ATIC Accessibility

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



This report prepared for:

Business name:	Broadwater Resort
Address:	11 HOLGATE RD
Town:	Broadwater
Date:	2023-06-29 13:25

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

- Accommodation

Our business caters for the following disability types:

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

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- 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: Regularly inspect and maintain clear pathways leading to exit doors and remove any obstructions that could block or hinder evacuation routes.

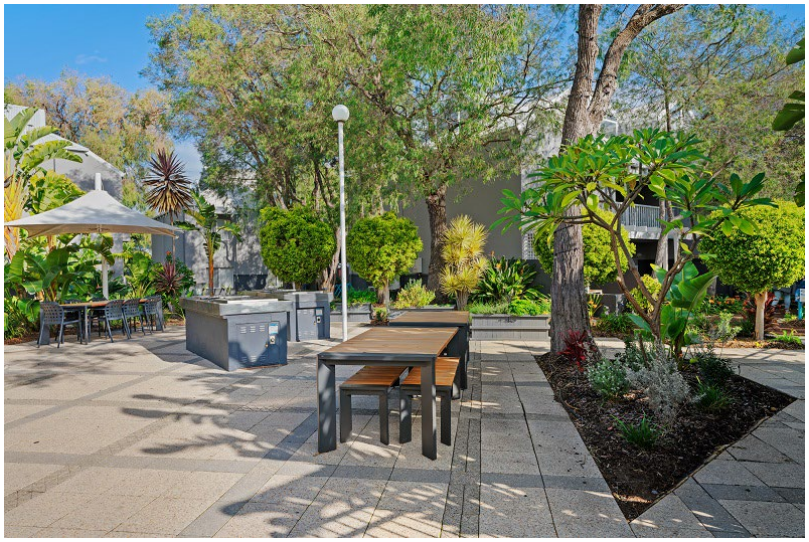
- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants
- Exits to the emergency evacuation point does not include stairways
- The evacuation point is clearly marked by a sign
- The business identifies guests who need additional assistance should an emergency occur by: Pre-arrival communication: Prior to guests' arrival, our team proactively communicates with guests to inquire about any special requirements or assistance they may need during their stay.
- The procedure for assisting guests who need assisted rescue is: When an emergency occurs, promptly activate the emergency response protocols, alerting emergency personnel, and notifying on-site staffs. Assign specific staff members the responsibility of assisting guests who require assisted rescue.
- 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
- The business provides the following services for services animals: As a pet-friendly resort, we warmly welcome dogs and service animals. Our rooms are equipped with a special pet package including a bed, blankets, and water/feeding bowls.

Images



BBQ area



Step-free path

GENERAL

Pre-arrival, arrival and reception

- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- A space for parents and children on the Autism Spectrum
- Booking information and websites are compatible with screen readers
- Seating available at reception
- A lower counter at reception/ticket office
- 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
- Large print information sheets and registration forms
- Information and maps are available in written form
- A familiarisation tour
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes
- 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: At our resort, we prioritise efficient check-in processes to minimize waiting times for our guests. However, in the event of any unexpected wait times, we strive to make their experience as enjoyable as possible. Our staff will promptly guide guests to our comfortable lounge area where they can relax and unwind. We offer complimentary drinks to ensure their comfort while they wait to complete the check-in process.

Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- Level or ramped access from the car park to the entrance
- Kerb ramps are in place where a pavement or walkway needs to be crossed

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
- The entry door is a minimum of 850mm wide
- The entrance sill is less than 13mm
- The entrance door mats have a thickness less than 13mm and a width of 7500mm or greater

Internal Spaces

- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- 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

Public areas

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

External Paths

- 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:
    - We don't have paths with steps or slopes

Ramps

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

- Ramps have a raised edge of at least 100mm

Public Toilets/Adult change facilities

- 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 1400 mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor
- The toilet seat is460mm above the floor

ACCOMMODATION

Bedrooms

- There are 5 rooms available to guests who use a wheelchair
- Bedroom furniture can be re-arranged on request

The following bed types are available in rooms with walk-in showers and handrails

- One double/queen bed/king bed
- Two single beds
- Bedding change can be accommodated.

