

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
- Food and Drink
- Event

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Wheelchairs or mobility scooters
- Food allergies or intolerances
- Cognitive or people on the Autism Spectrum

MERCURE

HOTEL

PERTH

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our forms have high contract boxes and submit boxes

Emergency Management

- There are Audible device/s to alert occupants to evacuate with instructions on how to evacuate.
- Exit signs are clear and easy to see
- Exit access is free and clear at all times

We ensure exit access is free and clear at all times by:

not blocked with regular patrols

- 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

The business identifies guests who need additional assistance should an emergency occur by:

On point of check in and reserevation

The procedure for assisting guests who need assisted rescue is:

Duty Manager and firewarden noted and handled on guest log

- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

Other Information

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

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:

Private basement space for toiletries and bedding provided. Special access for assistance animals.

GENERAL

Pre-arrival, arrival and reception

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

- 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
- 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
- Keys are available for each guest
- Luggage assistance
- In addition, the following further information can assist guests:

Lobby seating and bench seating and priority check in whilst also being 24hours.

- In addition, the following further information can assist guests:

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Cognitive Impairment Support

- A "social script" guide to your premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance
- Quiet periods or early opening times for people on the Autism Spectrum
- A space for parents and children on the Autism Spectrum
- Access has alternative procedures and clear written instructions with universal access symbols

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

Internal Spaces

- Menus are available in large print or Braille
- Tableware/glassware contrast with the table surface or table cloth

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 have the following amenities are in place

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- 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

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
- Temporary ramps are available
- Temporary ramps are in place for the duration of the guests stay
- Ramps have a raised edge of at least 100mm
- In addition, the following further information can assist guests:

ramps on request if required.

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
- There is a 'Changing Place' within Not specified of our business

ACCOMMODATION

Bedrooms

The bedrooms have the following facilities/amenities in place

- There are 3 rooms available to guests who use a wheelchair
- Bedroom furniture can be re-arranged on request

Not specified

Room Amenities

- Visual alarm is fitted to the room
- Televisions are equipped with closed captioning capability
- Room phones are hearing loop compatible
- Room phones have volume control
- Room phones have a visual ringing indicator
- 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
- The business offers a range of non-allergenic bedding
- 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
- A range of non-allergenic toiletries are available
- There is a roll-in shower with fold down fixed seat or a shower chair
- There is a portable shower head on flexible hose
- A door is fitted to the shower
- A door is fitted to the showers with an outward swing at minimum width of 900 mm

COMMON AREAS

Swimming pools, spas and waterparks

- The following swimming pools, spas and waterparks amenities are available

FOOD AND DRINK

Dining Spaces

The dining spaces have the following facilities/amenities in place

- The entrance has level access
- The doorway is at least 850mm wide
- There is level access through the dining area
- Chairs are moveable to allow for wheelchairs to be seated at the tables
- Hearing loops are available
- All glass doors and full height windows have contrast markings
- There are areas of full lighting
- There are large print menus
- There are Plain English menus
- There is an accessible toilet

Our business caters for the following dietary requirements

- Sugar free (diabetic)
- Gluten free (celiac)
- Lactose free (dairy free)
- Low fat and fibre with no gastric content
- Low potassium
- Low sodium
- Nut free
- Additive free
- Organic
- Vegetarian
- Vegan
- Kosher
- Halal
- In addition, the following further information can assist guests:

Team is trained in food handling

- There is a sample menu available online

Sample menu is available here -

<https://www.instagram.com/cucinaonhay/>

EVENTS

Events

Events have the following facilities/amenities in place

- There is step free access throughout the venue
- Reception, registration desks or ticket offices have a lower counter section
- A hearing loop is available at reception, registration desks or ticket offices
- All ancillary areas are step free e.g. breakout rooms, dining areas, outside areas and exhibition spaces
- All stage areas including speaker platforms are accessible
- A low height lectern is available
- Accessible toilets are available at the venue
- There is clear signage throughout the venue including accessible routes and accessible facilities
- Wheelchair designated seating is provided
- We cater for a range of seating and viewing options
- We cater for varying group sizes
- Our event can be booked from the main web site
- A hearing loop is provided
- There is reserved seating in the loop area
- Speakers/performers are instructed to use the microphones
- There is good circulation space with the number of people expected to allow people with a disability to move around freely
- Food and water is available for guide and service animals
- Accessible car parking is available
- There are designated drop-off points
- There is accessible public transport to the venue
- There is an event map available
- The event map shows accessible facilities
- The event map shows accessible public transport points
- A step free route is shown
- The event includes the use of loud noises, fireworks or strobe lighting
- Quiet rooms, marquees or spaces are available

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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