



Accessibility Guide

At The Alpine Hotel Warburton, we are committed to creating an inclusive, welcoming and enjoyable experience for everyone. This Accessibility Guide has been developed to provide clear and transparent information about our facilities, services and accessibility features, empowering guests to make informed travel decisions based on their individual accessibility needs.

As a heritage-listed hotel originally established in 1885, The Alpine Hotel Warburton retains many of its original architectural features and historic character. While we have made significant improvements to enhance accessibility wherever reasonably possible, some areas of the property are subject to heritage preservation requirements and structural limitations that may restrict further modifications. We are committed to continually improving accessibility while respecting and preserving the unique heritage of our historic building.

We understand that every guest's needs are unique and encourage you to contact us prior to your visit so we can discuss your individual requirements and help you plan the most comfortable and enjoyable stay possible.

Our team is committed to providing respectful, personalised service and will do everything reasonably practicable to accommodate your needs and ensure your visit is comfortable, safe and memorable

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Accessibility

The following sections offer guests detailed information about the Alpine Hotel's facilities and amenities, enabling travellers to determine whether the business meets their individual requirements.

As a heritage-listed hotel established in 1885, some structural elements of the building cannot be altered without compromising its historic significance. Recognising these limitations, we have focused on providing clear pre-arrival information, personalised customer service, and practical reasonable adjustments to ensure guests can access our facilities with confidence and enjoy an inclusive, welcoming experience. Our philosophy is that accessibility is not only about physical infrastructure—it is also about thoughtful planning, flexibility, and ensuring every guest feels valued, respected and supported from the moment they arrive.

At The Alpine Hotel Warburton, we believe everyone should be able to enjoy great hospitality. Accessibility is not simply about meeting compliance requirements; it is about creating an environment where every guest feels welcome, respected and included. We continually review our facilities, staff training and customer service practices to improve accessibility while preserving the heritage character that makes our hotel unique.

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Business Overview

The Alpine Hotel has the following services available

- Food & Drink
- Accommodation

The Alpine supports guests with the following accessibility needs and encourages you to contact our team before making your booking: Providing this information in advance allows us to prepare for your arrival and ensure we can offer the most appropriate assistance.

We are happy to discuss your options on the following:

- Blind or low vision
- Deaf or low hearing
- Guests with limited mobility (dining facilities are accessible; accommodation access is limited due to the heritage nature of the building).
- Guests using wheelchairs or mobility scooters (our dining areas are accessible; accommodation is not wheelchair accessible due to the heritage building).
- Food allergies or intolerances
- Cognitive or people on the Autism Spectrum

Bookings

The Alpine offers the following methods for bookings and enquiries; however, we do encourage you to contact our team before making your booking:

- Phone
- Email
- Website - Our website has been designed with clear navigation, good colour contrast, screen-reader compatibility and accessible online booking functionality.

Emergency Management & Evacuation

The Alpine Hotel Warburton has an Emergency Management and Evacuation Plan that includes procedures for assisting guests with disability, mobility or other accessibility requirements. Our team is trained to provide assistance during an emergency and, where appropriate, will explain relevant evacuation procedures upon arrival.

Where guests choose to advise us of their accessibility or assistance requirements, this information is securely recorded in our Channel Manager system. This enables our team to identify guests who may require additional assistance during an emergency evacuation and helps ensure appropriate support can be provided.

Communications

The Alpine Hotel offers information in plain English, and larger print menus and magnifiers are available for guests who require assistance with reading menus or other printed materials. We are also pleased to provide table service for guests who may find it difficult to order at the bar, ensuring a comfortable and accessible dining experience.

For guests who require additional lighting, handheld torches are available upon request to assist with navigating the property or reading printed information in areas with lower light levels. Our team is happy to provide these at any time during your visit.

If you require assistance during an emergency evacuation, we encourage you to let our team know when you arrive. We will discuss the most appropriate support available and, wherever reasonably practicable, ensure your accessibility requirements are incorporated into our emergency response procedures.

Assistance Animals

Accredited assistance animals are welcome throughout the hotel in accordance with Australian legislation. We provide a toilet area for service animals and can provide a secure shady spot and water bowls throughout the hotel.

Relief areas and fresh water are available, and our team is happy to assist guests travelling with accredited assistance animals throughout their visit.

If you are travelling with an assistance animal, please let our team know when making your booking so we can ensure your stay is as comfortable as possible.

General

Pre-Arrival, Arrival and Reception

The Alpine Hotel Warburton is committed to ensuring every guest enjoys a welcoming, comfortable and inclusive arrival experience. We encourage guests to contact us before their visit so we can discuss any accessibility requirements and make reasonable adjustments wherever possible.

Before You Arrive

- Our website and online booking platform are compatible with screen readers and provide detailed information, photographs and descriptions of our accommodation, dining and function spaces to help guests make informed decisions before they arrive.
- Guests are welcome to contact our team by phone or email to discuss accessibility requirements, dietary needs or any individual requests. Advance notice allows us to prepare for your arrival and ensure we can provide the most appropriate assistance.

