

# 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

- Tour/Transport

Our business caters for the following disability types:

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



## Bookings

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The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our website supports Screen Readers
- Our forms have high contrast boxes and submit boxes
- Staff have undergone disability awareness and training

## 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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- An accessibility guide is available on the website

<https://www.funover50holidays.com.au/tour-information/accessibility-guide>

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

Not specified

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

Signage onboard coaches and in guest itineraries, tour guiding system (hearing device with transmitter and receiver), fits hearing aids also. Legally deaf guests, we provide daily written itinerary.

## 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

The business provides the following services for services animals:

We accept service animals when touring, we stop every 2 hours for toilet break for the animals, work closely with accommodation providers to comply with accessibility requests.

# 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

- Booking information and websites are compatible with screen readers
- In addition, the following further information can assist guests:

We have a swift, pre-arranged check in process with no guest wait times. The host and office staff manage prior to arrival. Tour Host and Coach Captain assist guests where required.

## 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)
- Quiet periods or early opening times for people on the Autism Spectrum

## Car Park and Access amenities

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The business has the following Car Park and Access amenities

- A drop off zone
- In addition, the following further information can assist guests:

We are a tour operator and all the above information is not related to our services.

## Displays, exhibits, commentary and live performances

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

- Seating
- A written transcript where audio description is provided i.e. display commentary, tour commentary
- Hearing loops for live shows and presentations
- In addition, the following further information can assist guests:

We provide a tour guide system that has transmitter and receivers that guests wear to improve hearing. we provide a daily script of commentary for legally deaf guests. Our onboard safety messaging on the coaches is closed captions.

The width of the smallest pathway is:

We do not have pathways on our coaches.

We do not have pathways on our coaches.

## Steps

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### Steps

- There are steps.
- 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
- In addition, the following further information can assist guests:

Our coaches have the capacity to kneel to the curbside, they have handrails and safety strips on the treads.

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

This section is not applicable to us an extended coach tour operator.

# TOUR OPERATORS

## Tour/Transport Services

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The tour/transport services have the following facilities/amenities in place

- Buses/Coaches
- 0 vehicles have wheelchair lifts or ramps
- 0 vehicles have low floors with ramped entry

The maximum wheelchair capacity available in the fleet is:

0

- There are hearing loops
- Commentary is available in written format
- Audio visual displays are sub titles

## Route Planning

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- Route Planning
- The tour route includes stops with accessible toilet facilities
- In addition, the following further information can assist guests:

We are not a public transport company. Our tours do not suit those in a wheelchair however those with other mobility impairment such as wheeler walker and walking sticks, can travel on our lower fitness graded tours. Our coach has a kneel facility to lower to the curb for ease of boarding and handrails.

- Lunch stop venues are accessible
- Overnight Stops
- For overnight stays, wheelchair accessible rooms are available
- The accommodation provider used for overnight stops has been independently verified as accessible, please contact us for further information

The total number of wheelchair passengers that can be catered for at overnight stops are:

0

- Walking Tours
- Multi-paced to account for slower walkers

## Guides

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Guides have been trained in the following

- Use of clear/simple English
- Correct pronunciation for lip readers
- There is a audio description of surroundings
- In addition, the following further information can assist guests:

We have over 1000 third-party suppliers as we travel to every state and territory in Australia.

# ACCOMMODATION

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

Accommodation evacuation support Where possible, guests with hearing or sight impairments, lower mobility or other access needs are roomed close to the Tour Host or in an easily accessible location within the accommodation. This allows the Tour Host to provide direct assistance if an alarm sounds, an evacuation is required, or urgent communication needs to be delivered. For guests with hearing impairment, this may include: ensuring the guest receives face-to-face communication during an emergency confirming they have understood evacuation instructions advising hotel staff where additional alert support may be required rooming the guest close to the Tour Host where practical For guests with sight impairment, this may include: rooming the guest near the Tour Host where possible providing verbal orientation to key areas such as exits, lifts, stairs and meeting points offering guided assistance during evacuation ensuring the guest is not left to navigate unfamiliar surroundings alone during an emergency For guests with lower mobility, this may include: requesting accessible or lower-floor rooms where practical rooming the guest close to the Tour Host, lifts, exits or evacuation routes where possible allowing additional time for evacuation providing steadying assistance or guidance where appropriate and with consent liaising with accommodation staff if evacuation chairs, ramp access or additional support may be required ensuring guests using walking aids are not separated from essential mobility equipment during an evacuation Tour Hosts also familiarise themselves with accommodation evacuation points and communicate relevant safety information to guests at check-in or during the welcome briefing.

- The width of the door is The accommodation section does not apply to our business as we use 100's of accommodation suppliers. We do not have specific details on every venue. .
- The width beside the toilet is The accommodation section does not apply to our business as we use 100's of accommodation suppliers. We do not have specific details on every venue. .
- There is The accommodation section does not apply to our business as we use 100's of accommodation suppliers. We do not have specific details on every venue. mm of clear space in front of the toilet
- The actual height of the toilet seat is The accommodation section does not apply to our business as we use 100's of accommodation suppliers. We do not have specific details on every venue. .

## FOOD AND DRINK

- The smallest doorway is The accommodation section does not apply to our business as we use 100's of accommodation suppliers. We do not have specific details on every venue. wide



## 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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