

# ATIC Accessibility

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**Proudly supporting the accessible community in making informed travel decisions for individual needs.**

Report generated by:



# 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.

- Tour/Transport

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- 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 forms have high contract boxes and submit boxes.

## Emergency Management

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- Emergency and evacuation procedures are explained on arrival.
- Exit signs are clear and easy to see.
- Exit access is free and clear at all times.
- Exit doors are able to be opened by all occupants.

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

- Staff being familiar with individual guest needs
  - On tours that encompasses a cruise component with Captain Cook Cruises, The procedure for assisting guests who need assisted rescue is via crew maintaining a lookout over our guests at all times. If in the event of an emergency, our crew are trained in emergency response and should an evacuation be required, will muster passengers according to our safety management system (SMS), address passenger needs and work together to ensure the safety of our guests.
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## Communications

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Our business offers the following alternative communication methods:

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

## Other Information

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- Our business accepts the companion card.
- The nature of our business as a transport operator doesn't allow us the space to provide a dedicated area for service animals. However, we do accommodate them on our vessels and can provide water on request.

# 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:

- There is a reservations counter at our tour commencement location at Barrack Street Jetty Perth. This is the same location as SeaLink and Captain Cook Cruises.
- We do not have a reception - we have a booking counter. There are public seats
- Information and maps are available in written form.

For any concerns relating to your experience with us, please do not hesitate to reach out to our friendly team.

## 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 in public parking areas near by
- Kerb ramps are in place where a pavement or walkway needs to be crossed.

For any concerns relating to access to our reservations and departure locations, please do not hesitate to reach out to our friendly team on (08) 9325 334

## Ramps

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For ramps, the following amenities are in place.

- There are ramps.
- All fixed ramps are 1:14 or less.
- Handrails are fitted.
- Ramps have a raised edge of at least 100mm.
- In addition, the following further information can assist guests:

For exact information on our river vessels, please contact our friendly reservations team on (08) 9325 3341, as accessibility varies depending on the vessel in operation.

## Public Toilets/Adult change facilities

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Accessibility access to public toilet facilities does vary by tour/ For exact information please contact our friendly reservations team on (08) 9325 3341.

# Tour Operators

## Tour/Transport Services

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Our tour/transport services have the following facilities/amenities in place:

- Buses/Coaches
- Our river service varies based on the vessel in operation.
- Our buses do not have ramp access or lifts at this stage

## Route Planning

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- The tour route includes stops with accessible toilet facilities – We apologise we do not have accessible toilet facilities onboard our river vessels.
- Lunch stop venues are accessible.
- Accessibility to vessels may be tide dependant.

In addition, the following further information can assist guests:

- Our Swan Valley Tours bus services include (or may include) stops at Sandalford Wines, Mandoon Estate, Lancaster Wines, Margaret River Chocolate Company dependant on the tour.

Please contact our reservations team on (08) 9325 3341 for exact information relevant to your tour.

## 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.

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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