

## Accessibility Guide

### Welcome

At BIG4 Castlemaine Gardens Holiday Park we want to make everyone's stay as enjoyable as possible. We make every effort to make changes or modifications when and where possible to meet the needs of our guests and provide a quality service and inclusive experience for all.

We aim to accurately describe our facilities and services to give you the confidence to book the right accommodation for your specific requirements.

If there is anything we can do to make your stay more comfortable please let us know.

### At a Glance/Overview

We offer varied accommodation options for couples, families and groups including comfortable cabins, luxury glamping and sophisticated villas, with an accessible villa option. We also have both powered and non-powered pet-friendly sites suitable for caravans and tents.

Our Accessible Luxury Villa is rated Qualified Independent Wheelchair User and Qualified Assisted Walking by Accessible Accommodation.

All accommodation is non-smoking.

We encourage feedback and suggestions (via email, telephone, SMS and face-to-face) on what we are doing well and what could be improved.



### Accommodation with Level Access

Our luxury accessible 3-bedroom Villa has accessible parking with a clear path of travel to the front door and level access with a threshold ramp.

There is level access from the main entrance to:

- Bedroom 1: King bedroom with wheelchair accessible bathroom
- Bedroom 2: Queen bedroom
- Bedroom 3: Quad bunk room
- Main bathroom with walk in shower
- Main toilet
- Kitchen
- European laundry
- Lounge area
- Outside deck area



### Accommodation with access via steps and/or uneven loose surfaces

- Luxury 3-bedroom Villas (excluding accessible Villa)
- Glamtainer
- Luxury Safari Tents
- Luxury Bell Tents

- Gold Garden Cabin -Double Studios
- Gold Cabin -Queen Family Studios
- Silver Cabin -Queen Family Studios
- Bronze Cabin -Double Family Studios
- Budget Cabins – Non ensuite Studios
- Powered Ensuite Sites
- Powered and Unpowered Sites



### Access with steps and/or uneven/loose surfaces

- Reception
- Bush Hut camp kitchen with BBQ, pizza oven and communal seating
- Communal fire pit
- Sensory Garden
- Games Room
- Adventure Course



### Level access amenities

- Upper amenities have level access to toilets and sinks with a step into the shower and a small step to the urinal in the male section
- Lower amenities have level access to toilets, showers and sinks and a small step to urinal in the male section
- The accessible/family bathroom has level access to toilet, sink and shower, with a step-into bath
- The laundry is accessed via a ramp but has insufficient turning space for wheelchair/scooter



### Hearing

🔊 TVs in accommodation, games room and the bush hut have subtitles



### Visual

🔊 We have high colour contrast between walls and door frames in some of our accommodation



### General

🔊 We are available 24 hours a day

🔊 Reception is available 09:00-17:30 on 03 5472 1125 and guests can contact us for emergency purposes after hours on 0438 896 695

🔊 We can offer flexible check-in and check-out times

🔊 Our customer facing staff have disability awareness training

🔊 Our reception staff are familiar with all our facilities, accommodation options and potential barriers to access and are happy to discuss individual requirements

🔊 We can provide a Castlemaine access map and list of accessible Carparks and Toilets Across Mount Alexander Shire

🔊 Our reception staff are aware of local accessible eateries, facilities and activities

🔊 We have emergency evacuation procedures for visitors with a disability

- ☞ We can provide a blanket, towel and food and water bowls for your assistance dog on request
- ☞ Travel assistive equipment can be hired from Aidacare Bendigo 51 Bridge Street Bendigo VIC, 3550 T: 038441 8213, E: bendigo@aidacare.com.au

## Getting here

1 Doran Avenue Castlemaine 3450



### Travel by public transport

Castlemaine train station is 1.2km from BIG4 Castlemaine



### Travel by taxi

Castlemaine Taxis have a taxi with a wheelchair lift (131 008)



### Parking

- ☞ There is a free public car park to access reception with accessible parking spaces
- ☞ The public car park is less than 50m from reception. There is no clear accessible path of travel between the car park and reception. Access is via the main driveway into the park
- ☞ There is a drop-off point opposite reception, with a dropped curb and level access path leading directly to reception. The path is free from obstructions and 1200mm wide or more
- ☞ There is a dedicated parking space for each accommodation with ample room for unloading and maneuvering

