

Accessibility Guide

At Whale Watch Western Australia, we are dedicated to offering experiences that are inclusive and accessible for families, as well as individuals with various physical, sensory, and intellectual abilities.

This Accessibility Guide is designed to clearly outline our services, facilities, and amenities, ensuring you feel assured that we can accommodate your specific needs during your visit.





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Booking Process

Bookings can be made online, through email or by phone. If you need help with your reservation, please visit the contact page on our website.

Guests with pre-existing medical conditions, injuries or disabilities are encouraged to reach out to us via email to ensure we can accommodate your booking effectively.

We are committed to providing a seamless and enjoyable experience for all our guests, and we will do our utmost to meet your needs. Once your reservation is confirmed, you will receive a detailed itinerary along with any necessary instructions for a smooth check-in process.

Remember to check our FAQ section for common inquiries, and don't hesitate to reach out if you have any further questions or special requests. We look forward to welcoming you and ensuring your stay is memorable!

- **[Frequently Asked Question](#)**
- **[Website Contact Page](#)**
- **[Website Booking Page](#)**



Medical Conditions

If you face mobility challenges or have health concerns, we kindly ask that you reach out to us via email or our contact page before making a booking.

Since you will be on board for an extended duration, please ensure you bring any necessary medications with you (e.g., for asthma, heart conditions, or severe allergies).

Whale watching tours venture into the open ocean – conditions can be unpredictable, and you may encounter choppy waters, sudden vessel movements, motion sickness, or loud noises.

If you have recently visited a hospital, have a pre-existing medical condition, are pregnant, or suffer from back or neck injuries, we strongly recommend consulting your GP before participating.



Companion Card Holders

National companion cardholders who buy a ticket are eligible for discounted admission for their companion at our concession/senior rate.

- **Please Note:** VIP Captain's Lounge experiences are excluded.
- A valid National, State, or Territory companion card is required at check-in.

For your convenience, be sure to have your companion card ready when at checkin on the day of your tour, as this will ensure a smooth boarding process.

We strive to make our experiences as accessible and enjoyable as possible for everyone, and we are delighted to offer these benefits to those who hold a companion card.

If you have any questions or need further assistance, please don't hesitate to reach out to our customer service team, who are always happy to help.



Assistance Animals

Assistance Animals are allowed to accompany their owners with prior confirmation from our company. The approval is contingent upon the requested tour, weather conditions and availability of bookings. Kindly note, we do not accept pets or emotional support animals.

Assistance animals should be under the control of their handler at all times, using a leash, harness or other appropriate restraint. Please ensure your assistance animal is wearing a jacket with identifying branding from the organisation that qualified it and documentation showing that the animal is qualified, accredited and assisting the person it is with.

The owner is solely responsible for the care and supervision of the Assistance Animal. Animals can experience sea sickness, displaying symptoms such as excessive salivation, vomiting, yawning, whining, and signs of unease. Severe cases may include diarrhea, particularly in offshore settings like whale watching. To prevent motion sickness, seeking veterinary advice before travel is recommended.

Please keep in mind that our tours are bustling environments filled with many individuals, some of whom may face language barriers and may not grasp the importance of avoiding contact with assistance animals. The sounds, surroundings and movement of the vessel can create an unfamiliar experience for an assistance animal, especially if they have not encountered such conditions before.



With some careful planning, everyone can have a great day out with the whales. Seasickness, commonly referred to as motion sickness, travel sickness, airsickness, or carsickness, can happen due to specific types of movement, such as the gentle rocking of a boat on the ocean. Fortunately, seasickness is manageable for most individuals.

Everyone is unique, and we strongly suggest consulting with your doctor or local pharmacist if you think you might be prone to motion sickness. It's wise to bring along motion sickness medication as advised by your healthcare professional, as this has been shown to reduce the chances of feeling unwell. We believe that being well-prepared is always the best approach for our guests.

