

Our commitment

Anderson's Tours is committed to welcoming guests of all abilities and providing clear, practical information to help everyone plan their experience with confidence.

Accessibility varies between tour vehicles, attractions, walking areas and lookout locations. We encourage guests with mobility, vision, hearing, sensory, communication, medical or other accessibility requirements to contact us before booking.

Our team will provide honest advice about the tour and work with you to determine the most suitable option.

Before booking

Please contact our team to discuss:

- Walking distances and the physical demands of the tour
- Steps, slopes and uneven terrain
- Entering and leaving the tour vehicle
- Wheelchairs, walking frames and other mobility aids
- Vision or hearing requirements
- Sensory or communication preferences
- Seating arrangements
- Assistance animals
- Dietary requirements and allergies
- Medical considerations and rest stops
- Travelling with a companion or support person
- The suitability of a scheduled or private tour

Email bookings@andersonstours.com.au.

When contacting us, please provide your preferred tour and date, the number of people travelling and details of any assistance or adjustments required. You do not need to disclose a diagnosis; information about the practical support you need is most helpful.

Physical requirements

Our tours are generally suitable for a wide range of ages and fitness levels, including seniors and families with children. Most walks to lookouts are undertaken at a leisurely pace.

Some locations may involve:

- Steps and stairs
- Slopes
- Uneven or natural surfaces

- Walking between the vehicle and attractions
- Standing for periods of time
- Entering and leaving the tour vehicle
- Changing weather and ground conditions

Participation in some walks and activities may be optional. Please contact us before booking if you have concerns about a particular part of the itinerary.

Wheelchair access

Our scheduled Blue Mountains tours cannot accommodate wheelchairs because the vehicles do not have wheelchair lifts or sufficient storage space.

Wheelchairs may be available at Featherdale Sydney Wildlife Park or Sydney Zoo for use during your visit. Guests should contact our team before travelling to confirm availability, accessibility and hire arrangements.

A private tour may be able to accommodate a wheelchair, depending on:

- The wheelchair's dimensions and weight
- Whether it folds
- The vehicle available
- The guest's ability to transfer into the vehicle
- The selected itinerary
- Accessibility at the attractions being visited

Please email our team before booking and include the wheelchair's dimensions and details of the assistance required.

Guests with limited mobility

Guests who can walk short distances and enter and leave the vehicle independently, or with assistance from their travelling companion may be able to join a scheduled tour.

Please contact us if you:

- Use a walking stick, walker or mobility aid
- Have difficulty using steps
- Cannot walk or stand for extended periods
- Require regular rest or toilet breaks
- Need assistance entering or leaving a vehicle
- Have concerns about slopes or uneven ground

Our guides can provide reasonable assistance where it is safe and practical.

Private tours

A private tour may offer greater flexibility for guests with accessibility requirements. Depending on the vehicle, itinerary and attraction access, arrangements may include:

- A more flexible touring pace
- Additional boarding time
- Regular rest breaks
- Reduced walking distances
- Alternative viewing locations where available
- Storage for an approved wheelchair or mobility aid
- An itinerary adapted to the guest's abilities and interests

Accessibility cannot be guaranteed at every location and remains subject to the vehicle, mobility equipment and infrastructure at each destination.

Vision impairment

Guests who are blind or have low vision are encouraged to contact us before booking.

Where safe and practical, guides can assist by:

- Giving clear verbal directions
- Advising guests about steps, slopes and changes in terrain
- Describing obstacles and surrounding conditions
- Explaining the itinerary and important safety information verbally
- Providing reasonable assistance when entering and leaving the vehicle

Some locations may have bright sunlight, glare, low light, uneven surfaces, natural terrain or lookout areas near steep drops.

Guests requiring continuous navigation or personal assistance should travel with a companion or support person.

Hearing impairment

Guests who are Deaf or hard of hearing can contact our team by email and advise us of their preferred communication method.

Where practical, our team can provide:

- Important booking information in writing
- A written tour itinerary
- Written confirmation of meeting points and departure times
- Face to face communication to support lip reading
- Repetition or written clarification of important instructions

Vehicle, road, crowd and wildlife noise may affect a guest's ability to hear commentary. Guests should advise their guide if they may not hear verbal instructions, particularly in an emergency.

