



About This Guide

At Fun Over 50 Holidays, inclusion goes beyond compliance. It reflects our compassionate and accountable values and our commitment to helping guests feel welcomed, informed and supported when planning their journey with us.

This Accessibility Guide provides clear information about the accessibility, comfort and support features available across our touring experience, particularly onboard our Gold Class and Diamond Class coaches.

For us, accessibility includes more than physical access alone. It also includes guest comfort, communication support, sensory considerations, wellbeing, dietary communication, cultural respect, and helping guests choose tours suited to their individual mobility, comfort and fitness levels.

As a Respecting Our Culture Certified operator, we also acknowledge and respect the Traditional Custodians of the lands and waters where we travel, stay and tour across Australia. This commitment is reflected in our Interpretation Plan, tour documentation and guest communication, and our touring fleet has also undergone a cultural blessing.

As we work with a large network of third-party accommodation providers, attractions, venues, transport operators and hospitality suppliers across Australia, this guide focuses primarily on the areas we directly control and manage. Accessibility features, venue layouts and support services at third-party locations may vary from tour to tour.

This guide forms part of our commitment to inclusive support for confident travel planning.



What This Guide Covers

Coach accessibility features:

- ✓ Boarding and onboard comfort;
- ✓ Sensory and communication support;
- ✓ Safety, medical and well-being support;
- ✓ Dietary requirements and allergies;
- ✓ Guide dogs and service animals;
- ✓ Mobility considerations and limitations;
- ✓ Tour fitness levels and suitability;
- ✓ Inclusive support for travel planning.



Our Onboard Accessibility and Support Features

Fun Over 50 Holidays provides a range of onboard accessibility, comfort and well-being features designed to support mature travellers throughout their journey.

Features may include kneeling coach entry where conditions allow, handrails, premium leg room, quiet or sensitive seating areas, closed captions on onboard monitors, Tour Guide Systems, an onboard restroom, sick bed, medication fridge, defibrillator, first aid equipment, and two crew onboard at all times.



Gold Class Coaches

Our Gold Class coaches are designed to provide premium comfort and support for mature travellers on extended touring journeys.



Features may include:

- ✓ Kneeling coach entry where conditions allow;
- ✓ Handrails at entry;
- ✓ Non-slip step treads;
- ✓ Generous leg room;
- ✓ Leather reclining seats with lumbar support;
- ✓ Footrests;
- ✓ Three onboard monitors;
- ✓ USB charging points;
- ✓ Onboard restroom;
- ✓ Onboard sick bed;
- ✓ Reserved quiet or sensitive zone.



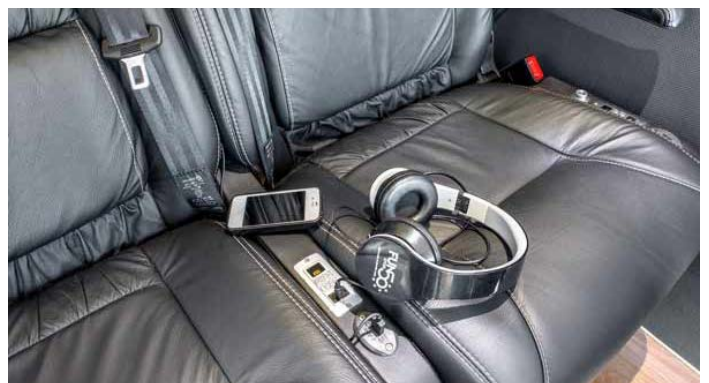
Diamond Class Coaches

Our Diamond Class coaches offer an elevated touring environment with enhanced space, premium seating and additional onboard comfort features.



Features may include:

- ✓ Red-carpet entry;
- ✓ Kneeling coach entry where conditions allow;
- ✓ Handrails at entry;
- ✓ Premium spacious seating;
- ✓ Extra-wide reclining seats with lumbar support;
- ✓ Footrests;
- ✓ USB charging points;
- ✓ Onboard monitors;
- ✓ Onboard restroom;
- ✓ Onboard sick bed;
- ✓ Reserved quiet or sensitive zone.