Arrival and Check-in

- We offer several entry points to the hotel to suit different accessibility needs. An accessible ramp is located adjacent to the accessible parking spaces, providing a convenient, step-free entrance into the hotel.
- Our reception desk includes a lift-up accessible section, allowing staff to communicate comfortably with guests using wheelchairs or mobility aids.
- A comfortable lounge area is located beside reception for guests who would prefer to be seated while waiting to check in or speaking with our team.
- Reception lighting is even and designed to minimise glare. Large-print information is available on request.
- Upon arrival, our team is happy to provide a familiarisation tour of the hotel's facilities and services to help guests become comfortable with the property.
- Complimentary luggage assistance is available for all guests. If you would like assistance, we encourage you to let us know before you arrive so our team can be ready to help.

Flexible Arrival Options

To minimise waiting times for guests who experience fatigue, reduced stamina or other accessibility needs, we offer a range of flexible arrival options.

Where possible and subject to room availability, we are happy to arrange early check-in or other reasonable adjustments when advised in advance. During busy check-in periods, guests are welcome to relax in our comfortable lounge area rather than remain standing in a queue.

If you would benefit from a quieter or more private check-in experience, please let us know before your arrival. Our team will make every reasonable effort to prepare an appropriate space and ensure your arrival is as comfortable and stress-free as possible.

Information and Guest Support

Throughout your stay, our friendly team is available to provide information about the hotel, dining options, local attractions and nearby services.

We are committed to providing information in a variety of accessible formats, including digital, verbal and personalised assistance. By offering clear information before arrival and responsive support throughout each guest's stay, we aim to make planning and enjoying a visit to The Alpine Hotel Warburton as easy, welcoming and accessible as possible.

Getting Here

By Car

The Alpine Hotel is located in the heart of Warburton and is easily accessible via the Warburton Highway.

Accessible Parking

A designated accessible parking space is located directly outside the Public Bar entrance, providing convenient, level access to the hotel.

If you require assistance on arrival, we encourage you to let us know when making your booking. Our team will be happy to discuss your individual accessibility needs and provide assistance on arrival wherever possible to ensure your visit is as comfortable and enjoyable as possible.

Public Transport

The Alpine Hotel is easily accessible by public transport.

Travel by train to Lilydale Railway Station, then connect to the 683 Warburton Bus towards Warburton.

The nearest bus stop is Alpine Hotel / Anderson Street, located directly outside the hotel entrance. The bus stop is approximately 10–20 metres from the accessible entrance, providing convenient access for guests using mobility aids or requiring minimal walking distance.

For the latest timetable and service information, please visit the Public Transport Victoria Route 683 Timetable.

If you require assistance on arrival, we encourage you to let us know when making your booking. Our team will be happy to discuss your individual accessibility needs and provide assistance wherever possible to ensure your visit is as comfortable and enjoyable as possible.

Cognitive Accessibility

Our team understands that every guest has different needs.

We are happy to:

- Allow extra time during check-in
- Explain hotel facilities clearly
- Answer questions at your own pace
- Provide personalised assistance wherever possible

Entry

The Alpine Hotel Warburton is committed to providing a welcoming and accessible arrival experience for every guest. Accessible parking is available close to the hotel entrance,

Guests requiring additional assistance are encouraged to contact us prior to arrival so we can discuss their individual requirements and make reasonable adjustments where possible.



Internal Spaces

The Alpine Hotel Warburton is committed to creating comfortable and welcoming internal spaces that can be enjoyed by all guests. Seating is available throughout the hotel, including near reception and within our dining areas, providing opportunities for guests who are unable to stand for extended periods to rest while waiting for assistance or during their visit.

Our weekend buffet breakfast has been designed with accessibility in mind. The layout provides wide circulation space, allowing guests using mobility aids or those requiring additional personal space to move comfortably around the buffet. Our team is always available to assist guests with serving food or carrying meals to their table should they require support.

We recognise that some guests, including children and adults with sensory sensitivities or those on the autism spectrum, may benefit from a quieter environment. While we do not have a dedicated sensory or quiet room, we encourage guests to contact us prior to their visit. Where possible, we will make reasonable adjustments such as allocating a quieter dining area or recommending less busy dining times to help create a more comfortable and enjoyable experience. Tables can be rearranged where practical to improve circulation for guests using mobility aids.

Throughout the hotel, our focus is on providing personalised service and reasonable adjustments to meet individual needs. By working closely with guests before and during their visit, we strive to ensure everyone feels welcome, respected and supported while enjoying The Alpine Hotel Warburton



Public Areas

To support guests with a range of communication and vision needs, all televisions throughout the venue display open captions, enhancing accessibility for guests who are deaf or hard of hearing. Lighting levels within our dining and public areas can also be adjusted where appropriate to create a more comfortable environment for guests with sensory sensitivities or varying vision requirements. If additional lighting is required, handheld torches are available to assist guests with reading menus or navigating low-light areas. These practical adjustments help ensure guests can enjoy our facilities in a way that best meets their individual needs.

