

ATIC Accessibility

**To support the accessible community
in making informed travel decisions
for their individual needs**

This report prepared for:

Business name:	Tasmanian Mountain Bike Adventures
Address:	473 Macquarie Street
Town:	South Hobart
Contact for enquiries:	Zoe Exton
Contact Number:	0488822204
Contact Email:	rich@tasmba.com.au
Website:	www.tasmba.com.au
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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

Tasmanian Mountain Bike Adventures has the following products/services available

- Biking and Walking Tours
- Transport
- Adventure Experiences

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

We offer the following methods for bookings and enquiries:

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

Emergency Management

- Emergency and evacuation procedures are explained on arrival
- Exit signs are clear and easy to see
- Exit access is free and clear at all times – there is a space of at least 1.5 metres around exit
- Exits and access to exists are greater than 900mm
- Exit doors are able to be opened by all occupants
- Exits to the emergency evacuation point does not include stairways
- The evacuation point is clearly marked by a sign
- Staff are present at all locations to assist with evacuation in the event of an emergency.

- We identify guests who need additional assistance should an emergency occur by including a special requirements option to complete upon booking
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

Communications

- Our website meets WCAG 2.0 accessibility standards and has an accessibility rating of over 85%
- Our website is written in Plain English
- There is easy to read signage and information about our rides and bike hires in our shop
- We demonstrate how to use our hire bikes

Other Information

- For bookings made onsite, our counter is accessible for people using a wheelchair.
- We accept a companion card. Please call or email us if you would like to take up this option.

Guide Dog and Service Animals

Service animals are able to enter our premises. However, are not permitted to take them on riding trails with us. We can recommend some lovely walks on Mt. Wellington and close to our shop, where service animals are welcome to walk on a lead. Please contact us if you are planning to join one of our corporate walking tours. There are options on the mountain to choose trails where service animals are permitted and where the terrain may be suitable.

GENERAL

Pre-arrival, arrival and reception

We have the following in place to support guests during pre-arrival, arrival and reception

- Booking information and websites are compatible with screen readers
- There is a reception/public entryway.
- Seating available at reception
- An option of assisting guests away from the counter in a lower area
- A clipboard to allow check-in/booking whilst seated
- Lighting in the reception area is even and glare free
- Large print information sheets and registration forms
- Information and maps are available in written form
- A familiarisation tour is undertaken prior to tours.

In addition, the following further information can assist guests:

- We try to avoid having guests waiting for long periods of time, however, we do have seating on our shop and there is an option to wait on our mini bus or come back to the mini bus area.
- We have an option for guests to hire e-bikes if they are able to ride but are concerned about level of fitness or fatigue.
- Riders on our Summit Rainforest Ride have the option to only complete the second ride if they are not keen to ride on the road and in this case they can ride in the mini-bus behind the riding group.

Please talk to one of our team members if you have any special requirements we can accommodate.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment

Car Park and Access amenities

Our business has the following Car Park and Access amenities

- A drop off zone outside our shop
- Level or ramped access from the car park to the entrance
- There is a bus stop outside of our office.

NB: There may be steps to negotiate on our biking and walking tours. Please let us know if you may need assistance at any point.

Entry

The business has the following amenities/systems in place for entry

- A drop off point close to the entrance
- A path of access to the building which is slip resistance and even
- A path of access to the building which is clear of obstruction
- Door jams/doors are of a contrasting colour to surrounding walls
- Signage is written in a contrasting colour
- Signage is written in a Sans Serif font and use upper and lower case letters
- The entry door is a minimum of 850mm wide
- The entrance sill is less than 13mm
- There a clear space of at least 1500mm x 1500mm in front of all doors.
- There are no steps into our shop but guests need to step up into our vehicles;

Internal Spaces

- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Floors, walls, counters and furniture are of contrasting colours
- Any protruding or overhanging obstructions are at least 2meters above the floor or are protected
- Floor surfaces are hard or short pile carpet
- 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

Please let us know if you have any other requirements or require additional support and we will do our best to support you.

Public areas

The public areas have the following amenities in place

- Hearing loops
- Even lighting
- Seating
- In addition, the following further information can assist guests:

We also have seating outside of our shop should you wish to rest while we are assisting other riders.

Displays, exhibits, commentary and live performances

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

- Seating
- Wheelchair accessible spaces/seating

External Paths

External paths of travel

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel near our shop and at the summit of Mt Wellington, The Springs and at Fern Tree Village. Some of the mountain trails away from these areas have more uneven terrain.
- Pathways are wider than 900mm
- There 3 successive steps or fewer on any path or at any doorway into our shop

Steps

Steps

- There are steps on some of our rides and also uneven ground
- Handrails fitted to all open sets of steps

Please let us know that if you may struggle with steps. There are a few steps on some rides and walks, but alternative routes can be taken to avoid the steps.

There are accessible toilets at the Summit of Mount Wellington and at Fern Tree Village

TOUR OPERATORS

Tour/Transport Services

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

- Buses/Coaches
- None of our vehicles have wheelchair lifts or ramps
- None of our vehicles have low floors with ramped entry

Route Planning

- Route Planning
- The tour route includes stops with accessible toilet facilities. In particular there are accessible toilets at the summit or Mount Wellington and at Fern Tree Village.
- Lunch stop venues are accessible
- Sightseeing and photo opportunity stops are step free

Guides

- Use of clear/simple English
- Correct pronunciation for lip readers
- Have training in assisting riders and walkers with accessibility challenges or concerns so please let them know how we can accommodate you.

ADVENTURE ACTIVITIES

Adventure activities

Many of our adventure activities can be modified to cater for people with a disability. Our riding guides need to be confident and comfortable on a bike but need not be fit. In the past, we have accommodated many riders who have had special requirements. If we cannot accommodate you, we can also make suggestions on other activities which may suit.

We have e-bikes for those who feel more comfortable with a pedal assist e-bike option.

Report Disclaimer

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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