

ATIC Accessibility

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



This report prepared for:

Business name: D'GUY CHARTERS

Address: 12 Karina Mews

Town: Kalbarri

Date: 2024-03-20 06:09

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:

- 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
- 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: We do pre-check and post-check on our vehicles in a regular basis

- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants
- Exits including stairwells, have bright edges used on the steps.

The business identifies guests who need additional assistance should an emergency occur by: We prioritise people with disability to be seated by the exit door

The procedure for assisting guests who need assisted rescue is: Ask the question first if they need assistance and ask for permission to assist them.

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

Communications

- Our website meets WCAG 2.0 accessibility standards

The business provides the following services for services animals: Not applicable

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

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: We priorities people with disability to be serve or taking care of.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- Quiet periods or early opening times for people on the Autism Spectrum

Car Park and Access amenities

The business has the following Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- The accessible entrance is clearly signed from the parking bay
- In addition, the following further information can assist guests:

We conduct our activity outdoor at the national park. We are using the access amenities provided by the park however we don't provide it on our vehicles.

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

- Paths or slopes longer than 15 metres have resting places or seats
- Pathways are wider than 900mm
- There 3 successive steps or less on any path or at any doorway
- In addition, the following further information can assist guests:

We conduct our activity outdoor at the national park. Some areas are suitable for wheelchair, some are not. We are using the access amenities provided by the park however we don't provide it on our vehicles.

Steps

Steps have the following amenities are in place

- There are steps.
- Handrails fitted to all open sets of steps
- Where steps are present are there three steps or less

TOUR OPERATORS

Route Planning

- Route Planning
- The tour route includes stops with accessible toilet facilities
- Lunch stop venues are accessible
- Walking Tours
- Multi-paced to account for slower walkers
- Electronic voice augmentation
- Hearing aid compatible

Guides

Guides have been trained in the following

- Use of clear/simple English
- Correct pronunciation for lip readers

Image(s)



Minibus footstep



Minibus seating

- ❖ 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

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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