Boarding and Entry Measurements

Our coaches are designed to support easier boarding and disembarkation. Where conditions allow, the coach can kneel to the kerb to reduce boarding height. Handrails and non-slip step treads are provided to support guest confidence when entering and exiting the coach.



Boarding and Entry Measurements *(continued)*



Gold Class coach entry with measurements

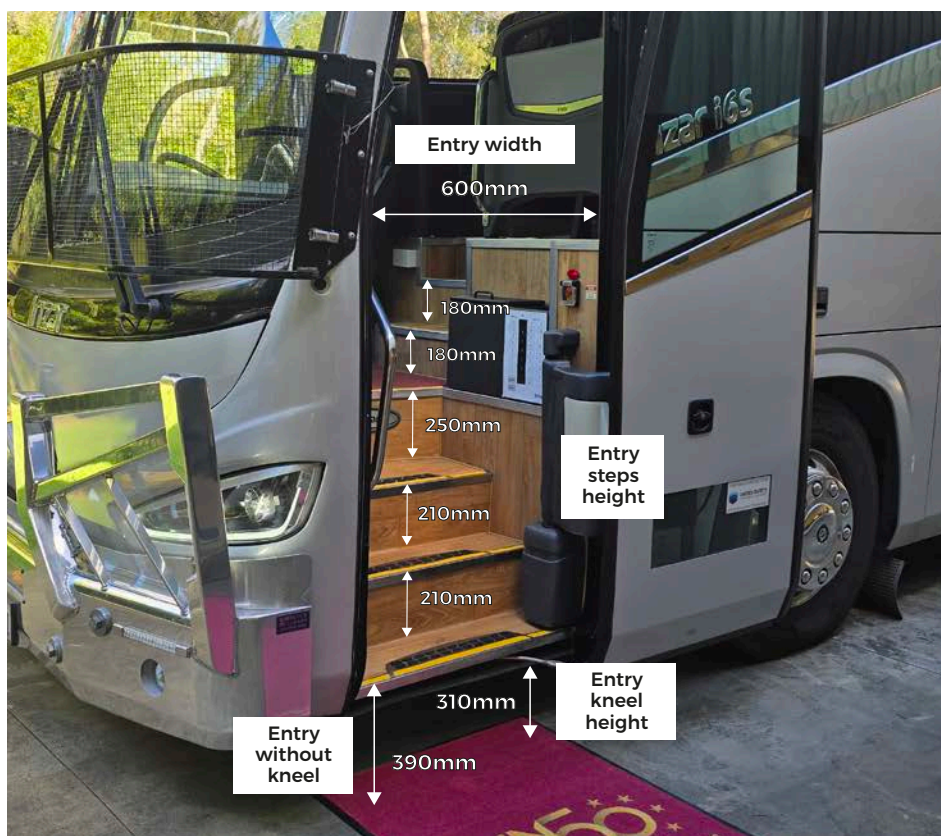
Gold Class

Coach entry:

- Kneel height: 310mm
- Without kneel: 390mm

First step to coach floor:

- First 3 steps: 250mm
- Last 2 steps: 180mm



Diamond Class coach entry with measurements

Diamond Class

Coach entry:

- Kneel height: 310mm
- Without kneel: 390mm

First step to coach floor:

- First 2 steps: 210mm
- Third step: 250mm
- Fourth & Fifth steps: 180mm

Seating, Leg Room and Onboard Comfort

We understand that seat comfort and available space are important considerations for many guests, including those who may be taller, have reduced flexibility, or would benefit from additional room while travelling.