Research indicates that ginger may alleviate the symptoms of motion sickness. You can find ginger in various forms, including raw, crystallized and as pills from your local pharmacist. Additionally, using a peppermint inhaler, enjoying barley sugar candies, remaining on the lower viewing decks and sipping cold water are also recommended strategies to help prevent motion sickness.

Tips to Prevent Motion Sickness

Here are several strategies you can try to prevent motion sickness or at least alleviate its effects:

- Focus on a stationary object outside, such as the horizon or land masses, rather than looking from inside the cabin.
- Stay on the lower decks of the vessel, where the centre of gravity is most stable.
- Position yourself in the center of the ship, where you will feel the least amount of motion.
- If possible, choose a larger vessel, as it is less prone to motion than a smaller one.
- Some individuals find that closing their eyes helps eliminate sensory confusion.
- Avoid alcohol for 24 hours prior to traveling and during the trip.
- Ensure you have plenty of fresh air, as fumes or smoke can worsen symptoms.
- On short trips, try not to eat or drink anything.
- On longer journeys, consume small amounts of food and drink frequently.
- Remember that anxiety can amplify symptoms; practicing breathing and relaxation techniques can be beneficial.

Departure Locations - Augusta

The Augusta Boat Harbour is located halfway between the township and Cape Leeuwin Lighthouse. There is plenty of free parking and restrooms located at this state of the art facility. Completed in 2014, the harbour is a safe and comfortable place to depart from to enjoy your whale watch experience with easy boarding. There are also bbq facilities and parking available for trailers, caravans or buses if you are travelling through the region.

Augusta Boat Harbour provides purpose-built facilities for people with disability, their families and carers and friends including:

- Universal access pontoon
- Car parking
- Toilets and showers
- Tactile pathways



Accessible Restroom

The Unisex Accessible Toilet can be found in the public restrooms, which are situated 100 meters away from the check-in office. Alternatively, if you prefer, you may park within 20 meters of the public restroom.

Accessible Parking

Accessible parking is available 30 metres from the Whale Watch Checkin Box Office. These are clearly marked with the International Symbol of Access (ISA) and available to guests with a valid disability parking permit.



Departure Locations - Augusta

The floating walkways at Augusta Boat Harbour measure 2.4 meters in width, with a distance of 70 meters from the check-in box office to the vessel. Our team will be there to guide you to our vessel.

Whether you're a seasoned sailor or embarking on your first maritime adventure, you'll find the process smooth and welcoming. Our staff are dedicated to ensuring your comfort and safety every step of the way.

The floating walkways provide a stable and secure passage, making it easy for everyone to board. As you make your way to the vessel, take a moment to enjoy the serene views and glimpses of the many fish who call this pristine harbour home.



Check-in Box Office

Our check-in box office is conveniently situated just 30 meters from the accessible parking area and can be easily reached via flat walkways. Our team is here to assist you with your check-in process.

Priority Check-in

At the time of booking, kindly let our welcoming team know if you need any assistance. We provide priority check-in, seating and first boarding onto the vessel for guests with accessibility requirements.



Departure Locations - Augusta

Our team is dedicated to ensuring that your boarding process is as smooth as possible. The incline of the ramp may vary with the tide, making access more challenging during shifting tides.

Individuals may require assistance to navigate the ramp during these times. Our friendly crew is always on hand to provide help as needed. The ramp may not be suitable for all wheelchairs, walkers and prams.



Boarding Steps

There are three steps situated beyond the boarding ramp, with each step measuring 20 cm in height. Additionally, guide railings are installed on either side of the steps for support.



Boarding Ramp

The boarding ramp measures 52 cm in width and features an enclosed guiding rail that runs the entire length of the ramp. At both ends of the ramp, there is a small step with a height of 20 cm.

