



ATIC Accessibility

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

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 name:	Seppeltsfield Wines
Address:	730 Seppeltsfield Road
Town:	Seppeltsfield
Contact Number:	(08) 8568 6200
Contact Email:	customerservice@seppeltsfield.com.au
Website:	seppeltsfield.com.au

Business Overview

The business has the following products/services available

- Attraction
- Food and Drink

Our business caters for the following disability types:

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

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Web portal
- Our forms have high contract boxes and submit boxes

Emergency Management

Our Estate is open for general public access on a daily basis. Signage is provided inside buildings but visitors are able to wander the grounds in their own time.

- There are Audible device/s to alert occupants to evacuate with instructions on how 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:

- Staff training and signage to keep access areas 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 by:

- Staff trained as evacuation and fire wardens will check with customers to see if assistance is required

The procedure for assisting guests who need assisted rescue is:

- Staff trained as evacuation and fire wardens will assist as required

Communications

An accessibility guide is available on the website:

<https://seppeltsfield.com.au/accessibility-at-seppeltsfield/>

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

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

Guide Dog and Service Animals

The business provides a toilet area for service animals.

The business provides the following services for service animals:

- Service animals are welcome



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 step free map/guide

In addition, the following further information can assist guests:

- Seating is provided around the site for visitors to utilise, including outside cellar door
- The descriptions for our online bookable experiences include a link to our Accessibility Page and an email address to contact us for any additional questions or specific assistance required

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

In addition, the following further information can assist guests:

- Accessibility ramps are in place where possible inside and outside of buildings

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
- Glass doors are fitted with a visual sighting strip
- 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
- 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:

- All public buildings on the Estate have accessible entrances

Internal Spaces

- 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
- All corridors greater than 900mm

In addition, the following further information can assist guests:

- Some areas of our heritage buildings are not accessible to all visitors, but main visitor areas are accessible.

Public areas

The public areas have the following amenities in place

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

In addition, the following further information can assist guests:

- Seating is provided in Cellar Door for guests undertaking a wine tasting

Displays, exhibits, commentary and live performances

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

- Seating



- Wheelchair accessible spaces/seating

In addition, the following further information can assist guests:

- Self-guided and guided tours around the Estate are offered. Seating is available at various locations on the tour routes

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)
- Pathways are wider than 900mm
- There 3 successive steps or less on any path or at any doorway

In addition, the following further information can assist guests:

- Some areas of the Estate that are not open for daily general public access, are not fully accessible. Some tour routes can be modified, but some private tour locations within the heritage buildings are not fully accessible. This is clearly detailed on our website

Steps

Steps have the following amenities in place

- There are steps
- 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

In addition, the following further information can assist guests:

- Some private tour locations within the heritage buildings are not fully accessible. This is clearly detailed on our website.

Ramps

Ramps have the following amenities in place

- There are ramps
- All fixed ramps are 1:14 or less
- Hand rails are fitted



In addition, the following further information can assist guests:

- Ramps installed within and for access into public buildings

Public Toilets/ Facilities

Public Toilets / facilities have the following amenities 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 of a contrasting colour to the floor
- The toilet seat is 460mm above the floor

In addition, the following further information can assist guests:

- Two accessible toilets are located on our Estate

ATTRACTIONS

Attractions Basics

- A site map is available here: seppeltsfield.com.au/seppeltsfield-site-map

Image(s)



Accessible parking



Accessible toilet



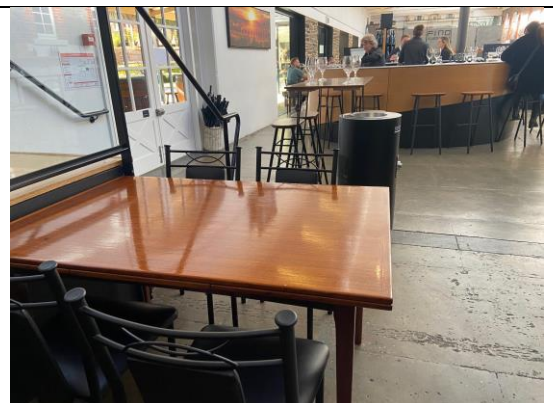
Accessible toilet sign with symbols and braille



Ambulant toilets with signs with images and braille



Cafe indoor dining with wide doorways



Cellar Door with low tables for visitors needing accessible tasting options



Wide walkway and ramp access for Cellar Door



Ramp access towards Cellar Door



Ramp access to lawn area



Ramp access to Dining Hall function area



Ramps installed in public outdoor areas



Wide flat paved walkways to Cellar Door

In addition, the following further information can assist guests:

- Directions to key locations on the Estate is provided on the website page with the site map to assist with planning a visit

COMMON AREAS

Parks and gardens

The following parks and gardens amenities are available

- Accessible toilets
- Accessible toilets are signed at regular intervals
- There is a step free map
- This map is available online - <https://seppeltsfield.com.au/seppeltsfield-site-map/>
- Seats are provided at regular intervals
- Accessible picnic tables

Parks and Gardens Access/Entry Image(s)



Ramp access to lawn area



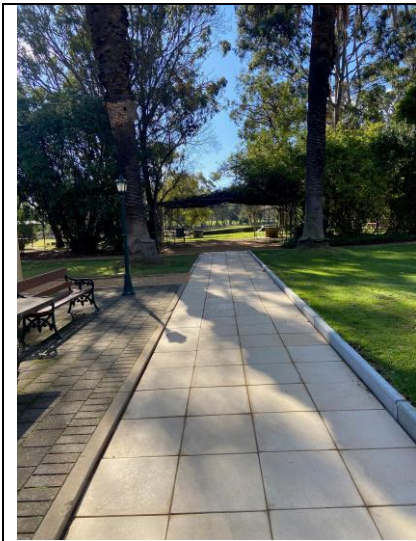
Cafe indoor dining with wide doorways



Accessible parking



Wide walkways at the centre of the Estate grounds



Wide flat paved walkway to the cafe gardens



Signage for accessible toilets and key locations

In addition, the following further information can assist guests:

- Directions for key locations on the site are provided on our website to assist visitors to plan their trip to Seppeltsfield Estate.

Parks and Gardens Stair entry and exit Image(s)



Ramp access to lawn area



Signage for accessible toilets and key locations



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
- 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)
- Nut free
- Additive free
- Vegetarian

In addition, the following further information can assist guests:

- Food safety systems in place and all staff are trained in food safety. Designated chopping board and toasty machines used for gluten free options

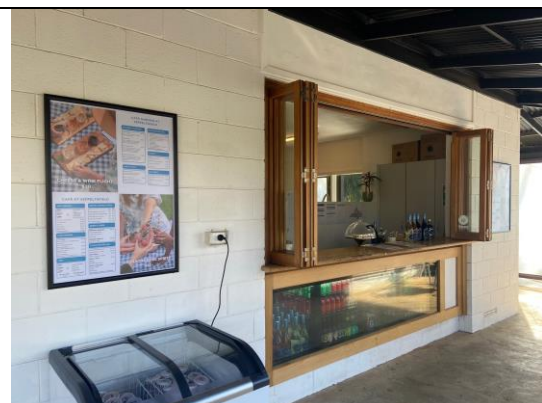
There is a sample menu available online. Sample menu is available here -

<https://seppeltsfield.com.au/cafe-seppeltsfield/>

Food and Beverage Image(s)



Cafe indoor dining with wide doorways



Cafe ordering counter



Cafe indoor dining area



Cafe outdoor dining with easily movable chairs for access

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.

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