Seat width (both coaches): 480mm

Distance between armrests (Diamond Class): 515mm

Leg room (Diamond Class): 840mm

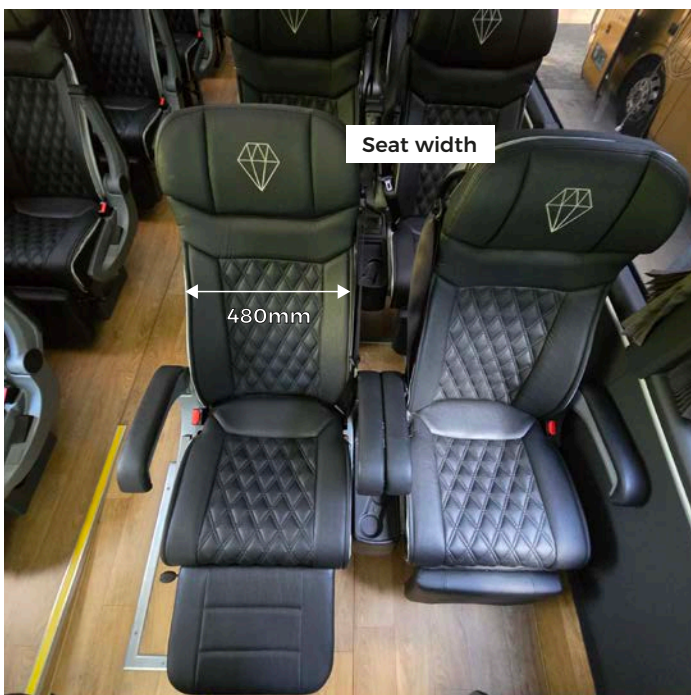
Leg room (Gold Class): 790mm



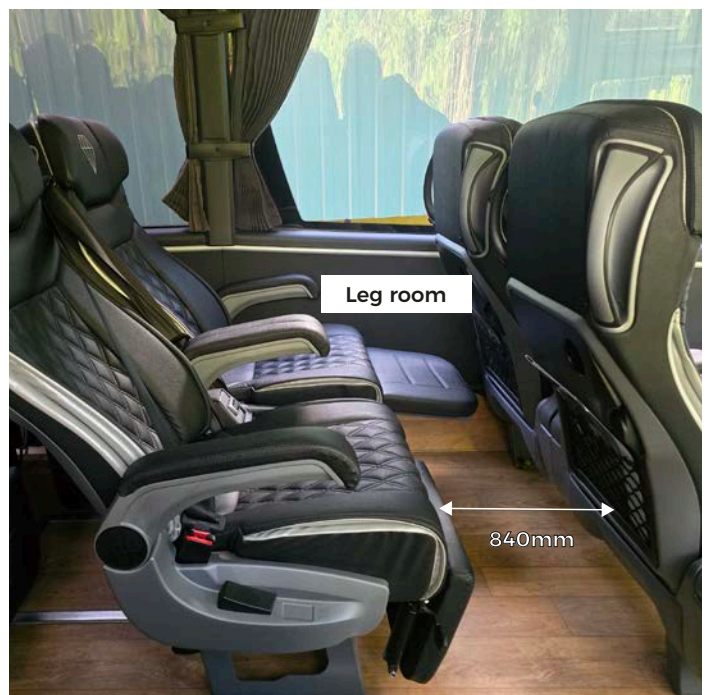
Gold Class coach seat width



Gold Class coach leg room



Diamond Class coach seat width



Diamond Class coach leg room

Aisle and Onboard Movement

Guests should be able to move safely within the coach environment, including along the aisle to access seating or onboard facilities. Clear internal aisles and clearly identified emergency exits support safe movement and guest reassurance during travel.



Gold Class coach showing emergency exits and top escape hatches



Diamond Class coach showing emergency exits and top escape hatches

Aisle and Onboard Movement *(continued)*

Aisle width: (Diamond Class): 450mm

Aisle width: (Gold Class): 345mm



Gold Class coach interior showing aisle width dimensions



Diamond Class coach interior showing aisle width dimensions

Onboard Toilet Access

Onboard restroom facilities are available on our coaches; however, guests should consider whether the onboard toilet space and access points are suitable for their individual needs.