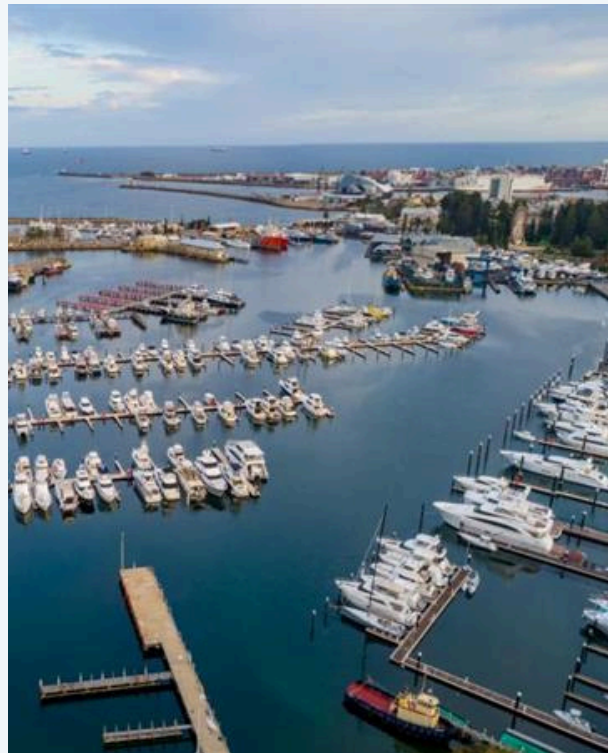


Departure Locations - Fremantle

Located in the bustling heart of Fremantle, the Sardine Jetty in the Fremantle Fishing Boat Harbour is our departure point for all of our Perth whale watch experiences.

The Fishing Boat Harbour is a safe and comfortable place to depart from to enjoy your whale watch experience with easy boarding. Paid parking is available for cars and the train station is located a 15 minute walk away.

The advantage of Sardine Jetty is that you can park your car just a few meters away, within 5 meters of our boarding ramp, eliminating the need of walking long distances to board.

