

Accessibility Guide – Highland Hideaway Experiences

We want all our guests to enjoy a safe, comfortable, and memorable visit. This Accessibility Guide provides details of the accessible features and options we offer to help plan your experience.

Getting Here

- **Transport & Parking:**
 - On-site parking with level access from parking to meeting point.
 - Drop-off point available close to tour starting area.
 - Visitors are advised of the **low bridge access** and seasonal creek flooding that may impact access — updates are provided via phone and website.

Tours & Experiences

- All tours are **guided and paced to suit guest needs**, with rest breaks available.
- Defined, maintained pathways minimise uneven surfaces.
- Guests with **mobility aids or prams** are able to access all pathways.
- Seating and shaded rest points available along the tour route.

Facilities

- Accessible toilet facilities available on-site.
- Signage uses **clear visuals and plain English**.
- Quiet spaces available for guests who may experience sensory overload.

Inclusion & Support

- Companion Card holders are welcomed and supported.
- Assistance animals are permitted on the property.
- Volunteers are trained to provide respectful assistance for guests with mobility, sensory, or communication needs.

Communication & Booking

- Booking system allows guests to notify us of specific needs in advance.
- Large-print information and verbal instructions available on request.
- Two-way radios and mobile phones are used for **effective emergency communication**.

Emergency Procedures

- Emergency evacuation plan accounts for guests with mobility or sensory impairments.
- Staff and volunteers trained to provide safe support in emergencies.