

ATIC Accessibility

To support the accessible community in making informed travel decisions for their individual needs



ATIC Accessibility

The following pages provides travellers with information on the businesses facilities and amenities which aims to support the traveller to make an informed decision on whether the business is suitable for their individual needs.

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OVERVIEW

Business Overview

The business has the following products/services available

- Tour/Transport
- Adventure

Our business caters for the following disability types:

- Limited mobility
- Food allergies or intolerances
- Cognitive or people on the Autism Spectrum

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Web portal
- Our website supports Screen Readers
- Our forms have high contrast boxes and submit boxes

Emergency Management

All of our tours are fully guided, the guide(s) are always on hand to manage the situation and guests in the event of an incident or emergency

- All guests are noted on the manifest for emergency and evacuation purposes

Communications

- Our website meets WCAG 2.0 accessibility standards

Other Information

- For bookings made onsite, the ticket booth/counter/box office is accessible for people using a wheelchair

Guide Dog and Service Animals

- The business provides a secure area with shade and water for service animals

- The business provides a toilet area for service animals

The business provides the following services for services animals: Water bowls, large secure outdoor area with shade.

GENERAL

Pre-arrival, arrival and reception

The business has the following in place to support guests during pre-arrival, arrival and reception

- Booking information and websites are compatible with screen readers
- There is a public entryway
- Seating available at office
- A lower counter at office
- A clipboard to allow check-in/ticket purchase whilst seated
- Pen and paper at office to aid in communication
- Area maps at office to aid in communication
- Lighting in the office area is even and glare free
- Large print information sheets and registration forms
- Information and maps are available in written form

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: We have small numbers of guests through our office. Seating is available. Other staff can be called in to assist where necessary to reduce wait times.

Car Park and Access amenities

The business has the following Car Park and Access amenities

- A drop off zone

Entry

The business has the following amenities/systems in place for entry

- A drop off point close to the entrance
- A path of access to the building is slip resistance and even
- A path of access to the building is clear of obstruction
- Entry doors or fitted with a self closer
- Door jams/doors are of a contrasting colour to surrounding walls
- Door handles are of a contrasting colour to the door
- Signage is written in a contrasting colour
- The entry door is a minimum of 850mm wide
- The entrance sill is less than 13mm
- There a clear space of at least 1500mm x 1500mm in front of all doors.

Internal Spaces

- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Floors, walls, counters and furniture are of contrasting colours
- Any protruding or overhanging obstructions are at least 2meters above the floor or are protected
- Seating is available for guests unable to stand for long periods
- All corridors greater than 900mm

Public areas

The public areas have the following amenities in place

- Even lighting
- Seating

TOUR OPERATORS

Tour/Transport Services

The tour/transport services have the following facilities/amenities in place

- Busses/Coaches
- ❖ No vehicles have wheelchair lifts or ramps
- ❖ No vehicles have low floors with ramped entry

The maximum wheelchair capacity available in the fleet is: 0

Guides

Guides have been trained in the following

- Use of clear/simple English
- Correct pronunciation for lip readers

FOOD AND DRINK

Our business caters for the following dietary requirements

- Sugar free (diabetic)
- Gluten free (celiac)
- Lactose free (dairy free)
- Low fat and fibre with no gastric content
- Low potassium
- Low sodium
- Nut free
- Additive free
- Organic
- Vegetarian
- Vegan
- Kosher
- Halal
- ❖ There are procedures in place to avoid cross-contamination of food products

ADVENTURE ACTIVITIES

Adventure activities

The adventure activities have the following facilities/amenities in place

- Some of our adventure activities cater for people with a disability

Guests that have hearing loss are able to participate in some tours providing they have a hearing aid or companion. Non-kayaking tours can cater for people with minor mobility issues, hearing or sight-impaired; these may be assessed on a case-by-case basis.

Tour itinerary and delivery can be adjusted on a case-by-case basis.

Report Disclaimer

Please note that this business report, provided as a result of the use of the diagnostic assessment, is for information purposes only.

Australian Tourism Industry Council (ATIC) cannot guarantee the accuracy of respondent's answers, or that they are fully representative of your business. Therefore, ATIC does not warrant or guarantee any particular outcome in respect of your businesses self-assessment.

This report is intended as guidance only for your business and should not be relied on for future marketing considerations. ATIC recommends that you seek your own independent advice as well as the results from the diagnostic.

Links to external web sites are inserted for convenience and do not constitute endorsement of material at those sites, or any associated organisation, product or service.

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