

# ATIC Accessibility

---

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

Please note that if you have included images in your assessment, you may need to review the image size/layout and reformat to ensure readability, and ensure the image name/title describes the image.

DELETE THIS TEXT BOX PRIOR TO MAKING THE DOCUMENT PUBLIC



This report prepared for:

Business name:	Rose & Crown Lodge
Address:	105 Swan
Town:	Guildford
Date:	2023-06-30 14:55

## 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.

OVERVIEW.....	4
Business Overview.....	4
Bookings .....	4
Emergency Management .....	4
Communications .....	5
Other Information .....	5
Guide Dog and Service Animals .....	5
GENERAL .....	6
Pre-arrival, arrival and reception .....	6
Cognitive Impairment Support.....	6
Car Park and Access amenities.....	6
Entry .....	7
Internal Spaces .....	7
Public areas .....	7
External Paths.....	7
Steps.....	8
Ramps.....	8
Public Toilets/Adult change facilities .....	8
ACCOMMODATION.....	9
Bedrooms .....	9
Room Amenities .....	9
Bathrooms.....	10

COMMON AREAS .....	12
Swimming pools, spas and waterparks .....	12
FOOD AND DRINK .....	14
Dining Spaces .....	14
Report Disclaimer .....	17

# OVERVIEW

## Business Overview

---

The business has the following products/services available

- Accommodation
- Food and Drink

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
- Our forms have high contract boxes and submit boxes

## Emergency Management

---

- There are visual device/s to alert occupants to evacuate.
- Exit signs are clear and easy to see
- 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 business identifies guests who need additional assistance should an emergency occur by:

Noted at check-in if disability

The procedure for assisting guests who need assisted rescue is:

part of manager emergency check procedure

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

## Communications

---

- Our website meets WCAG 2.0 accessibility standards
- Our business offers the following alternative communication methods
- Plain English
- There is easy to read signage and information (e.g. menus and emergency information)
- There is a Pictorial menu

### Pictorial Menu Image(s)



Bar Pork Bites **Error! Bookmark not defined.**

## Other Information

---

- For bookings made onsite, the ticket booth/counter/box office is accessible for people using a wheelchair

## Guide Dog and Service Animals

---

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

# GENERAL

## Pre-arrival, arrival and reception

---

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 lower counter at reception/ticket office
- A clipboard to allow check-in/ticket purchase whilst seated
- Lighting in the reception area is even and glare free

N/A

- 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:

Adequate seating and express check in and check out

## Cognitive Impairment Support

---

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)

## Car Park and Access amenities

---

The business has the following Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- Level or ramped access from the car park to the entrance
- The accessible entrance is clearly signed from the parking bay
- The public transport services available are:

On Local Map available on checkin

- Kerb ramps are in place where a pavement or walkway needs to be crossed

## 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 resistance and even
- A path of access to the building is clear of obstruction
- Self opening entry doors or fitted with a self closer
- 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
- The entry door is a minimum of 850mm wide

## Internal Spaces

---

- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Floors, walls, counters and furniture are of contrasting colours
- Tableware/glassware contrast with the table surface or table cloth
- 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

## Public areas

---

The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- 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

## Steps

---

Steps have the following amenities are in place

- There are steps.

## Ramps

---

Ramps have the following amenities are in place

- There are ramps.
- Temporary ramps are available
- Temporary ramps are in place for the duration of the guests stay

## Public Toilets/Adult change facilities

---

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 3000mm 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

## Bedrooms

---

The bedrooms have the following facilities/amenities in place

- There are 6 rooms available with easy access to disabled toilet and shower facilities rooms available to guests who use a wheelchair
- Bedroom furniture can be re-arranged on request

The following bed types are available in wheelchair accessible rooms

- One double/queen bed/king bed

Layout of room Image(s)



bed **Error! Bookmark not defined.**

## Room Amenities

---

For guests with a hearing impairment, the following emergency evacuation procedures apply to ensure safe evacuation:

Management evacuation procedures include checking each room in the event of an evacuation

- Room phones have volume control
- Room phones have a visual ringing indicator
- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- Housekeeping procedures instruct staff not to reposition furniture that has been moved
- Openings are a minimum of 820mm wide

- There luggage racks for at least two suitcases
- 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
- There is at least 130mm clearance under the bed

## 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
- The hot water is thermostatically controlled to 41 degrees
- The width of the door is n/a.
- The width beside the toilet is n/s.
- There is a minimum of 1400mm of clear space in front of the toilet
- The toilet seat is 460mm above the floor

### Bathroom Image(s)



Accessible Bathroom **Error! Bookmark not defined.**



Accessible Toilet **Error! Bookmark not defined.**



ensuite 1 **Error! Bookmark not defined.**



ensuite 2 **Error! Bookmark not defined.**

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

Photographs of disabled toilet/ shower room this is not part of the ensuite facilities in each room. Separate photos of standard ensuite facilities

# COMMON AREAS

## Swimming pools, spas and waterparks

---

- The following swimming pools, spas and waterparks amenities are available
- The park map includes a step free route

### Pool Access Image(s)



Accessible Toilet **Error! Bookmark not defined.**



pool **Error! Bookmark not defined.**

### Parks and Gardens Stair entry and exit Image(s)



Staircase **Error! Bookmark not defined.**

# FOOD AND DRINK

## Dining Spaces

---

The dining spaces have the following facilities/amenities in place

- The entrance has level access
- The doorway is at least 850mm wide
- There is level access through the dining area
- Chairs are moveable to allow for wheelchairs to be seated at the tables
- All glass doors and full height windows have contrast markings
- There are areas of full lighting
- There is an accessible toilet

Our business caters for the following dietary requirements

- Sugar free (diabetic)
- Gluten free (celiac)
- Lactose free (dairy free)
- Low fat and fibre with no gastric content
- Low potassium
- Low sodium
- Nut free
- Organic
- Vegetarian
- Vegan
- Kosher
- Halal
- There are procedures in place to avoid cross-contamination of food products
- There is a sample menu available online

Sample menu is available here -

<https://www.facebook.com/RoseandCrownGuildford>

[Food and Beverage Image\(s\)](#)



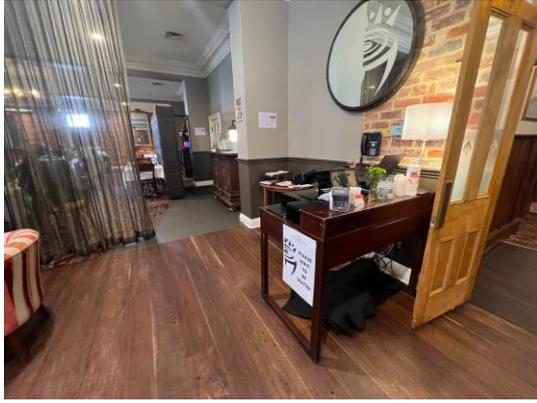
Garden Bar **Error! Bookmark not defined.**



Posh Bar Dining **Error! Bookmark not defined.**



Posh Bar **Error! Bookmark not defined.**



Posh Restaurant **Error! Bookmark not defined.**

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

Multiple Dining Areas and Bars that facilitate varying accessibility requirements

## 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.

ATIC does not:

- a) Assume any legal liability for the accuracy, completeness, or usefulness of any information from this report or any links provided; or
- b) Accept responsibility for any loss associated directly or indirectly from the use of this report