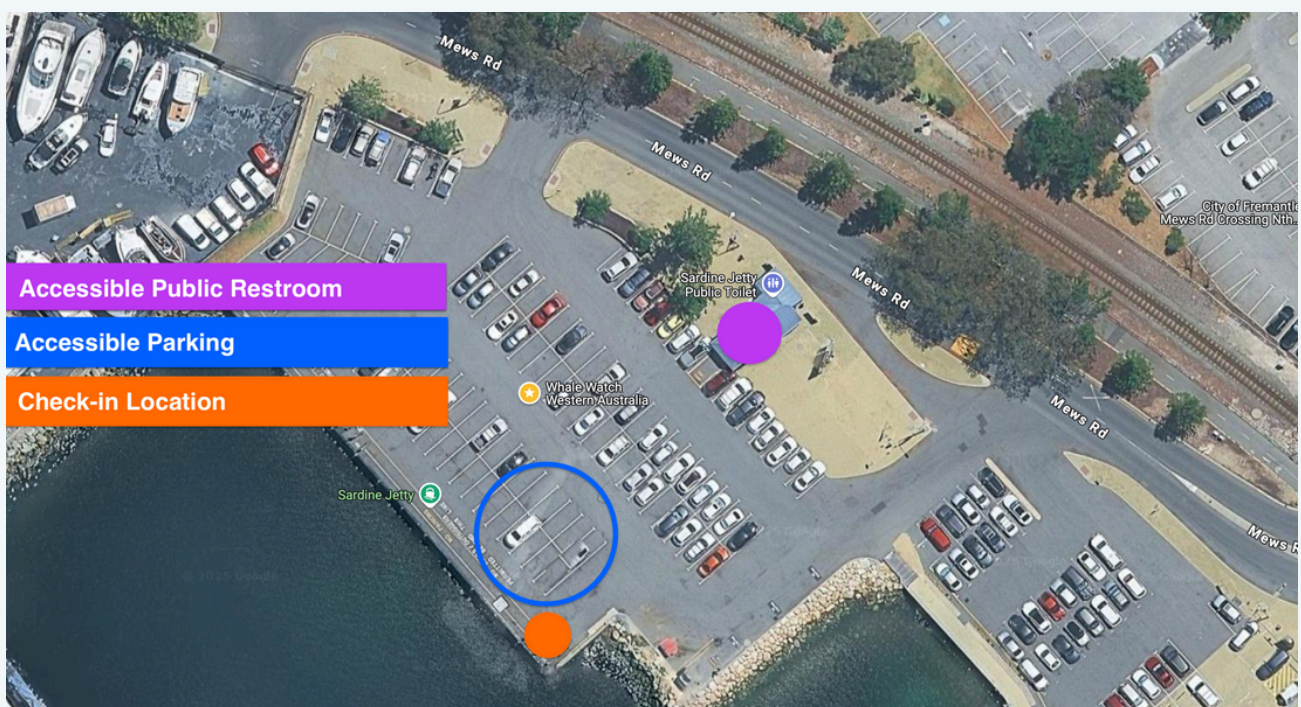


Accessible Restroom

The Unisex Accessible Toilet is located in the public restrooms, which are just 50 meters from the check-in area. If you prefer, you can also park within 10 meters of the public restroom for added convenience.

Accessible Parking

There are no dedicated ISA Bays. The car bays situated nearest to the water provide the easiest access to our vessel and boarding area. Please note that parking is paid and can be arranged through the PayStay App.



Departure Locations - Fremantle

Sardine Jetty features a spacious car park with **135 parking bays**. There are **no height restrictions**, making it accessible for larger vans, buses and mobility vehicles. You can conveniently park next to our boarding ramp and check-in desk, minimising the distance for those who have difficulty walking.

Please be aware that there is **no overhead shelter**, so we recommend waiting in your vehicle for boarding if you arrive early. This is a **paid parking facility**, and you can make payments easily through the **PayStay App**. Additionally, cash and card payment options are available at the car park entrance.



Check-in Location

Our vessel is scheduled to arrive at Sardine Jetty 30 minutes before the departure time. Upon arrival, our team will be present at the check-in desk. We kindly ask that you proceed to the front of the line, as those with accessibility needs will board first.

Priority Check-in

At the time of booking, kindly let our welcoming team know if you need any assistance. We provide priority check-in, seating and first boarding onto the vessel for guests with accessibility requirements and can assist with any questions you may have on the day.



Departure Locations - Fremantle

Our team is dedicated to ensuring that your boarding process is as smooth as possible. The incline of the ramp may vary with the tide, making access more challenging during shifting tides.

Individuals may require assistance to navigate the ramp during these times. Our friendly crew is always on hand to provide help as needed. The ramp may not be suitable for all wheelchairs, walkers and prams.



Boarding Step

At one end of our ramp, there is a step that stands 20 cm tall. To assist individuals who need to stay in their wheelchairs, we have two telescoping track ramps on board, capable of supporting a weight of up to 250 kg.



Boarding Ramp

The boarding ramp measures 75 cm in width and 2.7 meters in length. It is equipped with two guiding rails that run the full length of the ramp. Depending on the tide, the ramp may have a slight incline or decline.

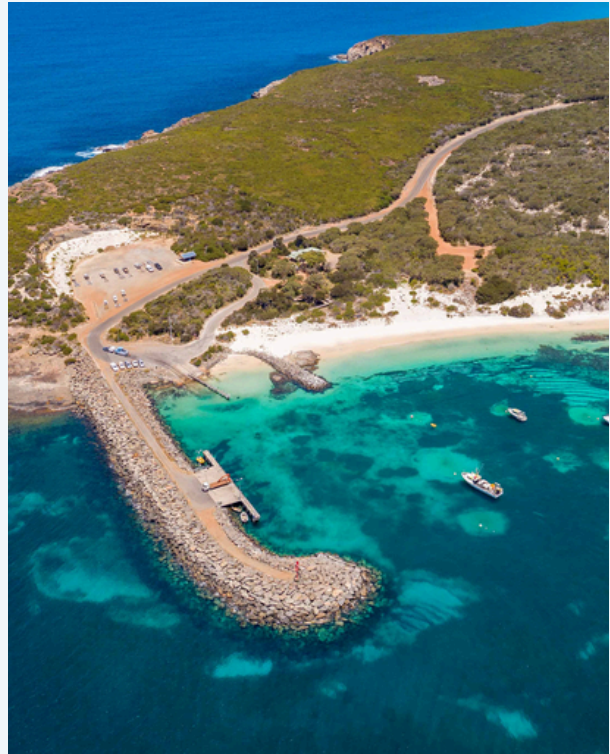


Departure Locations - Bremer Bay

The Bremer Bay Boat Harbour is located at the end of Swarbrick Road, just a quick ten-minute drive from town. There is ample all-day free parking, accommodating larger vehicles, caravans, trailers and mobility vehicles.

