

East Coast Car Rentals

ATIC Accessibility Report

Supporting the accessible community to make informed travel decisions that suit their individual needs.

Report prepared for

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About this report

The following pages provide travellers with information on the facilities and amenities available at East Coast Car Rentals. The intent is to help each traveller decide whether our branches and services are suitable for their individual needs.

Information has been self-assessed against the Australian Tourism Industry Council (ATIC) accessibility framework and reflects our network of 14 airport and city branches across Australia.

Overview

Business overview

The business has the following products and services available:

- Transport (vehicle hire and airport shuttle service)

Our business caters for the following disability types:

- Blind or low vision
- Limited mobility
- Wheelchairs or mobility scooters
- Cognitive impairment, including people on the Autism Spectrum

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Web portal
- Online forms with high contrast fields and submit buttons

Customers attend a branch to collect a vehicle and depart. There is no extended on-site stay.

Communications

Our business offers the following alternative communication methods:

- Plain English
- Language translation
- Easy to read signage and information

Other information

- For bookings made on site, the counter is accessible for people using a wheelchair

Guide dogs and service animals

- A secure area with shade and water is provided for service animals
- A toilet area is provided for service animals

East Coast Car Rentals has a no-pets policy in its vehicles, with the exception of assistance and support animals, which are always welcome.

General

Pre-arrival, arrival and reception

The business has the following in place to support guests during pre-arrival, arrival and reception:

- A reception and public entryway
- Seating available at reception
- A lower counter at reception
- A clipboard to allow check-in while seated
- A tablet with text to voice, or pen and paper, at reception to aid communication
- Even and glare free lighting in the reception area

Our communications are delivered one to one by our staff. iPads and tablets are used to assist communication with customers who have a disability or who are not English speakers. These devices can be switched into accessible mode to enhance contrast and increase font size.

Our shuttle drivers are trained to lift all baggage for customers, assist them into waiting shuttles, bring them to our branch and assist them to a seated waiting area. Where required, the transaction can be completed in these areas via iPad and a one to one conversation with our staff.

Cognitive impairment support

- Documents are available in plain English, including instructions, guides and general information
- Quiet periods or early opening times for people on the Autism Spectrum
- A space for parents and children on the Autism Spectrum

Car park and access amenities

The business has the following car park and access amenities:

- A drop off zone
- Level or ramped access from the car park to the entrance

Entry

The business has the following amenities and systems in place for entry:

- A drop off point close to the entrance
- A path of access to the building that is slip resistant and even
- A path of access to the building that is clear of obstruction
- Self opening entry doors, or doors fitted with a self closer
- Glass doors fitted with a visual sighting strip
- Signage written in a contrasting colour
- Signage written in a sans serif font using upper and lower case letters
- An entry door a minimum of 850mm wide
- An entry door that is self opening or has a light opening pressure for manual operation
- An entrance sill of less than 13mm
- A clear space of at least 1500mm x 1500mm in front of all doors
- Entrance door mats with a thickness of less than 13mm and a width of 750mm or greater

Each branch is equipped with a large foyer offering ample space, seating and staff who can assist.

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 2 metres 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 are greater than 900mm wide
- There is a quiet space for parents and children on the Autism Spectrum

Public areas

The public areas have the following amenities in place:

- Display units, televisions and video displays are open captioned
- Even lighting
- Seating

External paths

External paths of travel:

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel with a maximum aggregate size of 13mm
- Pathways are wider than 900mm
- There are no steps

Ramps

The following ramp amenities are in place:

- Ramps are provided
- All fixed ramps are a gradient of 1:14 or less
- Hand rails are fitted
- Long ramps of more than 10m are a gradient of 1:20 or less

Report disclaimer

Please note that this business report, provided as a result of the use of the diagnostic assessment, is for information purposes only.

The Australian Tourism Industry Council (ATIC) cannot guarantee the accuracy of a 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 business 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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