

ATIC Accessibility

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



This report prepared for:

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Date:	2025-07-23 10:33

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
- Food and Drink
- Adventure

Our business caters for the following disability types:

- Deaf or low hearing
- Limited mobility
- Food allergies and/or intolerances
- Cognitive or people on the Autism Spectrum

Quiet TV room at our accommodation



Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our forms have high contrast boxes and submit boxes

Emergency Management

Emergency and evacuation procedures are explained on arrival. There are visual devices 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:

- Exit signs are clearly marked and staff are trained to keep clear
- Exits and access to exits 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:

- Guests provide details when booking tours
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes
- During an assisted rescue, a staff member remains with the guest at all times (if safe to do so) until emergency services arrive

Communications

Our business offers the following alternative communication methods:

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

Other Information

- The business accepts the companion card

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

Service animals can be accommodated on tours that are not located in National Parks.

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 further information can assist guests:

- Hikes with clients with accessibility needs are tailored to be close to facilities, eg. Cape Naturaliste to Sugarloaf Rock has facilities to stop and rest along a wheelchair friendly pathway.

‘Access for More’ Accessible Pathway – between Cape Naturaliste and Sugarloaf Rock



Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (this may include instructions, guides, menus and general information)
- The 'social script' is available in word and other editable formats
- Sensory needs are taken into consideration during booking
- Quiet periods or early opening times for people on the Autism Spectrum
- A space for parents and children on the Autism Spectrum
- Access has alternative procedures and clear written instructions with universal access symbols

Car Park and Access amenities

The business has the following Car Park and Access amenities:

- A drop off zone
- For guests visiting our head office, there is a designated disabled parking bay

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 resistant and even
- Door jambs/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, 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 is a clear space of at least 1500mm x 1500mm in front of all doors

Head Office drop off point



Internal Spaces

- Interior walls are matte or low sheen
- Floors, walls, counters and furniture are of contrasting colours
- Any protruding or overhanging obstructions are at least 2 metres 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
- All corridors greater than 900mm
- There is a quiet space for parents and children on the Autism Spectrum

In addition, the following further information can assist guests:

- Tours are conducted in public spaces that have the relevant requirements dependent on the guest's needs.

Public areas

The public areas have the following amenities in place:

- Even lighting
- Seating

Outdoor picnic area



Displays, exhibits, commentary and live performances

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

- Seating
- Wheelchair accessible spaces/seating

External Paths

External paths of travel have the following amenities in place:

- Surfaces are concrete, asphalt, smooth paving or hard-packed fine gravel (max aggregate size 13mm)
- 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
- We use nature trails - any paths having steps are clearly identified as non-wheelchair accessible

Our tours incorporate accessible areas when we customise the tour to suit the guests' ability. Guests with mobility issues cannot be taken on the full Cape to Cape track due to the terrain - we use accessible sections with facilities provided by the lighthouses for these tours.

Cape Leeuwin Lighthouse pathway



TOUR OPERATORS

Tour/Transport Services

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

- Buses/Coaches
- We do not have any accessible buses - if required we meet the guest on the track in their own vehicle, or if applicable we hire transport vehicles that have wheelchair lifts or ramps
- None of our vehicles have low floors with ramped entry

The maximum wheelchair capacity available in the fleet is:

- N/A

Route Planning

- The tour route includes stops with accessible toilet facilities
- Lunch stop venues are accessible
- Sightseeing and photo opportunity stops are step free
- For overnight stays, wheelchair accessible rooms are available

The total number of wheelchair passengers that can be catered for at overnight stops are:

- One

Walking Tours are:

- Operated on a stair-free route for those that need it
- 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
- There is a audio description of surroundings

In addition, the following further information can assist guests:

- The Common Bistro: [THE COMMON | PUB, BAR + BISTRO - Margaret River](#)
- Margaret River Brewhouse: [BREWHOUSE – Margaret River Brewhouse](#)
- Vasse Felix winery: [Vasse Felix | Margaret River's Founding Winery](#)
- Bettenays Margaret River: [Bettenays Margaret River](#)
- Cape Naturaliste Lighthouse: [Cape Naturaliste Lighthouse - Capes Foundation](#)
- Cape Leeuwin Lighthouse: [Cape Leeuwin Lighthouse - Capes Foundation](#)
- Many other businesses located in the Margaret River, Augusta, Dunsborough and Busselton locations.

Guests with accessibility/mobility needs would be catered for with a bespoke tour, with partners that have the ability for them to be fully mobile.

ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

- There is one room available to guests who use a wheelchair

Layout of room



Accessible room 7

Room Amenities

- 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
- Housekeeping procedures instruct staff not to reposition furniture that has been moved
- Doors open fully against the adjoining wall
- There is a clear opening at least 850mm wide
- 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

- The business offers a range of non-allergenic bedding
- Non-allergenic cleaning products are used

In addition, the following further information can assist guests:

- A wardrobe is not available in these rooms - we have hanging hooks

Bathrooms

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
- Handrails are fitted
- There is a minimum of 1400mm of clear space in front of the toilet
- The toilet seat is 460mm above the floor
- A range of non-allergenic toiletries are available
- There is a roll-in shower with fold down fixed seat or a shower chair
- There is a portable shower head on flexible hose

Accessible bathroom layout



COMMON AREAS

Parks and gardens

- Accessible toilets
- Seats are provided at regular intervals
- The park or garden contains sensory experiences
- Accessible picnic tables
- Accessible drinking fountains
- Accessible BBQs

Handrails for guests with limited mobility



FOOD AND DRINK

Dining Spaces

The dining spaces have the following facilities/amenities in place:

- The smallest doorway outdoors in public areas
- There is an accessible toilet

Our business caters for the following dietary requirements:

- Sugar free (diabetic)
- Gluten free (coeliac)
- 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

In addition, the following further information can assist guests:

Our catering team require full dietary requirements at booking. Food safe handling practices maintained in our catering kitchen, and guests with dietary requirements have their food labelled.

In addition, the following further information can assist guests:

- Food is delivered to our tours daily and personally delivered to our guests by our guides.

Dietary intolerances and allergies are clearly labelled



ADVENTURE ACTIVITIES

Guests with accessible needs would be required to contact us directly so we can tailor a hiking program for them, meeting their specific needs.

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.

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