

ATIC Accessibility

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

This report prepared for:

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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

The business has the following products/services available

- Accommodation

Our business caters for the following disability types:

- Limited mobility
- Wheelchairs or mobility scooters



Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our forms have high contract boxes and submit boxes
- Staff have undergone disability awareness and training

Emergency Management

- The business has an emergency management and evacuation plan for guests with a disability
- Emergency and evacuation procedures are explained on arrival
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

Communications

- An accessibility guide is available on the website

<https://www.holidayholiday.com.au/wp-content/uploads/Accessibility-guide.pdf>

- Our website meets WCAG 2.0 accessibility standards
- Our business offers the following alternative communication methods
- Plain English

Not specified

- There is easy to read signage and information (e.g. menus and emergency information)

Other Information

- For bookings made onsite, the ticket booth/counter/box office is accessible for people using a wheelchair
- The business accepts the companion card

Guide Dog and Service Animals

- The business provides a secure area with shade and water for service animals
- The business provides a toilet area for service animals
- Bowls, bedding, etc. are provided for service animals

The business provides the following services for services animals:

Bowl and assistance with directions

GENERAL

Pre-arrival, arrival and reception

The business has 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
- A lower counter at reception/ticket office
- A clipboard to allow check-in/ticket purchase whilst seated
- A tablet with text to voice or pen and paper at reception to aid in communication
- Lighting in the reception area is even and glare free
- Information and maps are available in written form
- A familiarisation tour
- Keys are available for each guest
- Luggage assistance
- In addition, the following further information can assist guests:

For guests experiencing disability we meet these guests upon arrival in order to assist them to check in to their accommodation directly so they are not disadvantaged by long wait times.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)

Car Park and Access amenities

The business has the following Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- Level or ramped access from the car park to the entrance
- The accessible entrance is clearly signed from the parking bay
- The public transport services available are:

The closest train station and bus stop are all within 150 metres of the car parking with step free ramps.

- Kerb ramps are in place where a pavement or walkway needs to be crossed
- An intercom system is available at the entrance of car park
- The following modifications have been put in place to ensure that a person with a hearing impairment or reduced limb movement is not disadvantaged in using the system
- In addition, the following further information can assist guests:

Path of access are within clear vision of the reception and all arrivals are confirmed in advance by phone calls and text messages.

- Instructions on how to use the system are in Plain English and accompanied by Universal design standard pictures

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 is slip resistance and even
- A path of access to the building is clear of obstruction
- Self opening entry doors or fitted with a self closer
- Glass doors are fitted with a visual sighting strip
- Door jams/doors are of a contrasting colour to surrounding walls
- Door handles are of a contrasting colour to the door
- 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 entry door has self opening or a light opening pressure (for manual operations)
- The entrance sill is less than 13mm
- There a clear space of at least 1500mm x 1500mm in front of all doors.
- The entrance door mats have a thickness less than 13mm and a width of 7500mm or greater

Lifts

- Premises has lifts

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

Public areas

The public areas have the following amenities in place

- Even lighting
- Seating

External Paths

External paths of travel

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- Paths or slopes longer than 15 metres have resting places or seats
- Pathways are wider than 900mm
- There 3 successive steps or less on any path or at any doorway
- Any paths having steps are clearly identified as non-wheelchair accessible
- Step free routes clearly signed

Steps

Steps

- There are steps.
- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- All steps or staircases have enclosed risers
- Handrails extend 300mm beyond the top and bottom step

Ramps

Ramps have the following amenities are in place

- There are ramps.
- All fixed ramps are 1:14 or less
- Hand rails are fitted
- Long ramps (more than 10m) are 1:20 or less
- Ramps have a raised edge of at least 100mm

Public Toilets/Adult change facilities

Public Toilets/Adult change facilities have the following amenities are in place

- There is an accessible toilet for public use
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- The toilet seat is 460mm above the floor
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- There is a registered changing places facility

ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

- There are 2 rooms available to guests who use a wheelchair
- Bedroom furniture can be re-arranged on request

Room Amenities

- Lower hanging rails are in wardrobes
- Visual alarm is fitted to the room
- Televisions are equipped with closed captioning capability
- There is contrast between the walls, skirtings, floor and furniture
- There is a clear path through the room
- The edges of all furniture and fixtures are rounded
- Wardrobe handles are a contrasting colour to the doors and draws
- Housekeeping procedures instruct staff not to reposition furniture that has been moved
- Doors open fully against the adjoining wall
- There is a clear opening at least 850mm wide
- There luggage racks for at least two suitcases
- There at least one chair with rigid arms
- Wardrobe and drawer handles are easy to grip
- The bedside lamp switch is easy to reach from the bed
- There is at least 850mm clear space beside the bed
- The bed height is no higher than 680mm from the floor
- There is at least 130mm clearance under the bed
- Non-allergenic cleaning products are used

Bathrooms

The bathrooms have the following facilities/amenities in place

- All heating appliances and hot water pipes are protected or insulated
- All shower, bath and basin taps are clearly differentiated between hot and cold
- Fixtures and fittings have rounded edges
- The hot water is thermostatically controlled to 41 degrees
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet

- Handrails are fitted
- There is a minimum of 1400mm of clear space in front of the toilet
- The toilet seat is a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- There is a roll-in shower with fold down fixed seat or a shower chair
- There is a portable shower head on flexible hose

COMMON AREAS

Swimming pools, spas and waterparks

- The following swimming pools, spas and waterparks amenities are available
- The park map includes a step free route

Parks and gardens

- The following parks and gardens amenities are available
- There is a step free map
- Seats are provided at regular intervals
- Accessible BBQs
- Edge protection is provided
- Edge protection is a contrasting colour to the deck

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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