

ATIC Accessibility

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



This report prepared for:

Business name:	Kalbarri Wilderness Cruises
Address:	25 Ralph St
Town:	Kalbarri
Date:	2024-02-22 15:36

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

Kalbarri Wilderness Cruises have the following products/services available

- Tour/Transport

Our business caters for the following disability types:

- Limited mobility
- Wheelchairs or mobility scooters
- Food allergies or intolerances

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal

Emergency Management

- Emergency and evacuation procedures are explained on arrival
- Exits and access to exists are greater than 900mm

The business identifies guests who need additional assistance should an emergency occur at the booking process and when loading on the to the vessel

- Guests with disabilities are noted in the guest manifest written and digital for emergency and evacuation purposes


Communications

- An accessibility guide is available on the website

Guide Dog and Service Animals

- The business provides an area with shade and water for service animals

The business provides the following services for services animals:

 We welcome "Eye seeing" and "Service dogs" onboard our vessel, all we ask is that you notify us beforehand that they will coming along.

We also welcome quiet and well-behaved pets at our discretion. If you'd like to bring your pet on the cruise, please phone to discuss prior to booking your ticket.

GENERAL

Pre-arrival, arrival and reception

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

- 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 are a tour vessel and load our passengers very quickly, we don't really feel that there are long wait times

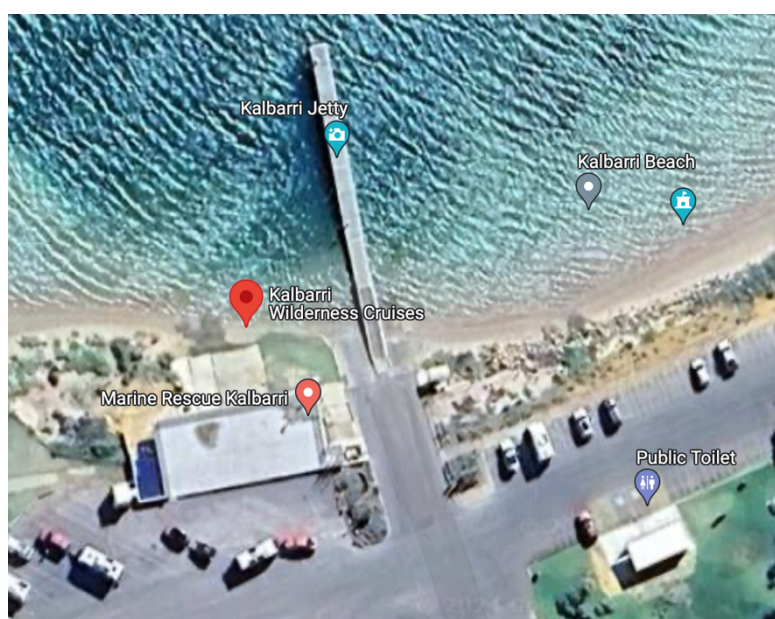
- In addition, the following further information can assist guests:

Generally this is provided at the time of booking, or clients reach out to us should they have personal concerns prior to booking

Car Park and Access amenities

The business has the following Car Park and Access amenities

- A drop off zone, a vehicle may drive down the boat ramp to limit the walking distance to the vessel
- Designated disabled parking bays
- Level or ramped access from the car park to the entrance



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

Ramps

Ramps have the following amenities in place

- There is a ramp to board the vessel, lowering to ground level with hand rails
- All fixed ramps are 1:14 or less
- Hand rails are fitted
- In addition, the following further information can assist guests:

We have a small toilet space (similar to an aircraft) with no capacity for changing.

The tour is 2.5 hours long

TOUR OPERATORS

Tour/Transport Services

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

- Our vessel has low floors with ramped entry

The maximum wheelchair capacity available in the fleet is: 1 to 2

Route Planning

- Sightseeing and photo opportunity stops are step free

Guides

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



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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