If needed, you may drive down to the jetty to assist individuals who require help or cannot walk long distances. After drop-off vehicles will need to return to the carpark.

While the regional facilities are well-kept, they are not modern, so please plan ahead when organising your visit to Bremer Bay and allow extra time for arrival and check-in.



Accessible Restroom

The Unisex Accessible Toilet can be found in the public restrooms situated on your second right upon arriving at the harbor. To save time, we suggest driving to these restrooms if necessary instead of walking as there is ample area for a vehicle next to the building.

Accessible Parking

The parking lot is an unmarked area offering free all-day parking. Please exercise caution, as the surface is gravel and may be uneven in certain spots. If you require assistance, our ticket box office is situated at the far end; feel free to ask for help.

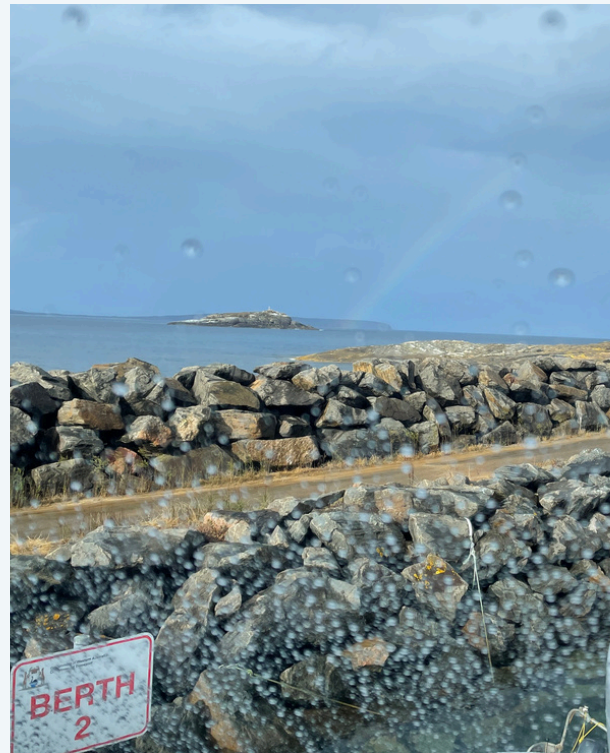


Departure Locations - Bremer Bay

The walkway from our check-in box office in the car park to the vessel spans 150 meters. Please exercise caution, as some areas have loose gravel, and vehicles may be present in the vicinity.

Once you reach the jetty, seating is available for you to relax while waiting for boarding. Our check-in crew is ready to assist you at either our box office in the car park or at our check-in desk located at the jetty.

We recommend arriving early to ensure a smooth and stress-free experience. Use of the public restrooms is also recommended prior to boarding while you have more time.



Check-in Location

Upon your arrival, our team will be available at the check-in box office located in the car park, as well as at our desk on the jetty. We are here to assist you with any questions or support you may need.

Priority Check-in

Please inform our welcoming team if you need assistance. We offer priority check-in, seating and first boarding for guests with accessibility requirements, and we're available to answer any questions on the day of your visit.



Departure Locations - Bremer Bay

Our team is dedicated to ensuring that your boarding process is as smooth as possible. The incline of the ramp may vary with the tide, making access more challenging during shifting tides.

Individuals may require assistance to navigate the ramp during these times. Our friendly crew is always on hand to provide help as needed. The ramp may not be suitable for all wheelchairs, walkers and prams.



Boarding Step

At one end of our ramp, there is a step that stands 20 cm tall. To assist individuals who need to stay in their wheelchairs, we have two telescoping track ramps on board, capable of supporting a weight of up to 250 kg.



