ATIC Accessibility

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

The business has the following products/services available

- Tour/Transport
- Attraction
- Food and Drink
- Adventure

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- 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
- Webportal
- Our forms have high contract boxes and submit boxes

Emergency Management

- Emergency and evacuation procedures are explained on arrival
- 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:

it is a compliance requirement

- Exits and access to exists are greater than 900mm
- Exits including stairwells, have bright edges used on the steps.
- The evacuation point is clearly marked by a sign

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

the staff are made aware of anyone with special needs prior to touring

The procedure for assisting guests who need assisted rescue is:

part of our emergency evac plan

Other Information

- The business accepts the companion card

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
- Bowls, bedding, etc. are provided for service animals

The business provides the following services for services animals:

service animals are allowed on the planes and 4WD

GENERAL

Pre-arrival, arrival and reception

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

- Information and maps are available in written form
- A familiarisation tour
- In addition, the following further information can assist guests:

we dont have long waiting periods on any tours

Car Park and Access amenities

The business has the following Car Park and Access amenities

- The accessible entrance is clearly signed from the parking bay

Displays, exhibits, commentary and live performances

For displays, exhibits, commentary and live performances the following amenities are in place

- Seating
- In addition, the following further information can assist guests:

again we are remote out back any performances are on the tour and the tracks without an off road wheel chair they will not be accessible

External Paths

External paths of travel have the following amenities are in place

- Pathways are wider than 900mm

we are on remote outback bush tracks

we are on remote outback bush tracks there is no signage

Steps

Steps have the following amenities are in place

- There are steps.
- Handrails fitted to all open sets of steps
- In addition, the following further information can assist guests:

there are no disability toilets in the parks we operate in

TOUR OPERATORS

Tour/Transport Services

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

- Buses/Coaches
- none vehicles have wheelchair lifts or ramps
- none vehicles have low floors with ramped entry

The maximum wheelchair capacity available in the fleet is:

nil

- Commentary is available in written format

Route Planning

- Route Planning
- In addition, the following further information can assist guests:

none of the stops on our tours have disabled toilets even though some are in the national parks

- Lunch stop venues are accessible
- Overnight Stops

The total number of wheelchair passengers that can be catered for at overnight stops are:

nil

- Walking Tours
- Multi-paced to account for slower walkers

Guides

Guides have been trained in the following

- AUSLAN
- Use of clear/simple English
- Correct pronunciation for lip readers
- In addition, the following further information can assist guests:

Warmun art centre Purnululu national park , mitchell falls national park

ATTRACTIONS

Attractions Basics

- A park map is available here:

www.kingfishertours.com.au

Zoos and Wildlife Parks

- Guide and service dogs are welcome
- In addition, the following further information can assist guests:

national parks

- A secure area with shade and water for service dogs is available
- A guide for patrons who are blind or vision impaired are available
- In addition, the following further information can assist guests:

there is no signage

- Seating is provided at regular intervals
- Tour vehicles are available

COMMON AREAS

FOOD AND DRINK

Dining Spaces

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

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
- In addition, the following further information can assist guests:

foods are prepared separately all surfaces cleaned thoroughly

ADVENTURE ACTIVITIES

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.

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