

Tip Sheet

Inclusive Solutions Across the Guest Journey

Inclusive environments go beyond just accessibility; they are spaces that are welcoming, intuitive, and designed to foster a sense of safety and belonging for everyone. Building these environments is a journey, one that begins with a strong commitment to inclusion.

Journey Planning	Booking Process	Arrival & Check-in	During the Stay	Leaving & Check-out	Journey Home
Predictability	Explicit	Flexibility	Wayfinding	Explicit information	Support
Information	Options	Clear signage	Retreat options	Options	Information
Transparency	Accurate information	Explicit information	Sensory experiences	Access to support	Maps
Supports	Accessible websites	Staff training	Explicit information	Communication preferences	Transport options
Cues of Inclusivity	Support options	Additional supports		Feedback	Accessible information

Establishing predictability means providing guests with clear expectations about the physical space, procedures, activities, amenities, and services—both before they arrive and throughout their stay. The following pages provide advice on ways you can make the guest journey in your venue more inclusive.

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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.

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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.

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Leaving & Check-out

Inclusive check-out processes contribute to a smoother, less overwhelming transition 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 journey.
- Share maps and information on the surrounding area.
- Highlight different transport options available.
- Ensure information is accessible online and onsite.

Autism Queensland is here to help—get in touch to learn more:

Scan QR code for more AccommodateUs Toolkit resources designed to reduce barriers and create inclusive venues.

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