

ACCESS & INCLUSION

Cowra Motor Inn is committed to providing and continually improving services to our diverse community, including people with disability, their families, and carers as well as families with young children and older people. We strive to continually improve access to services for everyone to participate in and enjoy our accommodation and a tourism experience in the region.

HOW WE DO THIS

- We offer our guests multiple options for bookings – either through our website, by emailing, telephone and third parties
- We ask all guests at booking whether they have any specific access needs.
- Floor plan of our accommodation venue is available on request, including details on accessibility and photos.
- All guests can be provided with clear instructions for tourism activities in the region.
- Each of our guides is fully-briefed on access needs and any special needs of all guests, including pick up and drop off requirements.
- We have trained our staff in disability awareness and in communicating with people with learning or behavioural challenges.
- We use plain English that's easy to read on our website, tourism information.
- We can arrange quiet places at all venues and facilities, and are happy to assist with guests taking time out and rejoining when they feel comfortable.
- We welcome assistance dogs.
- We can arrange wheelchair accessible rooms.
- We are happy to offer a Companion discount on request.
- We cater for all genuine food allergies and intolerances and can provide alternative menu options.
- We offer a range of contact methods for receiving feedback and complaints, either direct or by email or telephone.

- We saved the best to last, many tourism venues and cellar doors are pet-friendly in the Central West region. Ask us before you book and we'll let you know if your furry friend is able to join you on your region adventure.
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CONTACT US

Say hello and drop us a line for more information

stay@cowramotorinn.com.au