

ATRIP

ACCESSIBILITY GUIDE

无障碍与包容性出行指南

Connecting People with Culture, Country & Sky - In Your Language

用您的语言，连接人与文化、家园和天空

ULURU CHINESE TOUR • ULURU ASTRO TOURS

This guide helps guests, families, carers and agents decide whether an ATRIP experience is suitable and what assistance may be available.

本指南帮助游客、家属、陪同人员及旅行代理了解 ATRIP 行程的实际环境、适合程度及可提前安排的协助。

Please contact us before booking if accessibility affects your participation.

如无障碍需求可能影响您参与行程，请务必在预订前联系我们。

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1. Our accessibility commitment

我们的无障碍与包容性承诺

ATRIP welcomes visitors with different languages, ages, mobility levels, sensory needs and levels of confidence. We aim to provide clear information, respectful communication and reasonable assistance within the limits of remote-area touring, National Park conditions and the vehicle allocated to each departure.

ATRIP 欢迎不同语言、年龄、行动能力、感官需求及出行信心的游客。我们致力于提供清晰信息、尊重沟通及合理协助，同时也会如实说明偏远地区环境、国家公园条件及当日安排车辆所带来的限制。

Accessibility is individual. Please discuss your needs with us before booking.

每位游客的需求不同，请在预订前与我们沟通。

This guide provides general information only. It does not guarantee that every tour, vehicle, track, toilet or location will be accessible to every guest. Conditions may change because of weather, Park operations, vehicle allocation or safety requirements.

本指南仅提供一般信息，并不保证每一项行程、车辆、步道、洗手间或地点都适合所有游客。天气、国家公园运营、车辆调配及安全要求均可能导致实际条件变化。

Before you book | 预订前请告知

Tell us about mobility aids, difficulty with steps, walking distance, balance, hearing or vision needs, cognitive or sensory requirements, allergies, medical considerations and whether you travel with a support person or assistance animal.

请告知我们是否携带助行设备、上下台阶是否困难、可步行距离、平衡能力、听力或视力需求、认知或感官需求、过敏及健康注意事项，以及是否有陪同人员或辅助动物。

How to contact us | 如何联系我们

Website: <https://uluruchinesetour.com.au/> | You may also contact ATRIP through the booking channel or contact details shown on your confirmation.

网站: <https://uluruchinesetour.com.au/> | 您也可以通过原预订渠道或确认单上的联系方式联系 ATRIP。

2. Communication and language support

沟通与语言支持

ATRIP's core services are delivered in Mandarin and English. Pre-departure information may include collection arrangements, departure times, clothing, hydration, walking requirements, National Park requirements and weather-related changes. All vehicles display bilingual service and feedback signage.

ATRIP 的核心服务以普通话和英语提供。行前信息可包括接送安排、出发时间、衣着、饮水、步行要求、国家公园规定及天气变化。所有运营车辆均展示中英双语服务与反馈标识。

Need / 需求	What may be arranged / 可提前沟通的安排
Hearing / 听力	A position closer to the guide where practical; written pre-departure information. A hearing loop is not guaranteed. 在条件允许时安排靠近导游的位置，并提供书面行前信息；不保证配备助听环。
Vision / 视力	Clear verbal orientation and guide assistance where safe. Dedicated audio description and tactile guiding are not guaranteed. 在安全条件下提供清晰的口头引导和导游协助；不保证提供专业口述影像或触觉引导。
Cognitive or sensory / 认知或感官	Advance explanation of timing, group size, darkness, noise and walking environment; quieter positioning where practical. 提前说明时间、团队规模、黑暗、噪音及步行环境；在条件允许时安排相对安静的位置。
Language / 语言	Mandarin or English service on the relevant advertised departure. Confirm language before booking. 在相应标注班次提供普通话或英语服务；请在预订前确认语言。

If information is essential to your safety or participation, request written confirmation before travel.
如某项信息关系到您的安全或能否参加行程，请在出行前要求书面确认。

3. Vehicles, boarding and mobility aids

车辆、上下车与行动辅助设备

ATRIP operates a varied fleet, from smaller touring vehicles to large coaches. The number and height of steps, aisle width, handrails, luggage space and seating layout differ between vehicles. The vehicle allocated may change for operational reasons.

ATRIP 运营多种车型，包括小型旅游车辆及大型客车。不同车辆的台阶数量与高度、通道宽度、扶手、行李空间及座位布局均有差异，实际车辆也可能因运营需要调整。

Wheelchair and step-free access | 轮椅与无台阶通行

ATRIP does not guarantee wheelchair-lift or step-free access on every departure. Guests who cannot use vehicle steps must contact us before booking so we can check the proposed vehicle and determine whether the tour is suitable.

