

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

- Tour/Transport
- Adventure

Our business caters for the following disability types:

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

The logo for Kuuma Nature Sauna features the word "Kuuma" in a dark, handwritten-style script font. The letters are connected and have a casual, flowing appearance.

NATURE SAUNA

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our website supports Screen Readers
- Our forms have high contrast 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

chrome-

extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.kuuma.com.au/_files/ugd/24d751_1794253ffe9a46eb9c2b03687c46d7c2.pdf

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

Not specified

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

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

The business provides the following services for services animals:

there is undercover desk space were the animal can rest.

GENERAL

Pre-arrival, arrival and reception

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

- Information and maps are available in written form
- A familiarisation tour
- In addition, the following further information can assist guests:

We don't have waiting time as guests need to prebook their experience.

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

N/A

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
- The public transport services available are:

What is the best way to get to Kuuma at Margate Marina, Barretta? Kuuma is located at Margate Marina in Barretta, just after the Margate township, Tasmania, about 20 minutes south of Hobart. Please remember to arrive 30 minutes prior to your scheduled session departure time to allow for boarding and induction. Here are a few options for getting to us:

By Car: The easiest way to reach us is by car. From Hobart, simply head south on the Channel Highway (A6) for about 20 minutes towards Margate. Margate Marina is located in Barretta, just 2 minutes after you leave Margate township. The simplest way is to enter "Kuuma – Nature Sauna" into Google Maps, and it will guide you directly to our location.

By Taxi or Rideshare (eg. Uber, Ola, Shebah): If you do not have a car or are not planning to rent one, the second easiest way to get to us is by taxi or rideshare. These services are readily available in Hobart and offer a convenient, direct route to Kuuma – Nature Sauna.

Public Transport: If you feel adventurous, there are bus routes that connect Hobart with Electrona (a suburb just after Barretta). This option will take a minimum of 1 hour to reach Kuuma, so be sure to factor in the travel time to arrive 30 minutes prior to your scheduled session departure time. You can check the schedule with the Tasmanian Transport Service to find the best options for your trip, or alternatively, enter "Kuuma – Nature Sauna" into Google Maps and request directions "via public transport." Safe travels—see you on board!

External Paths

External paths of travel

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)
- Pathways are wider than 900mm

Steps

Steps

- There are steps.
- Top and bottom steps are easily distinguished through colour contrast or the use of TGSIs (Tactile Ground Surface Indicators)
- Handrails fitted to all open sets of steps
- Handrails extend 300mm beyond the top and bottom step

Public Toilets/Adult change facilities

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

- There is a registered changing places facility

TOUR OPERATORS

Tour/Transport Services

The tour/transport services have the following facilities/amenities in place

- Buses/Coaches
- N/A vehicles have wheelchair lifts or ramps
- N/A vehicles have low floors with ramped entry

The maximum wheelchair capacity available in the fleet is:

N/A

- Commentary is available in written format

Guides

- Use of clear/simple English
- Correct pronunciation for lip readers
- Marine

Image(s)



LoveAnna (Anna Critchley)-22



LoveAnna (Anna Critchley)-29



LoveAnna (Anna Critchley)-30



LoveAnna (Anna Critchley)-24



LoveAnna (Anna Critchley)-1



LoveAnna (Anna Critchley)-3

ADVENTURE ACTIVITIES

Adventure activities

The adventure activities have the following facilities/amenities in place

- Our adventure activities cater for people with a disability
- In addition, the following further information can assist guests:

relaxing sauna, cold plunge, lounge moments around the fireplace, coastal cruise

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

We operate a fully bespoke sauna cruising vessel

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

the only disability we cannot cater for are wheelchairs

Adventure Activity Image(s)



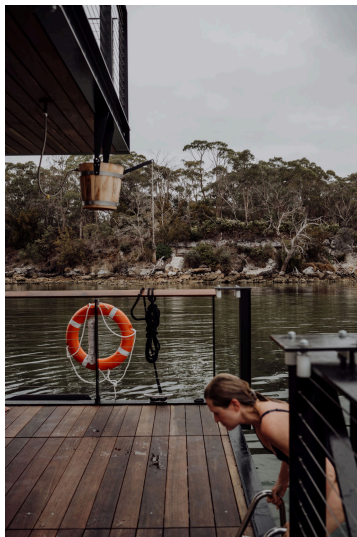
LoveAnna (Anna Critchley)-59



LoveAnna (Anna Critchley)-71



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LoveAnna (Anna Critchley)-100



LoveAnna (Anna Critchley)-103

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.

Links to external web sites are inserted for convenience and do not constitute endorsement of material at those sites, or any associated organisation, product or service.

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