Boarding Ramp

The boarding ramp measures 75 cm in width and 2.7 meters in length. It is equipped with two guiding rails that run the full length of the ramp. Depending on the tide, the ramp may have a large incline or decline.



Our Vessel - Steep Point

Our vessel Steep Point is dedicated to whale watching all year and has been specifically designed to operate in harmony with Australian cetaceans.

Whale watching should be just that, watching and our motto is to observe and not influence behaviour. Sound is the main communication skill below water and MV Steep Point has been designed to minimise sound pollution in the environments we work in.

Our family team have spent many years and thousands of hours building a skill set and interaction procedures that are implemented onboard every tour and our vessel is vital to these procedures.



Lower Deck

The lower deck is equipped with comfortable seating and provides plenty of space for easy wheelchair movement. It also features convenient access to our restroom, galley, boarding gates and our live commentary can also be heard from this location.



Water Level Viewing

Accessible during favorable weather conditions and at the discretion of our team, this area features three steps, each standing 20 cm high, and includes guide rails for support. Please note that mobility aids and wheelchairs cannot access this location.



Our Vessel - Steep Point

Our galley is situated on the lower deck, providing guests with easy access to food, beverages, and merchandise. Standing at a height of 1.5 meters, our team is available to assist you with service, minimizing the need for unnecessary movement while onboard.

We kindly ask that all dietary requirements or anaphylactic allergies be communicated at the time of booking. While we strive to accommodate everyone's needs, please be aware that cross-contamination could occur for those with severe allergies, and we recommend taking necessary precautions.



Restroom

On the lower and upper deck you'll find our restrooms with a small sill step measuring 20 cm at the entrance, with the door frame being 78 cm wide. The height of the toilet seat is 45 cm, and there is a handrail positioned in front of the toilet. Additionally, the sink is set at a height of 85 cm.



Downstairs Lounge

There is a small step leading to a door sill that is 20 cm high and a door frame measuring 78 cm in width. The lounge seating is generously designed, standing at 45 cm high, with a depth of 45 cm and a headrest height of 50 cm. Additionally, large windows adorn the lower cabin, providing expansive views.



Our Vessel - Steep Point

Accessing the bow is done through the bow door, which has a 20 cm high door sill and includes five steps, each 20 cm high, leading to the bow viewing platform. Once you reach the bow, you'll find a flat area equipped with ample guide railing and seating.

Access to and closure of the bow will be determined by weather conditions and at the captain's discretion. We kindly request that all guests keep one hand on the rail at all times while standing on the bow of the boat.

Depending on ability not all guests will have access to the bow depending on weather conditions.



Bow

The guide railing surrounds the bow and rises to a height of 1.1 meters, while the seats are set at a height of 50 centimeters. Priority for seating is given to those who need it most, so please inform our crew if you require seating on the bow, and they will be happy to assist you.



Top Deck Stairs

The stairs leading to the upper deck and Captain's Lounge consist of ten steps, each measuring 20 cm in height. These stairs are quite steep, so caution is advised. Due to natural ocean surges and the movement of the vessel, descending the stairs may occasionally be difficult.



Our Vessel - Steep Point

The upper deck features a spacious area equipped with plenty of seating and standing room. The seats are 45 cm high, and the last seat in each row is designed with a handrail for added support. The top deck is secured with a guide rail that stands at 1.1 meters high.

Exercise caution while navigating the top deck, as its height can lead to increased movement. Please remember that once you are upstairs, it may be more challenging for individuals with mobility needs to move back downstairs.

There is one restroom also located upstairs.



VIP Captains Lounge

Located upstairs the door sill is 20 cm high and a door frame measuring 78 cm in width. The lounge seating is 45 cm high, with a depth of 45 cm and a headrest height of 50 cm. Additionally, large windows adorn the lower cabin, providing expansive views.



Vessel Suitability

Our vessel may not be ideal for everyone, and this Accessibility Guide aims to assist you in your planning. Please be aware that there will always be movement, loud noises and varying environmental conditions on board, all of which should be taken into account.