## Arrival



### Path to Reception

- ☞ From the road to the main entrance, there is level access
- ☞ The path is 1200mm wide, or more
- ☞ The path is free from obstruction



### Reception

- ☞ Reception is located at the entry to the park and is well lit
- ☞ We have seating available outside reception
- ☞ There is room for a mobility scooter to park outside reception
- ☞ We have a water bowl available for your pet/assistance dog at reception
- ☞ The main entrance has a step to enter
- ☞ The door is side hung and manual
- ☞ The door is 785mm wide and has a lever handle to open
- ☞ Circulation space within reception is limited and there is no seating available
- ☞ We offer contactless check-in and alternative methods of communicating with our reception staff (email, SMS, telephone)
- ☞ We can offer flexible check-in and check-out times



## Path between park and Reception

- There are two paths available both with uneven loose surfaces
- Both paths have a small step with no colour distinction as they join the reception pathway
- Both paths have a dropped curb as they join the main driveway into the park
- The main path is 900mm wide

## Accessible Villa

### Visual Impairment - General Information

- There is no high colour contrast between walls and door frames, towels and walls, shower seats and walls and hand rails and walls



### Entrance

- There is accessible parking with clear path of travel to the main door
- Level access through the door with a threshold ramp
- The main door is a sliding door and 1040mm wide



### Bedrooms

- Bedroom 1: King Bedroom with wheelchair accessible bathroom
- Bedroom 2: Queen Bedroom
- Bedroom 3: Quad bunk room



All bedrooms have windows and natural light



All Bedrooms have ceiling lights and bedside lamps



All bedrooms have ceiling fans



Light switches are located at 1000mm high



All TV's have subtitles



There is level access from the main entrance to all bedrooms



### Accessible bedroom with ensuite bathroom

- The bedroom door is 880mm wide and has a lever handle to open
- The door is side hung and manual
- The bed is a king bed
- There is 1700mm at the side of the bed
- There is limited access to 2 sides of the bed, with 500mm to end and 460mm between bed and window
- The bed is 600mm high and 70mm off the floor
- The wardrobe has vertical shelves and the clothes rail is 1550mm high with another rail available at a height of 900-1100mm
- The bathroom is ensuite, with a door 890mm wide

- ☒ The ensuite has level access
- ☒ The toilet has handrails
- ☒ There is 900mm at the side and 1200mm in front of the toilet
- ☒ The toilet seat is 470mm high with a contrasting seat
- ☒ The shower has handrails and a fold down shower bench 960 x 400mm
- ☒ There is a ceiling shower rose and a handheld shower head which has a height adjustable range between 850mm and 1850mm.
- ☒ We provide individual toiletries incl soap, shower gel, shampoo and conditioner
- ☒ There are hooks available at a height of 1250mm
- ☒ The taps are lever operated
- ☒ The basin is 800mm high with space under the basin, with no pedestal or boxing
- ☒ The walls and the bathroom fittings do not have a high colour contrast

### Lounge

- ☒ There is level access from the main entrance to the lounge
- ☒ The lounge area is open plan with the kitchen and European laundry
- ☒ There is an L shaped sofa that is 450mm high
- ☒ The dining table has a pedestal base with knee clearance and 720mm high
- ☒ The air conditioning controller is located on the wall and set at 1520mm high, but can be removed
- ☒ The TV has subtitles and controllers are located on the shelf under the TV at an accessible height

### Kitchen

- ☒ The kitchen is open plan
- ☒ There is level access from the main entrance to the kitchen
- ☒ The route into the kitchen is 900mm wide
- ☒ The work surface is 900mm high, fitted with sink and hob and does not have a clear underspace
- ☒ The oven and dishwasher are positioned under the bench
- ☒ The fridge is at a height between the floor and 1100mm and the freezer between 1100mm and 1630mm
- ☒ The microwave is set at 1300mm high
- ☒ There is a breakfast bar set at 900mm high accessed by high stools
- ☒ The crockery is kept in eye-level kitchen units at an underside height of 1600mm but can be moved to base units on request

