.



Wings to Eternity

Wings to Eternity is one of the most beautiful areas of the garden.

You will see: three large amethyst crystal formations displayed under a shaded pergola, with a painted mural behind them.

You will hear: other people taking photos in front of the Wings, birdsong and distant garden sounds.

There is a bench nearby to sit and rest.

The floor is smooth and level — suitable for wheelchairs, scooters and walking aids.

This is a popular place to stop, rest and enjoy the view of the Buddha in the distance.



The Peace Dome

The Peace Dome is a large geodesic dome located in the gardens.

Inside you will find chairs and meditation cushions.

Crystal singing bowl sessions happen inside the dome. The sound is deep and resonant, warm and immersive rather than sharp or sudden.

If the sound feels like too much, you are welcome to sit at the edge or wait just outside the entrance.

The dome is accessible via the sealed garden path with a small section of compacted gravel. It has no steps.

Sessions run at set times — ask staff at the Welcome Hut for today's schedule.



THE CAFÉ

 Crystal Castle
• Shambhala Gardens

The Lotus Café

The Lotus Café is a large open-air café with beautiful views across the Byron Bay hinterland.

You will see: tables and chairs, a counter with food on display, and staff in aprons.

You will hear: background music, conversation, and coffee machine sounds — busiest at lunch.

You will smell: coffee, baked food, and warm cooking aromas.

A picture menu is available — you can point to what you would like. You can also sit outside in the garden if the café feels busy.

The café has moveable chairs — staff can arrange seating to suit your needs.



Ordering at the café

You order at the counter. Staff will take your order and give you a buzzer that will buzz loudly and flash when your food is ready.

The menu includes vegetarian, vegan, dairy-free and sugar-free options.

If you have allergies or special dietary needs, please tell staff when you order. They are happy to help.

A picture menu is available at the counter — just point to what you would like.

Filtered water is also available free of charge near the café entrance.



CRYSTAL ROOMS

 Crystal Castle
• Shambhala Gardens

The Rainbow Room

The Rainbow Room is where you can have an aura photo taken.

You will see: colourful displays and aura images on the walls.

You will hear: background music and staff talking with guests.

The room is air conditioned — cooler than outside.

Staff are present to answer questions and help you. You do not need to purchase anything, you are welcome to look.

If it feels busy, you can step back outside at any time.

Aura photo bookings can be made inside this room.



The Moon Room & crystal spaces

The crystal rooms are where you can see and buy crystals, jewellery and gifts.

You will see: hundreds of crystals in lit display cases — colourful, bright and visually detailed.

You will hear: music playing, and other guests browsing.

You will feel: cool air conditioning and smooth floors.

Staff are nearby if you need help, but will give you space to explore on your own.

The accessible toilet is located inside the Moon Room building.



Getting around — ramps & paths

Ramps with fitted handrails provide access to all indoor spaces — the café, crystal rooms and the Moon Room.

The sealed concrete path connects all major areas of the garden. It is wide, smooth and comfortable for wheelchairs, scooters and walking aids.



The accessible toilet

The accessible toilet is located inside the Moon Room building.

The door is 800mm wide and you push it to open.

Inside there are handrails, a contrasting toilet seat, and enough space to manoeuvre.

There is also a baby change facility nearby.

If you need help locating the toilet, ask any staff member — they will show you.

General toilets are also available near the Courtyard (spinning rose quartz ball).

Service animals are very welcome

Service animals are welcome throughout all areas of Crystal Castle, in the gardens, the café, and all indoor crystal spaces.

Dogs must remain on a leash at all times.

We provide a water bowl at the Welcome Hut upon request.

There are shaded rest spots and seating throughout the garden where you and your animal can take a break.



Crystal Castle
♦ Shambhala Gardens



If you have questions about bringing your service animal, please contact us before your visit and we will be happy to help.

02 6684 3111
info@crystalcastle.com.au

If you need a moment



You can sit on any bench along the path — there is seating throughout the whole garden.

You can step off the path onto the grass areas and stay as long as you need.

You can return to the Welcome Hut and sit in the entry area.

You can leave the garden and wait in the car, then come back in, your ticket is still valid.

You can ask any staff member for help. They will not rush you.

You can tell us at any point if something is not working for you.

Who you might meet



Our staff are in the gardens, the café and the crystal rooms all day. They wear Crystal Castle uniforms and name badges.

When they see you in the garden, they may show you a card like this:

Hi, I'm Sarah.

I will be in Crystal Castle today.

I will see you and say hello.

Nice to meet you. ◆

You can ask any staff member:

- Anything about the garden or the crystals
- For quiet time or space
- To explain something in writing
- For help if you feel overwhelmed
- For directions to any part of the site

We are here to help

*If you have any questions before your visit, please get in touch.
We are happy to talk through anything so your day goes exactly as you hope.*

PHONE

02 6684 3111

EMAIL

info@crystalcastle.com.au

WEB

crystalcastle.com.au/accessibility



Crystal Castle
◆ Shambhala Gardens

Crystal Castle & Shambhala Gardens ◆ 81 Monet Drive, Montecollum NSW 2482