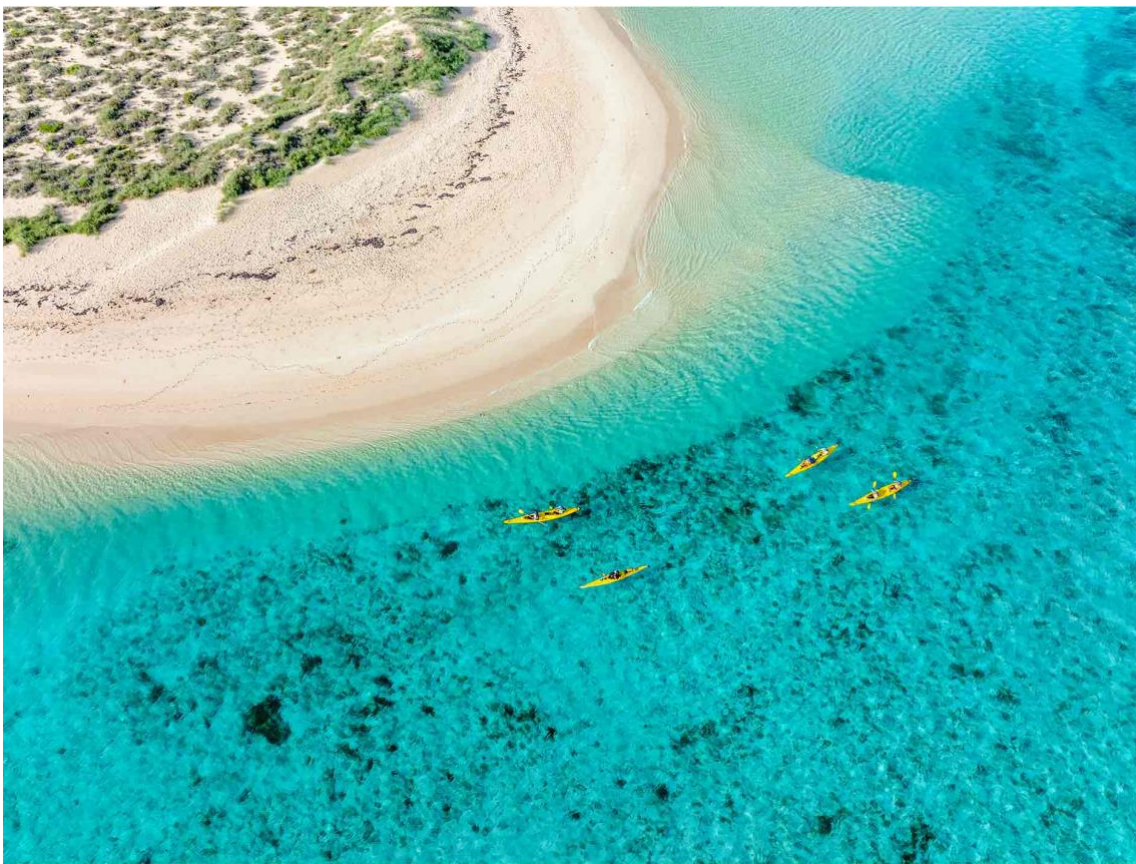


Exmouth Adventure Co Accessibility Guide

TO SUPPORT THE ACCESSIBLE COMMUNITY IN MAKING INFORMED
TRAVEL DECISIONS FOR THEIR INDIVIDUAL NEEDS



This report prepared for:

| | |
|------------------------|--------------------------------|
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| Date: | 2024-10-15 11:44 |

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
- Webportal
- 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

- Guests with disabilities are noted in the guest log book 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
- Bowls, bedding, etc. are provided for service animals

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



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 reception/public entryway.
- Seating available at reception
- A lower counter at reception/ticket office
- A clipboard to allow check-in/ticket purchase whilst seated
- A tablet with text to voice or pen and paper at reception to aid in communication
- Picture Board at reception to aid in communication
- Lighting in the reception 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
- Level or ramped access from the car park to the entrance
- Kerb ramps are in place where a pavement or walkway needs to be crossed

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
- 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.

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

Displays, exhibits, commentary and live performances

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

- Seating



External Paths

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

No paths with steps



TOUR OPERATORS

Tour/Transport Services

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

- Busses/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: 0

Route Planning

- Route Planning
- Lunch stop venues are accessible
- Sightseeing and photo opportunity stops are step free
- Overnight Stops
- ❖ A total of 0 wheelchair passengers can be catered for overnight stops
- Walking Tours
- Multi-paced to account for slower walkers

Guides

Guides have been trained in the following

- Use of clear/simple English
- Correct pronunciation for lip readers
- Marine
- ❖ This tour stops at attractions/accommodation/food and beverage/retail spaces that are not operated by this business. For information relating to these individual properties please follow the weblink provided



FOOD AND DRINK

Dining Spaces

The dining spaces have the following facilities/amenities in place

- ❖ The smallest doorway is 900mm wide

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

- Our adventure activities cater for people with a disability

The following activities are available to 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 on a case-by-case basis

The equipment utilised to make the activities available are: Tour itinerary and delivery can be adjusted on a case-by-case basis

The following limitations apply to participation, including those activities that are not available to people with a disability: Assessed 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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