### European Laundry

- ☒ There is level access from the main entrance to the European Laundry
- ☒ The European laundry is open plan with the lounge area
- ☒ The doors to access the laundry are side hung and manual, with a D handle
- ☒ The washing machine is a front loader

- ☒ Detergent is available
- ☒ An ironing board is available and can be erected if required

## Accessible Amenities

### Accessible/family bathroom

- ☒ There is a level clear path of travel to facility
- ☒ Key available to facility on request
- ☒ The main door is 850mm wide and has a lever handle to open
- ☒ The door is side hung and manual
- ☒ There is level access to sink, shower and toilet with circulation space more than 2300mm x 1900mm
- ☒ There are baby changing facilities set on the wall 800mm high when open, the handle to open is located at the side at a height of 1200mm and can be set in the open position on request
- ☒ The toilet has handrails
- ☒ There is more than 900mm at the side and 1200mm in front of the toilet
- ☒ The toilet seat is 480mm high and does not have a contrasting seat
- ☒ There is a step-into bath with a side height of 660mm
- ☒ The shower has handrails and a fold down shower bench 960 x 400mm
- ☒ There is a handheld shower hose with a height adjustable range between 1050mm and 1850mm
- ☒ There are hooks available at a height of 1350mm
- ☒ The basin is 820mm high with space under the basin, with no pedestal or boxing
- ☒ The taps are lever operated
- ☒ The walls and the bathroom fittings do not have a high colour contrast

## Getting around outside

### Communal Fire pit

- ☒ Access is gained via the main driveway. The surrounding area is grassed and the ground is uneven
- ☒ There are fixed benches surrounding the fire and there is room for a wheelchair/scooter

### Sensory Garden

- ☒ Access is gained through a gate 1000mm wide
- ☒ The path through the garden is an even loose surface which includes a featured archway restricting the path to a width of 955mm
- ☒ The garden provides a space for quiet time and to connect with the tastes, sights, sounds and scents of nature with plants chosen for their touch, smell, taste and beauty

### Bush hut camp kitchen with BBQ, Pizza Oven and communal seating

- ☒ Access is uneven with loose surfaces

- ♿ The outside and inside tables have fixed bench seating and are not accessible for wheelchair/scooter or those with impaired mobility
- ♿ Some outside areas are covered
- ♿ There is a step to access the bush hut
- ♿ Circulation space within the bush hut is limited
- ♿ The door is side hung and manual
- ♿ The entrance to the bush hut is via double doors, the single door is 840mm wide (can be opened fully from inside), and has a knob handle to open at 1250mm high
- ♿ The work surface is 900mm high fitted with sink and does not have a clear underspace
- ♿ A microwave is available on the bench and all essential cooking equipment is located in an under-bench cupboard
- ♿ The freezer is at a height between the floor and 680mm and the fridge between 680mm and 1710mm
- ♿ The TV has subtitles and the controller is located at 1800mm high
- ♿ The main light switch is located at 1220mm

## Customer care support

### Accessibility equipment

- ♿ You can hire assistance equipment from Aidacare Bendigo 51 Bridge Street Bendigo VIC, 3550 T: 038441 8213, E: [bendigo@aidacare.com.au](mailto:bendigo@aidacare.com.au)

### Emergency evacuation procedures

- ♿ We have emergency evacuation procedures for disabled visitors

### Customer care support

- ♿ Staff are available 24 hours a day
- ♿ Reception is available 09:00-17:30 on 03 5472 1125 and guests can contact us for emergency purposes after hours on 0438896695
- ♿ We can offer flexible check-in and check-out times
- ♿ Our customer facing staff have disability awareness training
- ♿ Our reception staff are familiar with all our facilities, accommodation options and potential barriers to access and are happy to discuss individual requirements
- ♿ We can provide a Castlemaine access map and list of accessible Carparks and Toilets Across Mount Alexander Shire
- ♿ Our reception staff are aware of local accessible eateries, facilities and activities
- ♿ We can provide a blanket, towel and food & water bowls for your assistance dog on request
- ♿ Mobile phone reception is variable throughout the park depending on your network.
- ♿ Free WiFi is available within the park