



## ACCESSIBILITY AND INCLUSION GUIDE

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## Embracing Accessibility at Local Way Tours

We want guests to have clear information before booking. Accessibility varies between our vehicles, destinations and supplier venues, so we encourage you to discuss your requirements with us before selecting a tour. We will explain what is available and work with you to identify suitable options.

This document is designed to inform people with different needs about our efforts and policies, ensuring a smooth journey for all.

## Reduced Mobility

This is one of our most important sections, and we want to be upfront and clear about what our vehicles can and can't accommodate.

At a bare minimum, all guests need to be able to manage 2–3 steps to board our vehicles. This must be done unassisted, or with the support of a carer or caregiver travelling with you.

If you are travelling with a wheelchair that can be folded (manual or motorised), it must weigh less than 16 kg and be able to fit securely in the rear of our vehicle.

We can store walkers on board. If you are bringing a mobility walker or any other mobility aid, please ensure you notify us of this prior to the day of travel.

Please contact us before booking if you have any concerns about mobility access on a specific tour. We're happy to talk through the route, the vehicle being used, and whether it's a good fit for you.



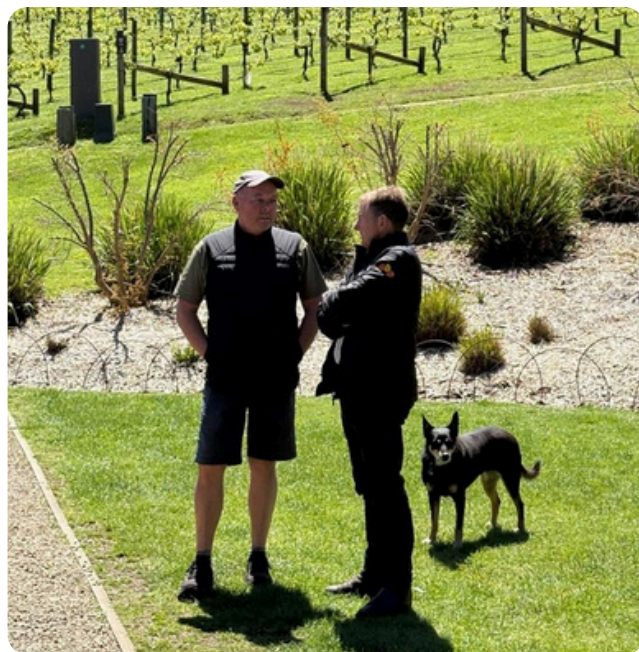


## Assistant Animals

Assistance animals are welcome on our tours.

Please let us know before booking so we can confirm arrangements for the vehicle, tour locations and wildlife attractions.

We may ask for reasonable evidence that the animal is trained to assist a person with disability and meets appropriate standards of hygiene and behaviour.



## Visual/Hearing impairment

Individuals with visual or hearing impairments can take advantage of our specially designed Tour Assist files, available on our website.

Guests can enlarge the text or use compatible screen-reading technology on their device. The written information may also assist guests who are Deaf or hard of hearing by providing important tour details in a visual format.

Tour Assist is crafted to provide comprehensive itinerary information for each specific tour, so all participants are well-prepared and informed. Our guides are also knowledgeable and committed to offering exceptional support throughout your tour, and are always ready to help with any questions or concerns.

## Neurodivergent, Cognitive & Mental Health

Some tours involve long periods of travel, busy attractions, changing light levels, wildlife environments, crowds or limited quiet spaces. Please contact us before booking if you would like more information about the itinerary, group environment, travel time or opportunities for breaks.

At all times, our guides are there to make sure every guest feels comfortable and at ease throughout the journey.





## Foreign Language & English as a Second Language

Our Tour Assist files can also help guests who are more comfortable reading in their own time or at their own pace. Our small group sizes mean our guides are able to repeat or rephrase information where needed, so please don't hesitate to ask.

Please note that all of our tours are conducted in English.

## Care or Support Person

If you hold a companion card, please reach out to us directly. We're happy to do our best to assist, however we cannot guarantee a free ticket on board our vehicles, even for those with companion cards.

## Children & Car Seats

We welcome families with children on selected tours, and are pleased to offer discounted rates for their participation.

Please note that we do not provide car seats on any of our tours. If required, this must be sourced by the guest.

In vehicles with more than 12 seats, including the driver's seat, children are not legally required to use a child restraint or booster seat. Children must occupy their own seat and use the seatbelt provided. Different requirements apply to vehicles with 12 or fewer seats, so please contact us before booking with a child under seven.

## Accessible Toilets & Facilities

Accessibility of toilets and facilities varies depending on the tour and the locations visited. If you feel you may need this, please discuss it with us prior to the day of travel in terms of the specific tour you're looking to undertake, and we'll let you know what to expect.





## Dietary Restrictions

We are dedicated to accommodating a wide range of dietary restrictions to ensure that all our guests have a pleasant and inclusive experience.

Since our tours are focused on tasting the region, our suppliers share this commitment and are prepared to meet various dietary needs.

We can commonly arrange vegetarian, vegan, gluten-free, dairy-free, lactose-free, egg-free, seafood-free and pork-free options.

Requests involving nuts, severe allergies, coeliac requirements, halal meals or other specific requirements are subject to confirmation with the individual supplier.

Please tell us about any dietary requirements or food allergies when booking.

While our suppliers will make reasonable efforts to accommodate your needs, meals may be prepared in kitchens that handle common allergens. We therefore cannot guarantee a completely allergen-free environment.

Please contact us before booking if you have a severe or life-threatening allergy.

## Alcohol and non-alcoholic alternatives

Many of our tours include wine, beer or other alcoholic beverages. Drinking alcohol is always optional, and guests will never be pressured to participate.

Guests consuming alcohol must be 18 years or older, and valid photo identification may be required.

If you or someone in your party does not drink alcohol, please let us know when booking. We will do our best to arrange a suitable non-alcoholic alternative, subject to availability from our suppliers.

Please note that we cannot guarantee an equivalent substitute on every tour, and partial refunds are not available when a guest chooses not to consume an included alcoholic beverage.

[CLICK HERE FOR OUR TOUR ASSIST PAGE](#)