Sensory considerations

Tours may include:

- Road and engine noise
- Commentary inside the vehicle
- Crowded visitor attractions and lookouts
- Queues and busy public areas
- Sudden or loud animal noises at wildlife parks
- Bright sunlight and glare
- Wind, rain, mist, heat or cold temperatures
- Unfamiliar environments
- Changes to the itinerary due to weather or operational conditions

Guests are welcome to use personal sensory aids such as headphones, earplugs or sunglasses, provided they do not interfere with safety instructions.

Guests with sensory sensitivities, autism, anxiety or other sensory requirements are encouraged to contact us for more information about the expected itinerary, group environment and likely conditions.

Cognitive and intellectual disabilities

Our guides aim to communicate important information clearly and patiently. Guests may ask for instructions to be repeated, simplified or written down.

Tours operate to a schedule, so guests need to understand or receive support with:

- Meeting points
- Departure times
- Safety directions
- Staying with the group
- Advising the guide before leaving the group

Guests who require continuous supervision, assistance with decision making or support to follow safety directions should travel with a capable support person.

Non-visible disabilities and medical requirements

We recognise that not all disabilities or medical conditions are visible. Guests do not need to provide a diagnosis; however, we encourage you to explain any practical assistance or adjustments that may affect your comfort or safety.

This may include:

- Chronic pain or fatigue
- A need for regular rest breaks
- Diabetes
- Epilepsy
- Severe allergies
- Anxiety
- A medical condition requiring medication
- A need for frequent toilet access
- Difficulty standing or walking for extended periods

Guests or their support person remain responsible for bringing, storing and administering medication. Guides cannot administer medication or provide medical or personal care.

Please contact us before booking if you need medication refrigerated or have a medical requirement that could affect your participation.

Assistance animals

Guests travelling with an accredited assistance animal must contact us before booking and book a private tour. Our team will discuss the planned itinerary and any venue specific requirements or restrictions with you.

Support people and carers

Guests who require assistance with medication, eating, communication, toileting, transfers, navigation or personal care should travel with a capable support person or carer. Please contact us before booking to discuss arrangements and applicable discounted fares.

Our guides provide friendly and respectful assistance, but they cannot replace a guest's personal carer or support person.

Arrival and vehicle access

Guests should arrive at the confirmed departure point with sufficient time to board comfortably.

Boarding requires guests to step up into the tour vehicle. The number, height and configuration of the steps may vary depending on the vehicle being used.

Please contact our team before booking if:

- You have difficulty climbing steps
- You need additional boarding time
- You require a particular seating position
- You need information about the vehicle configuration
- You are travelling with mobility equipment

During the tour

During the experience, guests can expect:

- Clear information about the itinerary
- Advice about walks, steps and terrain where possible
- A comfortable and considerate touring pace
- Opportunities to ask questions
- Respectful assistance within safe operational limits
- Information about alternative options where available

Guests should advise their guide if they feel fatigued, distressed, unwell or unable to participate in part of the itinerary.

Toilets and facilities

Restroom facilities are available at selected stops and attractions. The location, frequency and accessibility of these facilities vary according to the itinerary.

Food and dietary requirements

Please advise Anderson's Tours of any dietary requirements or allergies when booking. Guests with a severe allergy or complex dietary requirement should contact the team before booking.

Emergency information

Safety instructions may be provided verbally, so guests who are Deaf, hard of hearing or require an alternative communication method should advise the guide at the beginning of the tour.

Guests who may require assistance during an emergency should contact us before booking. This allows our team to discuss:

- Communication requirements
- Mobility and evacuation considerations
- The role of a support person
- Any practical assistance that may be required

Guests must be able to follow safety instructions independently or with the assistance of their travelling companion.

Third-party attractions

Anderson's Tours visits attractions and locations operated by other organisations. Accessibility facilities, including wheelchair hire, accessible toilets, lifts, pathways and seating, are controlled by those organisations and may change without notice.

Weather and changing conditions

Conditions in the Blue Mountains can change quickly. Rain, mist, heat, cold or strong winds may affect:

- Walking surfaces

- Visibility
- Lookout access
- Attraction operations
- The suitability of some activities

The itinerary may be adjusted for guest safety, weather, attraction access or operational requirements.

Feedback and continuous improvement

Anderson's Tours welcomes accessibility feedback from guests, carers and travelling companions. Feedback helps us identify barriers and improve our information, staff training and touring experiences.

Please email bookings@andersonstours.com.au to provide feedback or discuss an accessibility concern.

Contact us

Every guest's needs are different. The best way to determine whether a tour is suitable is to speak with our team before booking.

Email: bookings@andersonstours.com.au