Our Vessel - Steep Point

Important Information for Families

Infants and young children are welcome to join our two-hour Humpback tours. However, please note that for our full-day excursions in open ocean environments, children must be at least 6 years old to participate.

Additionally, keep in mind that we do not have height-adjustable, adult-sized changing benches or ceiling-mounted hoists available on board.

For your convenience, we offer toy boxes and coloring pages for children to enjoy. Please ensure that all children are accompanied by a parent or guardian at all times during the tour.



Strollers

We kindly request that strollers and prams not be brought aboard due to space constraints. If you are traveling with a stroller and cannot leave it behind, please note that we have limited storage available on board and you will need to advise in your booking.



Backpacks, Suitcases, Boots

Heavily soiled shoes and hiking boots are not allowed on board. Suitcases may only be brought if there is adequate space available, and a request must be made at the time of booking. Backpacks are allowed, but please ensure they are not placed on the floor or occupy seats while on board.



Our Vessel - Steep Point

Visual Considerations

Handrails are positioned along the edges of the vessel to facilitate safe movement while onboard. Our skilled skippers strive to offer the best possible views of the whales.

For guests with visual impairments, we suggest bringing binoculars to enrich the viewing experience. Our crew is available to provide assistance if required.

Our live and educational commentary assists those with visual impairments to be guided through the tour and our crew can also assist in ensuring the most suitable seating.



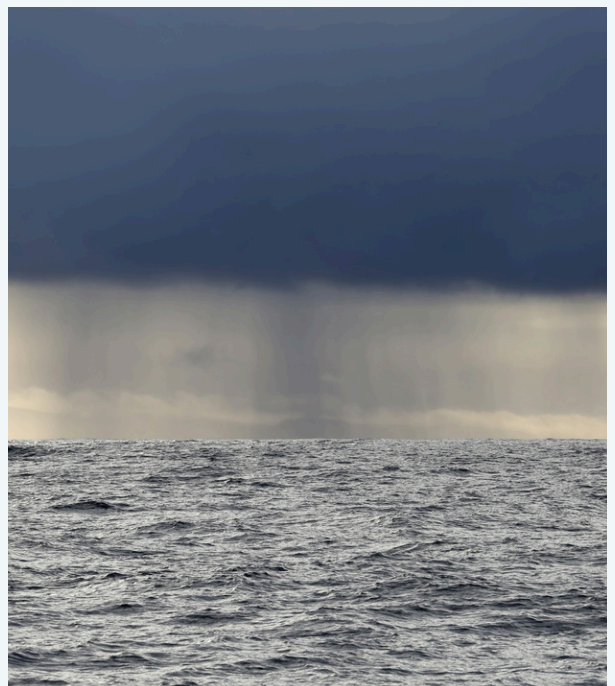
Auditory Considerations

While traveling engine noise may pose challenges for guests with hearing difficulties when trying to converse. Throughout the whale watching experience, live commentary is offered via speakers placed around the vessel. Engines are significantly slowed down, resulting in a quieter environment.



Weather Considerations

The extent of vessel movement is affected by weather conditions. If adverse weather is expected to impact the cruise, passengers will be notified in advance and rescheduled if possible. If you are prone to motion sickness, consult your local pharmacist for preventive medication and advice.