Diamond Class: 500mm wide / 50mm step down

Gold Class: 450mm wide / 50mm step down



Gold Class coach onboard toilet



Diamond Class coach onboard toilet

Sensory, Communication and Comfort Support

We understand that accessibility also includes how guests experience the coach environment.

Fun Over 50 Holidays provides a range of comfort and communication features to support guests with varying sensory preferences and communication needs. These may include a reserved Quiet Zone, Tour Guide Systems that allow guests to better manage how they engage with commentary, and onboard monitor content with closed captions to support clearer communication.



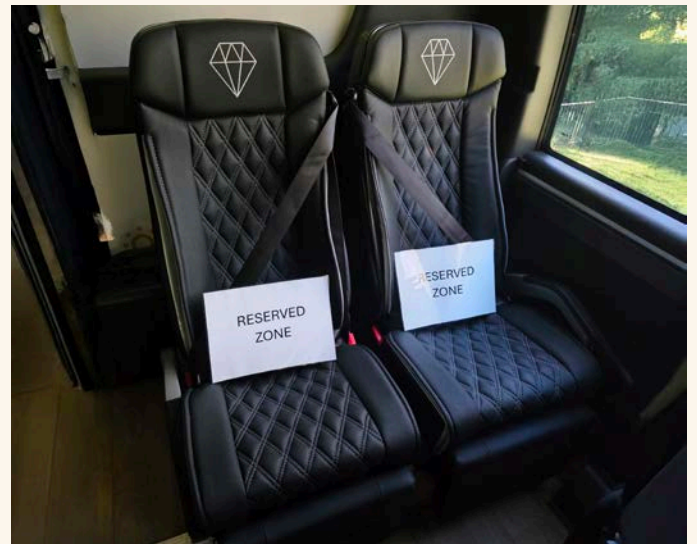
Gold Class coach interior with monitors



Diamond Class coach interior with monitors



Hearing support - personal tour guide audio system



Reserved Quiet Zone

Safety, Medical and Onboard Support

Guest safety and confidence are an important part of the Fun Over 50 Holidays touring experience.

Our coaches include clearly identified emergency exits, emergency hammers, roof hatch emergency exits, and internal aisles designed to support safe onboard movement and access.

At the commencement of each tour, guests are shown an onboard safety video on the coach monitors to help familiarise them with important coach safety procedures and onboard facilities. Closed captions are available to support clearer communication and accessibility.

To support guest well-being while travelling, our coaches may include an onboard restroom, sick bed, defibrillator and first aid equipment. Our tours also operate with two crew onboard at all times, providing a high level of guest care, reassurance and operational support throughout the journey.



Onboard safety video



Emergency exits



Defibrillator and first aid equipment compartment



Dietary Requirements, Allergies and Food Preferences

Fun Over 50 Holidays aims to support a wide range of dietary requirements, allergies, intolerances and food preferences. We communicate guest needs to our catering, hospitality and touring partners wherever meals or refreshments are included.

Requirements we may be able to support include sugar free or diabetic, gluten free or coeliac, lactose free or dairy free, nut allergy or nut free, dairy intolerance, gluten intolerance, egg allergy, shellfish or seafood allergy, vegetarian, vegan, kosher and halal requirements.

As our tours involve a large network of third-party suppliers across Australia, dietary requirements, allergies and food preferences are communicated carefully and in advance wherever possible; however, we cannot guarantee that every supplier, venue or remote location will be able to meet every request or provide an allergen-free environment in every circumstance.

Guests with medically necessary diets, allergy-related requirements, or religious dietary needs must advise us at the time of booking so we can assess suitability and communicate requirements as clearly as possible.



