



The Ridge, Gloucester Luxury Eco Holiday Accommodation

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THE RIDGE GLOUCESTER – Accessibility & Inclusive Hospitality Plan (2026-2027)

Date: March 2026
Review Date: March 2027 (Annually)

1. Our Commitment

The Ridge Gloucester is located on a 40-hectare rural property with unsealed roads and natural bushland. We are committed to providing accurate, transparent information so all guests can make informed choices. We strive to remove barriers for guests with mobility, sensory, or hidden disabilities wherever reasonably practical.

2. Physical Access: The Ridge House (Wheelchair Accessible)

The main five-bedroom house is suitable for guests using wheelchairs or with limited mobility.

Feature	Status
Access Road	~1km private unsealed road (gravel/dirt) – uneven surface.
Car Parking	Concrete slab parking adjacent to house entry.
Entry Threshold	Less than 50mm step up from parking to house entry (manageable for most wheelchair users with a small ramp or assisted tilt).
Internal Layout	All on one level – no internal stairs or steps.
Corridors	Wide corridors accommodating standard wheelchair width.
Bathroom	Level-entry shower (no step up). Plastic Seat available on request.
Bedroom	Queen bed with adequate circulation space.

Recommendation: Guests requiring full independence (no threshold assistance) are advised to bring a portable ramp or contact us in advance to discuss options.

3. Physical Access: Eco-Cabins (Limited Mobility)

The eco-cabins (Coulcal, Bellbird, future Cabin #3) may not be suitable for standard wheelchairs due to the step up from ground level to the entry doors.

Feature	Current Status
Access Road	~1km private unsealed road (gravel/dirt) – uneven surface.
Parking	Gravel bay 2m from cabin.
Cabin Entry	Raised timber deck with 2-5 steps; no ramp.
Interior	Open plan; king bed. Showers are at floor level with no step up (level-entry design).
Action Plan	Consider install access ramp and grab rails inside shower and beside toilet in Cabin #3 during construction (Budget: \$3,000).

4. Sensory & Hidden Disabilities

We recognise that not all disabilities are visible (e.g., neurodiversity, chronic pain, anxiety).

- Quiet Hours: 10pm – 7am (no loud music, no generators running, unless required for power support).
- Lighting: Cabins have blackout blinds.
- Communication: Guests may request digital pre-arrival guide (PDF) with clear font and high contrast.
- Emergency: Evacuation instructions provided in visual and simple text format.

5. Digital & Booking Accessibility

- Website: Alt-text for all images; readable font sizing; no auto-playing video.
- Booking Modifications: Guests requiring wheelchair access should book The Ridge House (fully accessible as described above). Call 0421 894 117 to discuss specific needs, no online booking penalty.
- Cancellation Policy: Full refund for cancellations due to medical/disability-related reasons (with supporting documentation).

6. Service Animals

- Policy: Registered service animals are welcome in all accommodation (house and eco-cabins).
- Surcharge: No extra pet cleaning fee applies.
- Note: The property has snakes, kangaroos, and livestock. Guests with service animals must advise upon booking.

7. Staff Training & Continuous Improvement

- Induction: All contractors complete an accessibility awareness module by June 2026.
- Feedback: Post-stay forms asking if any issues were encountered.
- Review: This Plan updated annually or when new cabins are completed.

8. Contact for Accessibility Enquiries

Dan Buckley (Principal)

Email: info@theridgegloucester.com Phone: 0421 894 117

Please call 48 hours prior to arrival to discuss any specific needs

Prepared By: Dan Buckley, Principal

Date: March 2026