



ATIC ACCESSIBILITY

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





ATIC ACCESSIBILITY

The following pages provide travellers with information on the business's 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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d'Arenberg accepts the Companion Card. Experiences booked will entitle free entry for your companion or carer. Card number is required at time of booking, and presented on arrival.

If you have any accessibility requirements, please call or email our reservations team and we can talk with you about your individual needs, and make necessary adjustments to accommodate your visit.

Open daily, 10:30am - 4:30pm
(08) 8329 4888
wine@darenberg.com.au

This report prepared for:

Business name:	d'Arenberg Pty Ltd
Address:	58 Osborn Rd
Town:	McLaren Vale
Date:	2023-06-05 15:12



OVERVIEW

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

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Web portal
- Our forms have high contract boxes and submit boxes
- 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 All staff are trained to ensure this is maintained.
- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants



- The evacuation point is clearly marked by a sign
- The business encourages guests who need additional assistance should an emergency occur, to notify the reservations team when booking online or concierge on arrival.
- Our business offers the following alternative communication methods;
 - Plain English
 - Braille on lift buttons.
 - For bookings made onsite, the ticket booth/counter/box office is accessible for people using a wheelchair
 - Easy to read signage and information (e.g. menus and emergency information)

Guide Dog and Service Animals:

- The business provides a toilet area for service animals
- The business provides the following services for service animals: There are large outdoor areas for service animals to be able to toilet. We also have a water bowl available for service animals, located near d'Arry's Verandah restaurant.



GENERAL

The business has the following in place to support guests during pre-arrival, arrival, and reception:

- Advertising material, websites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax
- Documents in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- 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
- Information and maps are available in written form
- The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: We let guests know what the wait time is on arrival, so if there is a longer time they can look around or take a seat at their leisure. Guests that require additional support have this communicated by the front desk to the staff in the area that may have a wait. (e.g. Wine tasting, where the guest can be directed to wait on the couch and a staff member will let them know when a spot has become available for them.)

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
- In addition, the following further information can assist guests:
 - We do not have any areas where a walkway needs to be crossed with a ramp. The car park does not have any payment or gates that need to be opened for guests to enter/exit.
- 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
- Door jams/doors are of a contrasting colour to the 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
- The entry door has self-opening or a light opening pressure (for manual operations)
- The entrance sill is less than 13mm
- The entrance door mats have a thickness of less than 13mm and a width of 7500mm or greater

Lift Location: Centre of the d'Arenberg Cube Building:

- This lift is available on all public floors
- The lift contains a visual method of identifying the floor level
- There is a breakdown procedure for lifts containing guests with a hearing impairment
- The lift doors contrast with the surrounding wall finishes
- The lift call buttons contrast with the surrounding wall finishes
- The lift floor buttons have large print numbers
- The lift buttons have braille floor numbers
- The lift has audio floor announcements
- The lift has an easily identifiable/tactile emergency button
- There is an external tactile or braille floor indicator near the lift call button
- The doors open to a clear span of 880mm
- The minimum size of the lift is 1100mm wide by 1400mm deep
- The control button heights are between 900mm and 1200mm
- There is a handrail of a minimum length of 600mm

The internal spaces have the following amenities in place:

- 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 tablecloth



- 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
- In addition, the following further information can assist guests:
 - We do not have a quiet space designated for parents and children on the Autism Spectrum, however, given notice this can be accommodated.

The public areas have the following amenities in place:

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

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
- In addition, the following further information can assist guests:
 - All routes are step free other than the stairwell, where there is an alternative lift for use.

Steps have the following amenities in place:

- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- 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
- Handrails extend 300mm beyond the top and bottom step
- Where steps are present are there three steps or less

In addition, the following further information can assist guests:

- The only steps are in the stairwell, where there is an alternative lift for use, or on the balconies which have 3 steps.

Public Toilets/Adult change 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 is 460mm above the floor
- There is 2.5m mm of clear space in front of the toilet
- The toilet seat is 460mm above the floor

Images



d'Arry's Verandah - Accessible toilet **Error! Bookmark not defined.**



The d'Arenberg Cube - Accessible toilet **Error! Bookmark not defined.**



Balcony steps **Error! Bookmark not defined.**



THE FOLLOWING COMMON SPACE FACILITIES/AMENITIES ARE IN PLACE

Parks and gardens:

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

Images



Example of outdoor picnic tables

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Outdoor lawn and seating area **Error! Bookmark not defined.**



FOOD AND DRINK

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 are Plain English menus
- 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
- Additive-free
- Vegetarian
- Vegan
- There are procedures in place to avoid cross-contamination of food products
- Sample menu is available online - <https://www.darenberg.com.au/the-dining/>



Images



d'Arry's Verandah - Dining Area **Error! Bookmark not defined.**



d'Arry's Verandah - Payment Counter **Error! Bookmark not defined.**



Singapore Circus – Dining Area



Singapore Circus - Payment Counter **Error! Bookmark not defined.**



Report Disclaimer

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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 business's self-assessment.

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