

ATIC Accessibility

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



This report prepared for:

Business name: Up Close and Local Tours

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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

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

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Staff have undergone disability awareness and training

Emergency Management

- 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: Vehicle doorways are kept free and clear.

- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants
- Exits to the emergency evacuation point does not include stairways
- The evacuation point is clearly marked by a sign

The business identifies guests who need additional assistance should an emergency occur by: A passenger manifest is provided to all tour guides, which includes any notes provided by customers regarding mobility or accessibility requirements.

The procedure for assisting guests who need assisted rescue is: People with disabilities will be given high priority in all emergencies. Communicate the emergency in a manner appropriate to their needs, and we ask people with a disability how we can assist them.

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

Communications

Our business offers the following alternative communication methods

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

The business provides the following services for service animals: We are unable to take service animals on our tours.

GENERAL

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: Pick up times are emailed to all guests prior to the tour. These are adjusted to suit each tour, so that wait times are kept minimal. Vehicles generally arrive within 2-3 minutes of the designated pick up time.

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:

All information is delivered live, in person, in plain English. We can tailor language, speed, volume to suit the needs of each group/person.

External Paths

External paths of travel have the following amenities are in place

- Pathways are wider than 900mm
- In addition, the following further information can assist guests:

We have one step to get in to each vehicle only, an additional portable half-step available for assistance if needed.

TOUR OPERATORS

Tour/Transport Services

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

- Busses/Coaches
- ❖ 0 vehicles have wheelchair lifts or ramps
- ❖ 0 vehicles have low floors with ramped entry

Image(s)



The maximum wheelchair capacity available in the fleet is: We don't have dedicated wheelchair storage but for private tours we can accommodate a wheelchair with advance notice.

- Some commentary is available in written format

Route Planning

Route Planning:

- The tour route includes stops with accessible toilet facilities
- Lunch stop venues are accessible
- Sightseeing and photo opportunity stops are step free

Walking Tours:

- Operated on a step free route
- Multi-paced to account for slower walkers
- Hearing aid compatible

Guides

Guides have been trained in the following:

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

Lunch venues make very effort to accommodate most dietary requirements if we are provided with advance notice, however they are not exclusively nut-free or gluten free kitchens.

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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