

# ATIC Accessibility

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



This report prepared for:

Business name: Chimes Spa Retreat

Address: 467 Mount Shadforth Road

Town: Shadforth

Date: 2024-02-01 18:34

## 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

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The business has the following products/services available

- Accommodation

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

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The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal

## Emergency Management

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- 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: Forms part of the day to day operational processes

- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants

The business identifies guests who need additional assistance should an emergency occur by: Guests that need special assistance is recorded in the booking system either upon booking or check-in.

The procedure for assisting guests who need assisted rescue is: The same procedure is followed for all guests

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

## Communications

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- Our business offers the following alternative communication methods
- Plain English

A wide variety of Augmentative and Alternative Communication such as PODD, PECS, Prologue to Go etc.

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

## Guide Dog and Service Animals

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- 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

# GENERAL

## Pre-arrival, arrival and reception

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

- There is a reception/public entryway.
- Seating available at reception
- 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
- Lighting in the reception area is even and glare free
- Information and maps are available in written form
- A familiarisation tour
- Keys are available for each guest
- Luggage assistance

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: As Chimes Spa Retreat is a small establishment there is not usually any wait time. There is a very comfortable lounge with tea and coffee facilities that guests are welcome to use if they have to wait to be served.

## Car Park and Access amenities

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The business has the following Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- In addition, the following further information can assist guests:

Chimes Spa Retreat is not wheelchair accessible

## Entry

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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
- 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

## Internal Spaces

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- 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
- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- Accessible facilities are clearly signed and visible from all areas
- All corridors greater than 900mm
- In addition, the following further information can assist guests:

Chimes Spa Retreat is a child-free resort.

## Public areas

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The public areas have the following amenities in place

- Even lighting
- Seating

## External Paths

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

Chimes Spa Retreat is not suitable for wheelchair users

## Steps

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Steps have the following amenities are in place

- There are steps.
- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- All steps or staircases have enclosed risers
- The underside of all staircases are enclosed or protected to a height of at least 2 metres
- Handrails fitted to all open sets of steps
- Handrails extend 300mm beyond the top and bottom step

## Public Toilets/Adult change facilities

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Public Toilets/Adult change facilities have the following amenities are in place

- There is an accessible toilet for public use
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- The toilet seat is 460mm above the floor
- ❖ There is 900 mm mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor



# ACCOMMODATION

## Room Amenities

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- Lower hanging rails are in wardrobes

For guests with a hearing impairment, the following emergency evacuation procedures apply to ensure safe evacuation: As Chimes is a small establishment with only a maximum of 10 rooms occupied, a physical check of all rooms will be quick and easy to do. In addition, any disability is recorded against the person's booking so any guest with special needs are easily identifiable.

- Televisions are equipped with closed captioning capability
- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- The edges of all furniture and fixtures are rounded
- Wardrobe handles are a contrasting colour to the doors and draws
- Doors open fully against the adjoining wall
- There is a clear opening at least 850mm wide
- There luggage racks for at least two suitcases
- There at least one chair with rigid arms
- Wardrobe and drawer handles are easy to grip
- The bedside lamp switch is easy to reach from the bed
- There is at least 850mm clear space beside the bed
- The bed height is no higher than 680mm from the floor

## Bathrooms

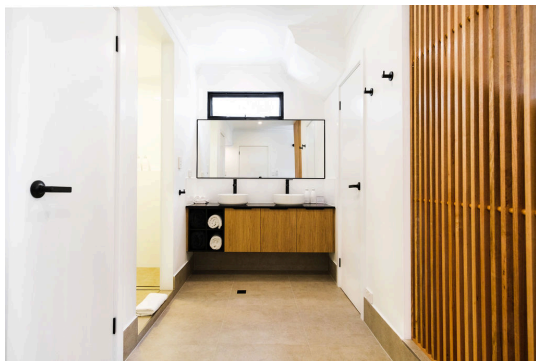
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The bathrooms have the following facilities/amenities in place

- All heating appliances and hot water pipes are protected or insulated
- All shower, bath and basin taps are clearly differentiated between hot and cold
- Fixtures and fittings have rounded edges

- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- ❖ There is 1000mm mm of clear space in front of the toilet
- The toilet seat is 460mm above the floor
- A door is fitted to the shower
- A door is fitted to the showers with an outward swing at minimum width of 900 mm

#### Bathroom Image(s)



2045



2168



2172



2200

# COMMON AREAS

## Swimming pools, spas and waterparks

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- The following swimming pools, spas and waterparks amenities are available
- Unisex change facilities with an accessible toilet

The following accessible entry methods are available to the pools and spas:

- Sloped/level entry

### Pool Access Image(s)



0945



3969

## Parks and gardens

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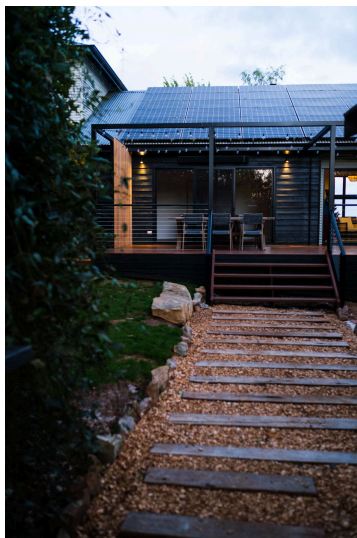
- The following parks and gardens amenities are available

- Seats are provided at regular intervals
- The park or garden contains sensory experiences
- Accessible picnic tables
- Accessible BBQs
- The park contains an observation deck or tower
- The observation deck provides a clear view through the safety railing
- Edge protection is provided

#### Parks and Gardens Access/Entry Image(s)



0946



0511



3440

## Report Disclaimer

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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.

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