

## Inclusive Solutions Across the Guest Journey



*This resource is part of the Accommodate Us Toolkit, proudly supported by the Queensland Government's Accessible Tourism Enablers Grant.*



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## Journey Planning

Journey planning includes researching all aspects of a trip to determine alignment with needs and preferences. To streamline this process and be an accommodation provider of choice:

- ✓ Add predictability about what to expect before, during and after a stay.
- ✓ Be transparent about options and supports available.
- ✓ Give access to information before arrival (e.g. maps, menus, schedules etc.)
- ✓ Indicate how to make special requests.
- ✓ Provide cues of inclusivity (e.g. statements, action plans, resources).



## Booking Process

The booking process includes all steps required to select, book, confirm, and pay for a trip. To make this process for your venue more inclusive:

- ✓ Be explicit about each step in the process.
- ✓ Indicate options for support throughout the process.
- ✓ Provide options and make them clear at each step.
- ✓ Provide intuitive, accessible websites and booking processes.
- ✓ Ensure accurate information is posted online and give warning of any changes.



## Arrival & Check-in

As the first point of direct contact, arrival and check-in processes set the tone for the trip. To ensure a positive check-in experience for all guests:

- ✓ Offer flexibility and options.
- ✓ Ensure clear signage from street, carpark, and all entry points.
- ✓ Provide explicit information on what to expect during arrival and check-in.
- ✓ Train staff in inclusive practices.
- ✓ Indicate additional support options.



## During the Stay

Inclusive environments create safe and welcoming travel experiences. To ensure all guests feel safe, welcomed, and included:

- ✓ Ensure effective wayfinding to and throughout the venue.
- ✓ Provide access to quiet or retreat spaces.
- ✓ Consider different sensory experiences and predictability about the venue environment.
- ✓ Provide clear and explicit information about amenities, how to access them, and what to expect.



## Leaving & Check-out

Inclusive check-out processes contribute to a smoother, less overwhelming transition back home. To ensure guests leave on a positive note, feeling supported:

- ✓ Provide explicit information on what to expect during check-out.
- ✓ Offer flexibility and options.
- ✓ Offer access to additional support.
- ✓ Recognise and respect different communication preferences.
- ✓ Provide options for formal and informal feedback.



## Journey Home

Access to information and support for planning the journey home reduces stress and creates more enjoyable travel experiences. To support guests with this part of their journey:

- ✓ Provide access to information and support for planning the homeward journey.
- ✓ Share maps and information on the surrounding area.
- ✓ Highlight different transport options available.
- ✓ Ensure information is accessible online and onsite.

For further support, training, or consultation for effective implementation of inclusive solutions, contact our Community Inclusion team:



(07) 3273 0000



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