

# ATIC Accessibility

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

This report prepared for:

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## 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:

- Limited mobility
- Wheelchairs or mobility scooters

## Bookings

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The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal

## Emergency Management

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- The business has an emergency management and evacuation plan for guests with a disability
- Emergency and evacuation procedures are explained on arrival
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

## Communications

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### 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

The business provides the following services for services animals:

Bowl and bedding provided

# 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 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
- Picture Board 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 step free map/guide
- A familiarisation tour
- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax
- A key to any accessible facilities that are locked
- 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:

N/A

## Cognitive Impairment Support

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- 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

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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:

Verbally

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

## 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
- Door handles are of a contrasting colour to the door
- Signage is written in a Sans Serif font and use upper and lower case letters
- The entry door is a minimum of 850mm wide
- The entrance sill is less than 13mm
- There a clear space of at least 1500mm x 1500mm in front of all doors.
- The entrance door mats have a thickness less than 13mm and a width of 7500mm or greater
- In addition, the following further information can assist guests:

The door to reception is always open during business hours

## 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
- 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

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The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- 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
- Any paths having steps are clearly identified as non-wheelchair accessible
- Step free routes clearly signed

## 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)
- Handrails fitted to all open sets of steps
- Handrails extend 300mm beyond the top and bottom step
- Where steps are present are there three steps or less

## Ramps

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Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Temporary ramps are available
- Temporary ramps are in place for the duration of the guests stay



# ACCOMMODATION

## Bedrooms

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The bedrooms have the following facilities/amenities in place

- There are 1 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
- One single bed

## Room Amenities

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

We live on site and will assist

- Televisions are equipped with closed captioning capability
- Room phones have volume control
- 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
- 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
- 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
- There is at least 130mm clearance under the bed
- Non-allergenic cleaning products are used
- In addition, the following further information can assist guests:

There is a double socket on the patio to recharge electric wheelchairs and mobility scooters

## 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 hot water is thermostatically controlled to 41 degrees
- 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
- There is a roll-in shower with fold down fixed seat or a shower chair
- There is a portable shower head on flexible hose

# COMMON AREAS

## Swimming pools, spas and waterparks

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- The following swimming pools, spas and waterparks amenities are available



## 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.

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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