Background music volume can be reduced in quieter dining areas where reasonably practicable.

External Paths, Steps & Ramps

At the Alpine all external paths are wider than 900mm and are hard packed fine gravel and asphalt. Please note our further car park is not hard packed and might be hard to navigate. Hand rails are fitted to all open sets of stairs. Our Ramp is easy to locate right next to the disabled car park with hand rails.

While our access ramp does not incorporate a raised edge of at least 100 mm, it is fitted with exposed side barriers that provide edge protection along the length of the ramp. These barriers help minimise the risk of wheelchairs, mobility aids and pedestrians inadvertently leaving the ramp while using the accessible entrance.

Mobility Access

As a heritage-listed building, some areas of the hotel include original architectural features that may limit accessibility. Where possible, our team will assist guests in identifying the most suitable access routes throughout the venue.

If you have questions regarding mobility access to specific areas, please contact us before your visit.

Vision Accessibility

Our staff are happy to provide verbal directions and assistance throughout the venue. Staff are happy to read menus, explain hotel facilities, provide verbal directions throughout the venue and assist guests in locating amenities or navigating between different areas of the hotel.

If you require additional assistance locating facilities or navigating the hotel, please speak with one of our team members.

Hearing Accessibility

Staff are happy to communicate using written information where required and will work with guests to ensure clear communication throughout their visit.

Our team is happy to communicate using written notes where required, speak clearly while facing guests, and minimise background distractions where possible to support effective communication.

Accessible Toilet

Our accessible toilet facility is currently undergoing renovation to further improve the accessibility and comfort of our guests. The works are scheduled for completion in the last week of July 2026. Once completed, the upgraded facility will provide an improved accessible amenity for guests requiring additional space and accessibility features. We appreciate our guests' understanding during this improvement period and encourage guests with specific requirements to contact our team prior to arrival so we can discuss available options and provide assistance where possible.

Accessible Accommodation

As a heritage-listed building constructed in 1885, The Alpine Hotel Warburton is unable to install lifts without significantly impacting the building's protected historic fabric and character. While this means that access to our upper-level accommodation is via stairs, we are committed to ensuring guests have the information they need to make informed booking decisions. We encourage guests to contact us prior to arrival so our team can discuss suitable room options, and make reasonable adjustments wherever possible to ensure a comfortable and enjoyable stay.

Room 23 has been configured to provide improved accessibility features and includes:

- Walk-in shower
- Minimal internal steps



As The Alpine Hotel is a heritage-listed property built in 1885, our accommodation is not fully wheelchair accessible. Some guest rooms and areas of the hotel include:

- Stairs
- Narrow corridors
- Heritage features
- Changes in floor levels

These features may present challenges for guests with reduced mobility.

At the Alpine we have 32 rooms of accommodation. No two rooms are the same. We offer the following Rooms: Solo Traveller, Couple Queen Ensuite, Couple Riverview Ensuite, Twin Share and a Family room some with ensuites and some with Shared Bathroom Access.

We strongly encourage guests with accessibility requirements to contact our team before making a reservation. We are happy to discuss the layout of the hotel, available room options and access limitations to help determine whether our accommodation is suitable for your individual needs.

Food & Drink

Dining Spaces

The Alpine Hotel offers a variety of dining experiences including:

- Front Bar is a casual space with amazing views surrounding the mountain ranges and Yarra River with a pool table and fireplace.
- Hotel Dining Room a versatile dining space suited to large functions, air conditioning, fireplace and Courtyard Access
- Private Dining Room an intimate dining space perfect for romantic dinners, featuring cozy tables for 2 a warm fireplace.
- Atrium Dining a glass roofed space with heaters and public toilet
- Courtyard a scenic outdoor courtyard for open air celebrations, bar access, Umbrellas, Live Music Area

Our team is committed to accommodating guests with:

- Food allergies
- Food intolerances
- Specific dietary requirements

A comprehensive Food Matrix is available on our website and printed copies can also be provided upon request. If you have an allergy or dietary requirement, we encourage you to advise us before your visit so our kitchen and service teams can assist you safely.

Staff Training

Our team receives ongoing training in customer service, disability awareness, respectful communication and providing reasonable adjustments. Staff understand that every person's accessibility needs are different and are encouraged to ask guests how they can best assist rather than making assumptions. This approach helps ensure every guest receives personalised, respectful and inclusive service throughout their visit.

Our Commitment

Accessibility is an ongoing priority at The Alpine Hotel.

We continually review our facilities, services and staff training to improve accessibility for all guests while respecting and preserving the heritage significance of our historic building.

Feedback

We welcome feedback from all guests regarding accessibility.

Your suggestions help us continue improving our facilities and services.

Contact Us

If you have any questions about accessibility or would like to discuss your individual requirements before your visit, please contact our friendly team.

We are committed to providing honest information and personalised assistance to help you enjoy your experience at The Alpine Hotel.

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