

CROWN HOTEL

Est. 1952

// ADDRESS

1 Prince Street,, Grafton NSW 2460

SUSTAINABILITY, ACCESSIBILITY & COMMUNITY IMPACT



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SUSTAINABILITY & ENVIRONMENTAL PRACTICES

The **Crown Hotel** is a riverfront hospitality venue in historic Grafton, operating across food, beverage, accommodation, functions and community events. Sustainability is managed across the hotel, motel, bistro, bars and outdoor spaces, with a focus on reducing waste, improving efficiency and supporting long-term business performance.

The venue brings together heritage hotel rooms, separate motel accommodation, dining areas and a beer garden overlooking the Clarence River and Susan Island. Practical improvements are reviewed as part of day-to-day operations.

KEY INITIATIVES INCLUDE:

- **Operational Waste Reduction**
Kitchen preparation systems, stock control and waste separation across bars, accommodation and public areas help reduce unnecessary landfill.
- **Packaging & Materials**
Compostable or recyclable takeaway packaging is prioritised where practical, alongside a continued reduction in single-use plastics.
- **Energy Efficiency**
Ongoing maintenance and equipment upgrades across refrigeration, lighting, bar operations and accommodation services support improved energy performance.
- **Regional Supply Chain**
Relationships with Clarence Valley producers, breweries, trades and service providers support regional businesses and reduce transport requirements.
- **Riverfront Stewardship**
The venue setting beside the Clarence River reinforces careful waste handling, responsible outdoor area management and practical water-wise operations.



ACCESSIBILITY & INCLUSION



The Crown Hotel welcomes a diverse range of guests including people of all abilities, backgrounds and identities. This includes families, older guests, people with disability, locals, visitors and members of the LGBTQ+ community.

Our team is focused on creating an environment where guests feel comfortable, respected and supported at all times.

KEY FEATURES INCLUDE:

- Ground-level and step-free access to selected main service areas
- Multiple service points across bars, bistro and outdoor spaces
- Flexible seating across indoor and outdoor areas
- Accommodation options across motel and hotel-style rooms, with suitability confirmed prior to booking
- Family-friendly dining, functions and community events



COMMUNITY & ECONOMIC IMPACT

The Crown Hotel plays an important role in the Grafton and Clarence Valley community, supporting local employment, tourism visitation, dining, accommodation and social connection.

The combination of food, beverage, accommodation, riverside outlook, functions and entertainment creates a destination experience that encourages longer stays, repeat visits and increased local spend.

THE VENUE SUPPORTS:

- **Local employment and development opportunities**
The venue supports hospitality careers across bar, bistro, accommodation, functions, maintenance and management roles.
- **Local suppliers and service providers**
Ongoing relationships with local trades, producers and suppliers contribute to regional business activity.
- **Events, functions and visitor activity**
Live music, functions, dining and accommodation support tourism and the local night-time economy.
- **Community engagement**
Raffles, fundraisers, local events and partnerships with community groups are supported as opportunities arise.



GUEST SUPPORT & ENQUIRIES



The Crown Hotel understands that every visit is different. Whether you are booking accommodation, attending a function, joining us for a meal, or visiting for an event, our team is available to assist with specific requirements.

Guests with accessibility needs, group bookings, dietary requirements or special event requests are encouraged to contact us prior to arrival so we can help plan the best possible experience.

For all enquiries, please contact:
functions@nchgcrown.com.au



ACCESSIBILITY GUIDE

The Crown Hotel is a heritage riverfront venue in Grafton offering dining, bars, accommodation, functions and social spaces.

We aim to provide a welcoming and accessible experience for all guests, including visitors unfamiliar with the venue.



INCLUSION & GUEST EXPERIENCE

The Crown Hotel welcomes a diverse range of guests including people of all abilities, backgrounds and identities. Our team is focused on creating an environment where guests feel comfortable, respected and supported at all times.

VENUE ACCESS:

- Step-free access available to selected main entry points and service areas
- Clear internal pathways across bar, bistro and outdoor areas where available
- Flexible seating arrangements to accommodate different group and mobility needs
- Outdoor areas include accessible seating options; contact the team for details before arrival

ACCESSIBLE AMENITIES:

- Seating available throughout the venue, including quieter areas during non-peak periods
- Staff available to assist with navigation and access to facilities if required
- Guests can contact the venue to confirm amenity suitability before arrival

PARKING & ARRIVAL:

- On-site and nearby street parking available
- Drop-off points available close to main entry where practical
- Venue is within easy reach of central Grafton accommodation and CBD services

ACCESSIBILITY GUIDE (CONT'D)



STAFF ASSISTANCE:

- Duty Managers and Floor Managers are present during major trading periods
- Staff can assist with seating, navigation and general venue access where required
- Guests are encouraged to speak with staff on arrival if assistance is required

LIVE MUSIC & EVENTS:

- Events can include higher crowd volumes, loud music and lighting effects
- For guests requiring a lower sensory experience, staff can assist in identifying quieter areas where available
- Daytime, family-friendly and function formats provide alternative ways to enjoy the venue

FOOD & BEVERAGE SERVICE:

- Table seating available in bistro and outdoor areas
- Bar service is counter-based, with staff available to assist where required
- Dietary requirements can be discussed with staff at time of ordering or prior to arrival

PRE-VISIT INFORMATION:

- Event details, expected crowd conditions and service style can be discussed before arrival
- Peak periods can result in wait times for food and beverage service
- Guests are encouraged to arrive early for major events to secure preferred seating and access

ACCESSIBILITY GUIDE (CONT'D)



GETTING HERE:

The Crown Hotel is located at 1 Prince Street, Grafton, opposite Memorial Gardens and close to the Clarence River. The venue is within easy reach of central Grafton shops, accommodation and visitor services.

Taxi and rideshare services operate throughout the area. Guests are encouraged to plan ahead for busy event periods.

CONTACT:

If you have specific accessibility requirements prior to your visit, please contact the venue directly and our team will assist where possible.

Phone: 02 6642 4000

Email: functions@nchgcrown.com.au

Website: www.crownhotelmotel.com