Images



Resort Studio



Resort Studio with walk-in shower

- For guests with a hearing impairment, the following emergency evacuation procedures apply to ensure safe evacuation: We do not have visual evacuation guides.
- Televisions are equipped with closed captioning capability
- There is a clear path through the room
- 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 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

Bathrooms

- 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 width of the door is 720.
- The width beside the toilet is 350.
- There is 1000 mm of clear space in front of the toilet
- The actual height of the toilet seat is 410.

COMMON AREAS

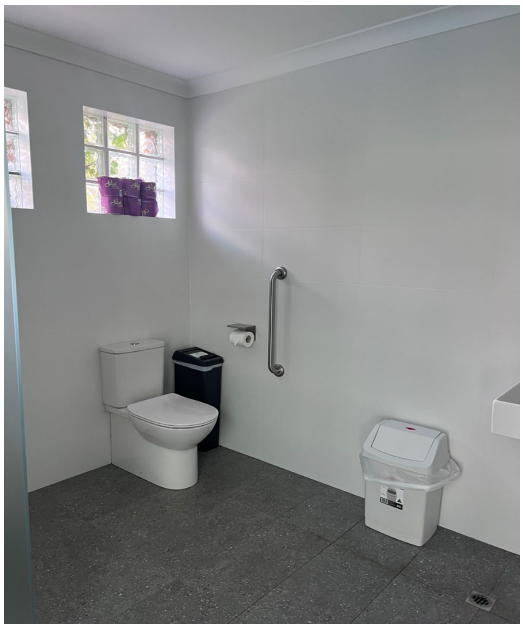
Swimming pools, spas and waterparks

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

Images



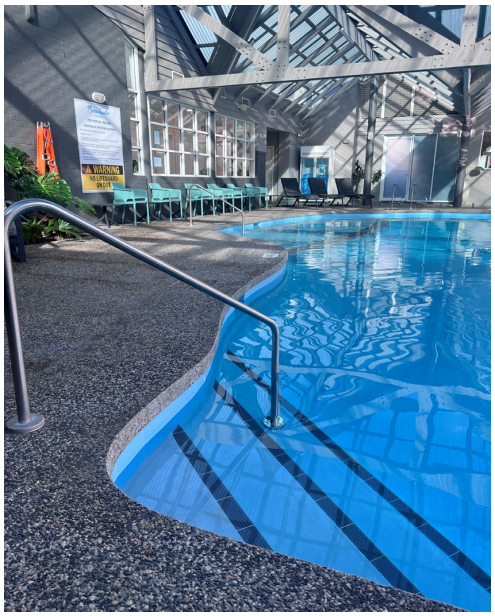
Public accessible toilet



Change Room Female



Change Room Male



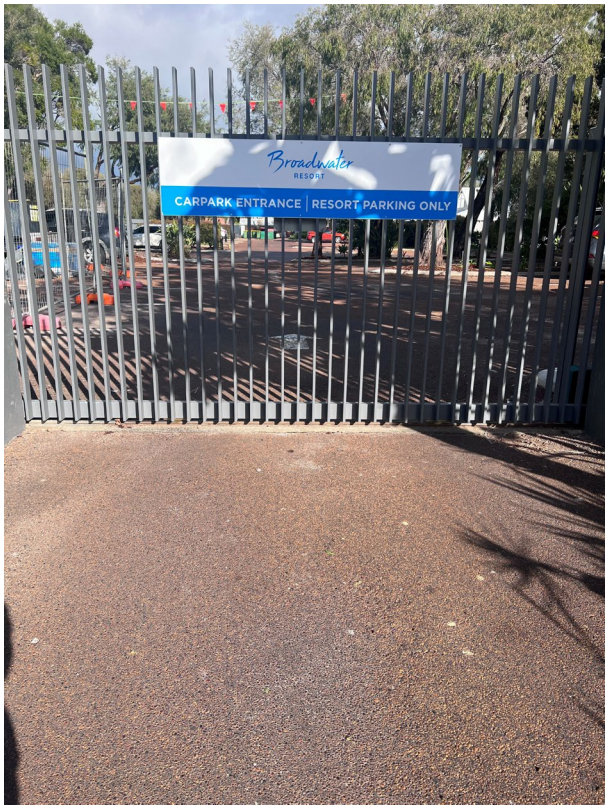
Pool entry with handrail



Resort Reception



BBQ Area



Car Park Entry



Emergency Assemble Point



Exit Gate

Report Disclaimer

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