Dietary requirements are catered for at most establishments



A guest enjoying an off-coach cuppa with FOFH tour host

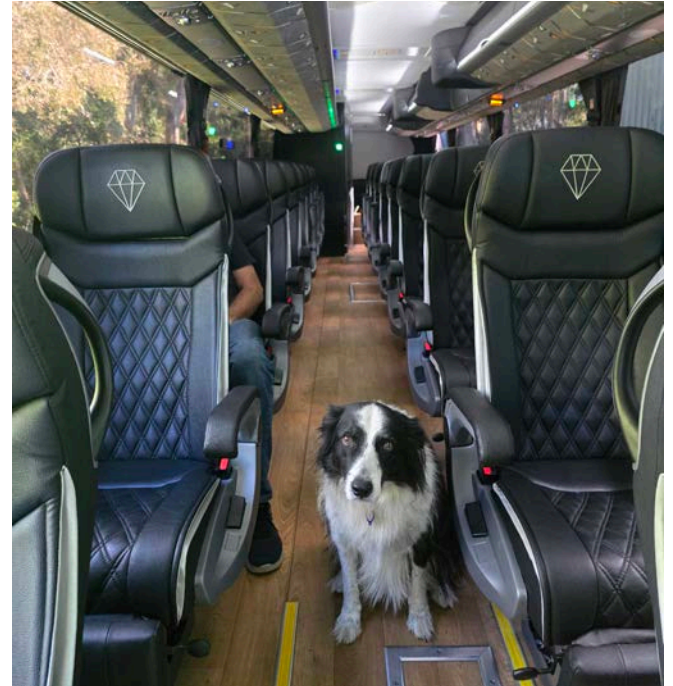
Guide Dogs and Service Animals

Fun Over 50 Holidays welcomes accredited guide dogs and service animals in accordance with relevant access requirements.

Service animals are able to enter premises under our control and may travel on coaches, boats and other transport components where it is safe and appropriate for them to do so.

As many tours also involve third-party suppliers, venues and transport operators, we will communicate a guest's service animal requirements wherever possible. However, as these services are not under our direct control, we cannot guarantee that every third-party venue, attraction, accommodation provider or transport operator will have identical facilities, procedures or suitability for service animals in every circumstance.

Guests travelling with a guide dog or service animal are encouraged to contact our team before booking.



Accommodation and Touring Support

Where accommodation is included, we aim to communicate relevant guest needs to suppliers in advance wherever possible. This may include notes relating to room location, access considerations or other support requirements; however, as accommodation providers and venues vary, features and layouts may differ from tour to tour.

Mobility Aids and Important Limitations

Fun Over 50 Holidays touring coaches are not wheelchair accessible, and we are unable to carry wheelchairs onboard.

Walking frames cannot be accommodated. Walking sticks may be used, provided the guest is able to meet the advertised fitness level of their chosen tour.

Guests must be able to board and disembark the coach using steps and handrails, and to move safely within the coach environment.

Guests with mobility concerns are encouraged to contact our team before booking so we can provide guidance based on the specific itinerary.



Tour Fitness Levels and Suitability

Each Fun Over 50 Holidays tour is assigned a fitness level to help guests assess whether the pace, activity level and style of touring is suitable for their personal mobility, stamina and comfort.

While our coaches include a range of support and comfort features, guests must also consider the broader touring requirements of each itinerary, including boarding and disembarking the coach, moving through accommodation and venues, and participating in included sightseeing experiences.



1 EASY - Relaxed pace tours

These tours are at a more relaxed pace and generally we unpack once. You don't have to worry about doing anything physically demanding unless you want to. The tour is primarily coach travel but the day tours may have content that requires disembarking vessels/vehicles with stairs to which you have to do unaided.



Passengers must be able to:

- ✓ Participate in guided or unguided small walking tours at a relaxed pace;
- ✓ Walk on mostly level ground;
- ✓ Tackle an occasional flight of stairs or incline;
- ✓ Occasionally need to stand for up to 10 minutes;
- ✓ Get on and off transportation unaided; and
- ✓ Manage your own luggage.

