



1. Accessibility and Special Requirements Policy

Cape Car Tours is committed to providing an enjoyable and inclusive experience for all guests. Due to the nature of our vehicles, tour routes, and certain attractions visited, accessibility may vary depending on individual requirements. Guests are encouraged to discuss any special requirements with Cape Car Tours prior to booking so that we can determine whether reasonable accommodations can be made.

1.1 Pre-Booking Accessibility Enquiries

- Guests with mobility, medical, sensory, dietary, or other special requirements are encouraged to contact Cape Car Tours before making a reservation.
- This allows us to assess the suitability of the tour and advise on any limitations that may affect participation.

1.2 Vehicle Accessibility Limitations

Cape Car Tours operates passenger vehicles that may not be specifically designed or modified for wheelchair access.

Guests should be aware that:

- Vehicles may require passengers to enter and exit independently or with assistance from a travelling companion.
- Wheelchair loading and storage capacity may be limited.
- Certain vehicle types may not accommodate larger mobility aids or specialised equipment.
- Accessibility features may vary if a substitute vehicle is used.

Guests requiring wheelchair access or transportation of mobility equipment must notify Cape Car Tours at the time of booking.

1.3 Mobility and Walking Requirements

- Many tour attractions, viewpoints, heritage sites, gardens, and nature reserves involve walking on uneven surfaces, slopes, stairs, boardwalks, gravel paths, or other terrain that may present challenges for guests with reduced mobility.
- Cape Car Tours will provide information regarding anticipated walking requirements where reasonably possible; however, conditions at attractions may change without notice.

1.4 Assistance and Support Persons

- Guests who require personal assistance during a tour should travel with a responsible companion, caregiver, or support person where necessary.
- Cape Car Tours staff and guides will provide reasonable assistance where practical, but cannot provide personal care, lifting assistance, medical support, or continuous supervision.



1.5 Medical Conditions and Special Requirements

- Guests are responsible for informing Cape Car Tours of any medical condition, allergy, mobility limitation, disability, dietary requirement, or other circumstance that may affect their participation, comfort, or safety during the tour.
- While every reasonable effort will be made to accommodate disclosed requirements, Cape Car Tours cannot guarantee that all requests can be met due to vehicle, attraction, supplier, or operational limitations.

1.6 Dietary Requirements

- Where meals, refreshments, wine tastings, picnics, or similar services are included in a tour package, guests **should advise Cape Car Tours** of any dietary requirements or allergies at the time of booking.
- Cape Car Tours will communicate such requirements to relevant suppliers where reasonably practicable **but cannot guarantee** the availability of specialised dietary options or an allergen-free environment.

1.7 Service Animals

- Guests travelling with service animals should contact Cape Car Tours prior to booking.
- Acceptance may be subject to applicable laws, vehicle suitability, attraction policies, and health and safety considerations.

1.8 Reasonable Accommodation

- Cape Car Tours is committed to considering reasonable accommodation requests on a case-by-case basis and will endeavour to identify practical solutions wherever possible.

However, Cape Car Tours reserves the right to decline a booking where:

- The tour cannot be conducted safely;
- Vehicle or attraction limitations make participation impractical;
- Required accommodations are beyond the reasonable operational capabilities of the business; or
- Participation may pose a risk to the guest, other passengers, staff, or third parties.

Many tours include visits to attractions, restaurants, wineries, reserves, museums, and other venues operated by independent third parties.

Cape Car Tours cannot guarantee the accessibility standards, facilities, parking arrangements, pathways, lifts, restrooms, or services provided by such third parties and accepts no liability for accessibility limitations beyond its reasonable control.