

CROWN HOTEL

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// ADDRESS

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DISABILITY ACCESS & INCLUSION PLAN | 2026-2028



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PRACTICAL IMPLEMENTATION PLAN

Accessibility Commitment & Operational Approach

We recognise that access to hospitality, accommodation, dining and social environments is not equal for all guests. At the Crown Hotel, accessibility is treated as an operational responsibility rather than a compliance exercise. Our approach is to actively remove barriers through practical venue design, flexible service delivery and ongoing adjustment based on real guest feedback. Performance against this plan is reviewed annually and informs operational decisions and future investment in the venue.



1. Physical Access

- Maintain step-free entry to key areas where available and clear internal pathways
- Provide flexible seating and accessible viewing areas where possible
- Monitor crowd density and adjust layouts during events and functions
- Assist guests to identify suitable rooms and service areas before arrival

2. Communication & Information

- Provide clear pre-event information including crowds, noise and access conditions
- Maintain accessible online information
- Encourage pre-contact for specific needs via the venue contact email

3. Customer Experience

- Ensure staff actively assist guests requiring support
- Identify quieter areas for guests needing lower sensory environments where available
- Provide flexible service options where possible

PRACTICAL IMPLEMENTATION PLAN (CONT'D)



4. Staff Training

- Include accessibility expectations in staff briefings
- Focus on practical assistance, not theory
- Use real event and function scenarios as training examples

5. Participation & Inclusion

- Support access to live music, dining, functions and accommodation
- Provide varied event and service formats to suit different audiences

6. Review & Accountability

- Annual internal review of accessibility performance
- Improvements driven by real guest feedback and operational experience
- Venue management tracks actions and embeds learnings into day-to-day operations

This plan is designed to remain practical and responsive. The Crown Hotel will continue to review access, communication, staff support and guest experience as the venue grows and audience expectations change.