

# ATIC Accessibility

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

This report prepared for:

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## 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

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The business has the following products/services available

- Accommodation
- Food and Drink
- Event

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Wheelchairs or mobility scooters
- Food allergies or intolerances
- Cognitive or people on the Autism Spectrum



## Bookings

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The business offers the following methods for bookings and enquiries:

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

## Emergency Management

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- There are Audible device/s to alert occupants to evacuate with instructions on how to evacuate.
- There are visual device/s to alert occupants to evacuate.
- Exit signs are clear and easy to see
- Exit access is free and clear at all times

We ensure exit access is free and clear at all times by:

Constant checks by Security Team

- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants
- The evacuation point is clearly marked by a sign

The business identifies guests who need additional assistance should an emergency occur by:

Notes on the system

The procedure for assisting guests who need assisted rescue is:

Special needs guests in house should be noted by the Reception team. These guests become priority and they're taken to a refuge area. The Fire Department are notified on what level the guest is located & which fire exit stairs so they can assist as they are well trained & equipped.

- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

## Communications

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- Our website meets WCAG 2.0 accessibility standards
- Our business offers the following alternative communication methods
- Plain English

Not specified

- There is easy to read signage and information (e.g. menus and emergency information)

## Other Information

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

## Guide Dog and Service Animals

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The business provides the following services for services animals:

On request and prior information only

# GENERAL

## Pre-arrival, arrival and reception

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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 reception/public entryway.
- Seating available at reception
- Lighting in the reception area is even and glare free
- Large print information sheets and registration forms
- Keys are available for each guest
- Luggage assistance
- In addition, the following further information can assist guests:

Reception team to prioritise guests accordingly by informing other guests

## Cognitive Impairment Support

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- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- A space for parents and children on the Autism Spectrum
- Access has alternative procedures and clear written instructions with universal access symbols

## Car Park and Access amenities

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The business has the following Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- Level or ramped access from the car park to the entrance
- The accessible entrance is clearly signed from the parking bay
- The public transport services available are:

Bus stop right outside the hotel

- Kerb ramps are in place where a pavement or walkway needs to be crossed

## Entry

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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
- Self opening entry doors or fitted with a self closer
- Glass doors are fitted with a visual sighting strip
- 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
- Signage is written in a Sans Serif font and use upper and lower case letters
- The entry door is a minimum of 850mm wide
- The entry door has self opening or a light opening pressure (for manual operations)
- The entrance sill is less than 13mm
- There a clear space of at least 1500mm x 1500mm in front of all doors.

## Lifts

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- The lifts have the following amenities in place

## Internal Spaces

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- 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
- Tableware/glassware contrast with the table surface or table cloth
- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- All corridors greater than 900mm
- There is a quiet space for parents and children on the Autism Spectrum

## Public areas

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The public areas have the following amenities in place

- Even lighting

- Seating

## External Paths

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External paths of travel have the following amenities are in place

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- Pathways are wider than 900mm
- There 3 successive steps or less on any path or at any doorway

## Steps

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Steps have the following amenities are in place

- There are steps.
- Handrails fitted to all open sets of steps
- Handrails extend 300mm beyond the top and bottom step

## Ramps

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Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Hand rails are fitted

## Public Toilets/Adult change facilities

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Public Toilets/Adult change facilities have the following amenities are in place

- There is an accessible toilet for public use
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- The toilet seat is 460mm above the floor
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- There is a registered changing places facility

# ACCOMMODATION

## Bedrooms

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The bedrooms have the following facilities/amenities in place

- There are 2 rooms available to guests who use a wheelchair
- Bedroom furniture can be re-arranged on request

Not specified

Layout of room Image(s)



layout and space between the walls and bed(s)

## Room Amenities

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- Visual alarm is fitted to the room
- Room phones have volume control
- Room phones have a visual ringing indicator
- There is a clear path through the room
- Wardrobe handles are a contrasting colour to the doors and draws
- Housekeeping procedures instruct staff not to reposition furniture that has been moved
- Doors open fully against the adjoining wall
- There is a clear opening at least 850mm wide
- There at least one chair with rigid arms
- Wardrobe and drawer handles are easy to grip
- The bedside lamp switch is easy to reach from the bed
- The bed height is no higher than 680mm from the floor
- There is at least 130mm clearance under the bed

## Bathrooms

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The bathrooms have the following facilities/amenities in place

- All heating appliances and hot water pipes are protected or insulated
- All shower, bath and basin taps are clearly differentiated between hot and cold
- Fixtures and fittings have rounded edges
- The hot water is thermostatically controlled to 41 degrees
- The width of the door is 770mm.
- The width beside the toilet is Less than 700mm.
- Handrails are fitted
- There is 470mm mm of clear space in front of the toilet
- The toilet seat is a contrasting colour to the floor
- The actual height of the toilet seat is 420mm.
- There is a portable shower head on flexible hose

### Bathroom Image(s)



full bathroom layout



toilet showing space beside and handrail location



toilet showing space beside

# COMMON AREAS

## Swimming pools, spas and waterparks

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- The following swimming pools, spas and waterparks amenities are available
- In addition, the following further information can assist guests:

Unfortunately, we do not have ramps or accessible routes to the swimming pool.

# FOOD AND DRINK

## Dining Spaces

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The dining spaces have the following facilities/amenities in place

- The entrance has level access
- The doorway is at least 850mm wide
- There is level access through the dining area
- Chairs are moveable to allow for wheelchairs to be seated at the tables
- There are areas of full lighting
- There are Plain English menus
- There is an accessible toilet

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
- Vegetarian
- Vegan
- Kosher
- Halal
- In addition, the following further information can assist guests:

As per food licence inspection guidelines.

Food and Beverage Image(s)



Restaurant Entrance



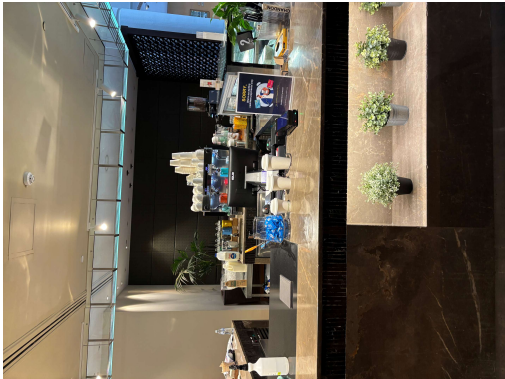
Table Layout



Serve Area



Bar Area



Pay Counter

# EVENTS

## Events

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Events have the following facilities/amenities in place

- There is step free access throughout the venue
- All ancillary areas are step free e.g. breakout rooms, dining areas, outside areas and exhibition spaces
- Accessible toilets are available at the venue
- Audio description is available
- There is good circulation space with the number of people expected to allow people with a disability to move around freely
- Food and water is available for guide and service animals
- Accessible car parking is available
- There are designated drop-off points
- There is accessible public transport to the venue
- The event includes the use of loud noises, fireworks or strobe lighting
- Quiet rooms, marquees or spaces are available



## Report Disclaimer

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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.

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