



# ATIC ACCESSIBILITY

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*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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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:	18/01/2024



**d'Arenberg has the following products/services available:**

- Attraction
- Food and Drink

**d'Arenberg caters for the following disability types:**

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

**d'Arenberg offers the following methods for bookings and enquiries:**

- Phone
- Email
- Web portal
- Our website supports screen readers
- Our forms have high contrast boxes and submit boxes
- Staff have undergone disability awareness training
- d'Arenberg accepts the Companion Card



## **d'Arenberg has emergency management procedures in place:**

- Emergency and evacuation procedures are explained on arrival
- Audible devices to alert occupants to evacuate with instructions on how to evacuate.
- Visual devices to alert occupants to evacuate
- Exit signs are clear and easy to see
- Exit access is free and clear at all times
- Staff ensure exit access is free and clear at all times
- Exits and access to exits are greater than 900mm
- Exit doors are able to be opened by all occupants
- The evacuation point is clearly marked by signage
- Guests who require additional assistance should an emergency occur are encouraged to notify the reservations team when booking online or concierge on arrival.
- Guests with disabilities are noted in the guest logbook for emergency and evacuation purposes
- Staff are connected through radios and phones to direct / deploy assistance

## **d'Arenberg communication**

- d'Arenberg offers the following alternative communication methods:
  - Plain English
  - Magnifiers
  - Braille on lift buttons
  - QR codes for each art piece and installation to explain about it in place
  - For bookings made onsite, counter is accessible for people using a wheelchair
  - Easy to read signage and information (e.g. menus and emergency information)
  - Staff are connected via radios and phones to share information and deploy, any assistance as required



## **Guide Dog and Service Animals:**

- d'Arenberg provides a large outdoor area 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.

## **d'Arenberg has the following in place to support guests during pre-arrival and arrival:**

- 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 includes 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
- 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.

## **d'Arenberg has the following Car Park and Access amenities:**

- Drop-off points close to the entrance
- Designated disabled parking bays
- The path of access to the building is slip resistance and even
- Level and ramped access from the car park to the entrance
- The entrance is clearly signed from the parking bay
- Self-opening entry door / closing door
- The door entry is greater than 850mm wide



### **Facilities available:**

- Doors are self-closing
- 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 Located at the centre of the d'Arenberg Cube:**

- 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 emergency procedures within the lift have an SMS contact number
- 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 and glassware contrast with the table surface or tablecloth
- Floor surfaces are hard (concrete)
- 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 width
- There is not 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 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
- All routes are step free other than the stairwell, 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
- The only steps on site are in the stairwell, there is an alternative lift for use. On the balconies the steps are 3 or less

### **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 of accessible toilets:



d'Arry's Verandah - Accessible toilet



The d'Arenberg Cube - Accessible toilet



Balcony Steps



Path to the Cube entry



## THE FOLLOWING COMMON SPACE FACILITIES ARE IN PLACE

### Gardens:

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



Example of outdoor picnic tables.



Outdoor lawn and seating area



## 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

### **d'Arenberg 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 of the dining areas:



d'Arry's Verandah - Dining Area



d'Arry's Verandah - Payment Counter



Singapore Circus – Dining Area



Singapore Circus - Payment Counter



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