

230 Pound St, Grafton NSW 2460

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SUSTAINABILITY, ACCESSIBILITY & COMMUNITY IMPACT



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SUSTAINABILITY & ENVIRONMENTAL PRACTICES

The Village Green Hotel is a busy community hospitality venue in Grafton, operating across food, beverage, bar service, bottleshop, functions and live entertainment.

Sustainability is managed across everyday operations, with a focus on reducing waste, improving efficiency and supporting long-term business performance.



KEY INITIATIVES INCLUDE:

- **Operational Waste Reduction**

Kitchen preparation, stock rotation and service planning are reviewed to reduce overproduction and limit landfill waste across food and beverage operations.

- **Packaging & Materials**

The venue continues to reduce avoidable single-use items and prioritise recyclable or compostable takeaway packaging where practical.

- **Energy Efficiency**

Staged upgrades to refrigeration, lighting, bar equipment and maintenance systems support improved energy performance.

- **Regional Supply Chain**

Local producers, breweries and suppliers are prioritised where possible, supporting regional businesses and reducing transport requirements.

- **Responsible Operations**

Cleaning, maintenance and staff practices are reviewed to keep improvements practical, measurable and embedded in daily routines.

We continue to focus on practical improvements, targeting reductions in waste and energy use as part of ongoing operations.



ACCESSIBILITY & INCLUSION



The Village Green Hotel welcomes a diverse range of guests including people of all abilities, backgrounds and identities. This includes families, older guests, people with disability and guests attending social, dining and live music experiences.

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



KEY FEATURES INCLUDE:

- **Flexible seating** across bistro, bar and outdoor spaces
- **Staff support** with table ordering, counter service and wayfinding
- **Pre-visit contact** for guests with mobility, dietary, sensory or event needs
- **Family-friendly service** including pram-friendly seating where available
- **Function and event planning** with practical adjustments discussed in advance

During busy periods and major events, crowd flow and service delivery are actively managed to maintain safe and comfortable conditions for guests.

Ongoing improvements to amenities, signage and layout are incorporated into future planning and venue upgrades.

COMMUNITY & ECONOMIC IMPACT

The Village Green Hotel plays an important role in Grafton's community life and visitor economy.

THE VENUE SUPPORTS:

- **Local employment** across hospitality, kitchen, bar, bottleshop and event operations
- **Local suppliers and service providers** who contribute to regional business activity
- **Dining, live music, functions and weekly entertainment** that encourage local visitation
- **A drive-through bottleshop and food service** that support customers and visitors throughout the week
- **Community gatherings, raffles, functions and celebrations** that help keep the venue connected to Grafton

The combination of food, beverage, events and social spaces creates a welcoming local destination that encourages repeat visits and increased local spend.



GUEST SUPPORT & ENQUIRIES



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

Guests with accessibility needs, group bookings, dietary requirements, pram access, seating preferences or special event requests are encouraged to contact us before arrival so we can support the best possible experience.

For all enquiries, please contact:
Staff@villagegreenhotel.com.au



ACCESSIBILITY GUIDE

The Village Green Hotel is a community-led venue in Grafton offering dining, bar service, functions, live music, bottleshop and social spaces.

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

INCLUSION & GUEST EXPERIENCE

The Village Green Hotel welcomes guests of all abilities, ages and backgrounds. Staff are available to assist with seating, access, service and general navigation where required.

VENUE ACCESS:

- **Contact the venue before arrival** for specific access, seating or function needs
- **Staff can assist** with entry, seating and navigation on arrival
- **Flexible seating arrangements** can support different group, pram and mobility needs
- **Where areas are busy or upstairs**, staff can discuss suitable alternatives where available

ACCESSIBLE AMENITIES:

- Staff can direct guests to suitable amenities and seating areas
- Quieter seating may be available during non-peak periods
- Assistance is available for table ordering and service questions

PARKING & ARRIVAL:

- Nearby street parking and drop-off options are available around the venue
- The venue is located within easy reach of central Grafton and local accommodation
- Courtesy bus details should be confirmed directly with the venue before travel



ACCESSIBILITY GUIDE (CONT'D)



STAFF ASSISTANCE:

- **Duty Managers and venue staff** are available during trading periods
- **Staff can assist** with seating, mobility access, navigation and service questions
- **Guests are encouraged** to speak with staff on arrival if assistance is required

LIVE MUSIC & EVENTS

- Live entertainment can involve higher crowd volumes, amplified sound and lighting effects
- For guests requiring a lower sensory experience, staff can help identify quieter areas where available
- Family-friendly and daytime options are considered as part of event planning

FOOD & BEVERAGE SERVICE:

- Table seating is available in dining and social areas
- Bar and counter service is supported by staff assistance where required
- Dietary requirements can be discussed with staff at time of ordering

PRE-VISIT INFORMATION:

- Event details, expected crowd size and service style are communicated through venue channels where possible
- 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 **Village Green Hotel** is located at 230 Pound St, Grafton NSW 2460, close to Grafton town centre, See Park and local accommodation.

Taxi and rideshare services operate throughout the area. Guests with specific access needs are encouraged to contact the venue before travel.

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 2095

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