2 MODERATE - Tours with some mild physical activities

There are some easy physical activities included in these tours and an average level of fitness is required to gain maximum enjoyment.



Passengers must be able to:

- ✓ Participate in walking tours with time to rest at least every 10 minutes;
- ✓ Walk confidently on bush tracks and soft sand – mostly level ground;
- ✓ Stand for 15 minutes without needing to sit down;
- ✓ Tackle a flight of stairs or incline;
- ✓ Get on and off transportation multiple times unaided; and
- ✓ Manage your own luggage.

3 MODERATE/ACTIVE - Tours for above average fitness

These tours include active/moderate physical activities and an above average level of fitness is required to participate.



Passengers must be able to:

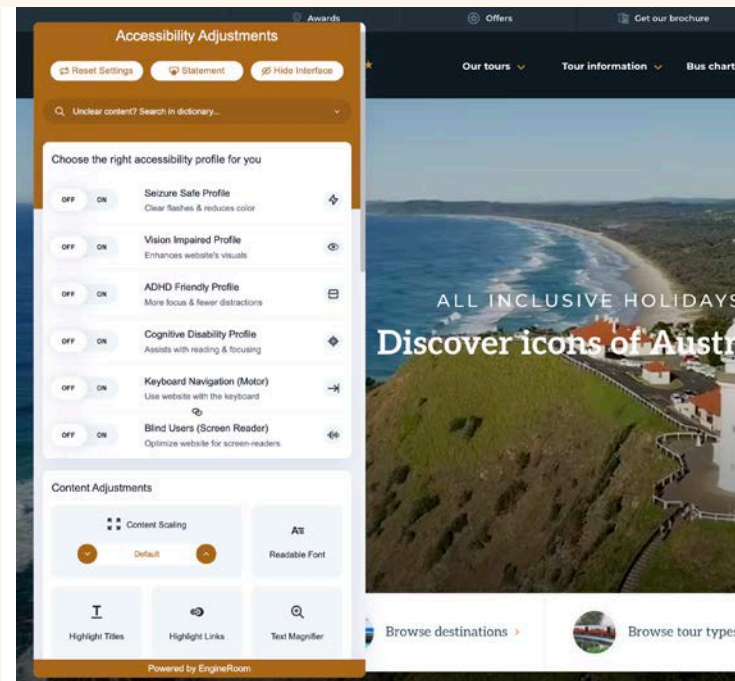
- ✓ Participate in walking tours without having to stop or sit down to rest for up to 20 minutes
- ✓ Walk up an incline equal to a flight of stairs without stopping
- ✓ Stand for 30 minutes without needing to sit down
- ✓ Walk over uneven ground, tackle cobbled creek crossings & walk through soft sand
- ✓ Get on and off transportation multiple times unaided
- ✓ Manage your own luggage

Third-Party Suppliers and Touring Environments

Fun Over 50 Holidays works with a wide range of tourism operators, hotels, attractions, dining venues and transport providers across Australia.

While we communicate guest needs carefully and do our best to support individual requirements, we are unable to provide standardised measurements or guarantees for every third-party location visited. Accessibility beyond the coach itself may vary from tour to tour and venue to venue.

Where a requirement is critical to a guest's safety, comfort or participation, we strongly encourage discussion with our team prior to booking.



Digital Accessibility

Our website includes accessibility tools designed to make browsing easier for guests with different needs. These tools can assist with readability, visual comfort and navigation, including options such as adjusting text size, improving contrast, highlighting links and supporting keyboard-friendly browsing. We are committed to making our digital information as clear, simple and accessible as possible so guests can research, plan and book their holiday with confidence.

Contact Us Before Booking

If you have questions about mobility, sensory support, dietary requirements, medication storage, service animals, seating preferences or general tour suitability, we encourage you to contact our team before booking.

We are here to help you choose the most suitable Fun Over 50 Holidays touring experience with confidence.

**Fun Over 50 Holidays Accessibility Guide -
Inclusive support for confident travel planning**

