

ATIC Accessibility

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



This report prepared for:

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| Business name: | Kimbolton Wines |
| Address: | PO Box 57 |
| Town: | Langhorne Creek |
| Date: | 2023-07-17 13:52 |

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

- 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 contrast boxes and submit boxes
- Staff have undergone disability awareness and training

Emergency Management

- 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

- An accessibility guide is available on the website

<https://www.kimboltonwines.com.au/Cellar-Door/Assessibility>

- Our website meets WCAG 2.0 accessibility standards
- Our business offers the following alternative communication methods
- Plain English

Braille signs on toilet doors. In reference to 6. Does the business have an emergency refuge that has an intercommunication system linked and has sufficient fire resistance levels? N/A
Emergency refuge area is at the Langhorne Creek Oval

- There is easy to read signage and information (e.g. menus and emergency information)

Visual tasting cards for wines with images and description. Visual Tastings are also used as a valuable aid for guests with special and specific needs, designated drivers, and online sales as cues so all visitors can be included and immersed in the Kimbolton experience.

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:

Dog bags, water bowl available in a shady area near the front deck and dog treats available for purchase

GENERAL

Pre-arrival, arrival and reception

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

- Booking information and websites are compatible with screen readers
- There is a reception/public entryway.
- Lighting in the reception area is even and glare free

Guests are met at the door and are not required to sign in. Guests are then directed to an allocated table in the tasting room. Kimbolton is happy to accommodate an earlier opening time if required.

- Information and maps are available in written form
- A step free map/guide
- A familiarisation tour

there are no facilities locked at cellar door requiring guest access

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times:

Kimbolton has seating times to eliminate guests waiting and in the event of a short wait time have adequate seating in need whilst waiting. During the booking process contact details and any customer requirements are noted and customer phoned to discuss if necessary.

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

Customers are contacted if required due to any unforeseen circumstances which may arise with booking times.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)
- Quiet periods or early opening times for people on the Autism Spectrum

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

Question 6. Is Not Applicable as there are no kerbs. Access to cellar door is via a paved path to the entrance. The main entrance door is open at all times and entrance via the front deck doors has an access ramp. The car park is directly outside cellar door near the main entrance within staff view therefore an intercom system is not in place. Staff are available to assist customers where required.

Kimbolton is located in the Langhorne Creek Wine Region, a 10 minute drive from Strathalbyn.

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
- 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:

The entrance door is always open for easy access and the front entrance has an easy opening door for manual operating.

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

N/A

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

Seating (chairs with arms and stools) are available on the front deck, tasting room, back patio and roof top.

External Paths

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
- There 3 successive steps or less on any path or at any doorway
- Any paths having steps are clearly identified as non-wheelchair accessible
- Step free routes clearly signed
- In addition, the following further information can assist guests:

A cellar door step free guide is available on request. Signage is erected to clearly identify non-wheelchair accessibility. Images attached.

Steps

Steps have the following amenities are 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 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:

There are 3 steps to the main entrance along with an accessible path and signage (next to the steps) leading to the main entrance. The accessible path is directly in front of the accessible parking area.

There are steps leading to the top deck viewing area. This staircase has wider treads and handrails. Staff will advise the best accessible viewing point during the familiarization process.

Ramps

Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Long ramps (more than 10m) are 1:20 or less
- Temporary ramps are available
- Temporary ramps are in place for the duration of the guests stay
- In addition, the following further information can assist guests:

There is one rubber ramp. The ramp is a "threshold access ramp" for the front deck entrance. The maximum gradient of the rubber threshold ramp is 1:8 and the maximum rise is 35mm. Hand rails are required for ramps with gradients between 1:20 - 1:14 (iaccess.net.au), therefore this ramp does not require handrails.

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 1400mm mm of clear space in front of the toilet
- The toilet seat is 460mm above the floor
- In addition, the following further information can assist guests:

There is one unisex accessible toilet and one unisex ambulant toilet (with contrasting coloured seat) and one unisex toilet

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 are Plain English menus
- There is an accessible toilet

Our business caters for the following dietary requirements

- Gluten free (celiac)
- Lactose free (dairy free)
- Nut free
- Vegetarian
- Vegan
- There are procedures in place to avoid cross-contamination of food products

Food and Beverage Image(s)



Bathroom signs with braille **Error! Bookmark not defined.**



front deck table seating **Error! Bookmark not defined.**



front door **Error! Bookmark not defined.**



Kimbolton path to entrance **Error! Bookmark not defined.**



order and pay tasting bar **Error! Bookmark not defined.**



pathway to entrance **Error! Bookmark not defined.**



Signage at cellar door (1) **Error! Bookmark not defined.**



Signage at cellar door **Error! Bookmark not defined.**



tasting room and dining area **Error! Bookmark not defined.**



view of front entrance from car park **Error! Bookmark not defined.**



Wheelchair accessible bathroom **Error! Bookmark not defined.**

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

When booking online customers are prompted to include any special requirements including dietary. Customers will be contacted prior to visit to discuss further if needed.

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.

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