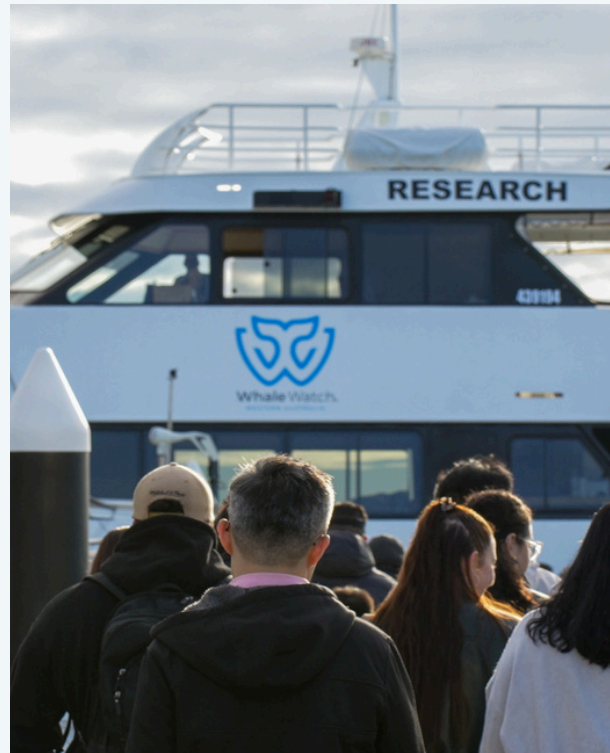


Our Vessel - Steep Point

Crowds and Other Guests Onboard

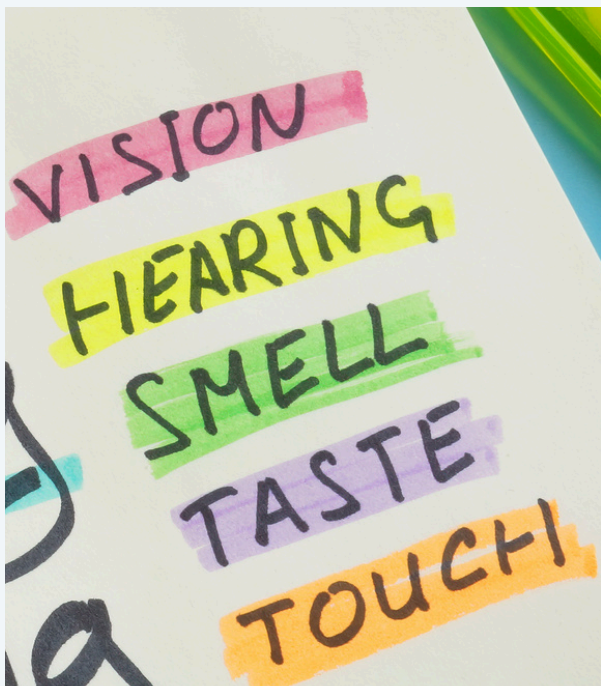
Our vessel is thoughtfully designed to accommodate a limited number of guests, providing ample space and several viewing platforms. Please remember that boarding and disembarking are the busiest times onboard, as we need to load all guests quickly due to harbour regulations.

Our team will prioritize those with accessibility needs during the boarding and disembarking process. To ensure a smooth experience, please notify us via email or at the time of your booking so that arrangements can be made for you on the day of your visit.



Sensory Considerations

A specific sensory or quiet space is not provided on board. However, sensory kits, which include toys and earplugs, can be requested as needed. We encourage guests to communicate any specific needs to our crew, who are trained to accommodate and make the experience as comfortable as possible.



Environmental Considerations

When planning your experience related to weather and the ocean, it's essential to take your accessibility needs into account. Factors such as motion sickness, loud noises and large crowds can all play a significant role. Please don't hesitate to email us if you need further clarification or assistance.



Accessibility Guide

Ensuring Accessibility for All

Our family-owned and operated business is dedicated to making our tours accessible to everyone. With a range of departure locations and varying facilities, our boarding equipment and procedures differ from one another. To help our guests plan their journey effectively, we have created an Accessibility Guide. This resource will assist in determining whether the tour and available facilities are suitable for you and your loved ones.

We understand that each traveler's needs are unique, so our guide provides detailed information about each departure location and any tour specific accommodations. Whether you require wheelchair access, hearing assistance devices or visual aids, we have outlined what each tour offers to ensure a comfortable and enjoyable experience.

Additionally, our trained crew are always ready to assist you with any questions or special requirements you might have. Please feel free to reach out to us for personalized support or further clarification on any accessibility concerns. Your satisfaction and comfort are our top priorities, and we strive to deliver an inclusive and unforgettable adventure for every guest.