ATRIP 无法保证每个班次均配备轮椅升降设备或无台阶通行。无法使用车辆台阶的游客必须在预订前联系我们，以便核实拟安排车辆并判断行程是否合适。

Folding wheelchairs and walking aids | 折叠轮椅及助行设备

A folding wheelchair, walking frame or cane may be carried subject to its dimensions and weight, available luggage capacity and prior confirmation. Provide measurements when enquiring. Guides cannot guarantee lifting of heavy equipment.

折叠轮椅、助行架或手杖能否携带，取决于设备尺寸与重量、车辆行李空间及提前确认。咨询时请提供尺寸。导游无法保证搬运较重设备。

Guides may offer a steadying hand or reasonable assistance when boarding where it is safe to do so, but ATRIP does not provide manual lifting of guests, personal care, medication administration or clinical support. A guest who requires personal care or continuous mobility assistance should travel with a capable support person.

在安全可行的情况下，导游可在上下车时提供扶稳或合理协助；但 ATRIP 不提供抱抬游客、个人护理、药物管理或医疗护理。需要个人护理或持续行动协助的游客应由具备相应能力的陪同人员同行。

Vehicle access must be confirmed for the specific departure - not assumed from a previous trip.

车辆通行条件必须针对具体班次重新确认，不能依据以往乘车经验推定。

4. Day tours and remote walking environments

日间行程与偏远地区步行环境

Uluru, Kata Tjuta and Kings Canyon are natural, remote environments. Experiences may involve heat or cold, wind, dust, darkness, long travel distances, early departures, uneven or rocky ground, inclines, steps and limited shade. Mobile coverage and facilities may be limited.

乌鲁鲁、卡塔丘塔和帝王谷均属于自然及偏远地区。行程可能涉及高温或低温、强风、沙尘、黑暗、长途车程、清晨出发、凹凸或岩石路面、坡道、台阶及有限遮阴；手机信号和设施也可能受限。

Walking suitability | 步行适合程度

Walking difficulty varies significantly by product and route. Request the current itinerary, expected distance, terrain and time on foot before booking. Park track classifications do not necessarily describe every individual's accessibility.

不同产品及路线的步行难度差异很大。预订前请索取最新行程、预计距离、地面状况及步行时长。国家公园步道等级并不能完全代表每位游客的实际可通行程度。

Pacing and assistance | 步速与协助

Guides monitor group flow and may allow reasonable rest or photography time where operations and safety permit. Large Mandarin groups within Uluru-Kata Tjuta National Park carrying more than 30 guests, and Kings Canyon groups carrying more than 20 guests, are allocated two guides under ATRIP's operating standard.

在运营及安全允许的情况下，导游会关注团队节奏，并安排合理休息或拍照时间。按照 ATRIP 运营标准，乌鲁鲁-卡塔丘塔国家公园内超过 30 人的中文团，以及超过 20 人的帝王谷团队，将安排两名导游。

Toilets, water and food | 洗手间、饮水与食物

Toilet availability and accessibility vary by location and itinerary. Some remote stops have limited facilities. Carry required medication and advise us of serious allergies. Complimentary refreshments may be offered on selected tours, but guests should not rely on these to meet individual dietary or medical needs.

洗手间数量及无障碍条件因地点和行程而异，部分偏远停靠点设施有限。请随身携带所需药物，并提前告知严重过敏情况。部分行程可能提供免费饮品或小食，但游客不应依赖这些来满足个人饮食或医疗需求。

5. Uluru Astro Tours

乌鲁鲁观星团

Uluru Astro Tours operate outdoors at night. The viewing area may be dark and the ground may be uneven. Low lighting is deliberately maintained to protect night vision and the dark-sky experience. Guests should consider balance, night vision, temperature sensitivity and comfort standing in darkness.

乌鲁鲁观星团在夜间户外进行。观测区域较暗，地面可能不平。为保护夜视能力和暗夜体验，现场会刻意保持低照度。游客应考虑自身平衡能力、夜间视力、对温度的敏感程度及在黑暗中站立的舒适度。

Approx. 50

compact stools
轻便观星凳

Approx. 40

supportive camping chairs
有靠背露营椅

Portable seating is shared across tour operations and remains subject to availability, group size, transport capacity and site conditions. A supportive chair should be requested in advance; it cannot be guaranteed without confirmation. Compact stools do not provide back or arm support.

便携座椅由各班次统筹使用，实际供应取决于库存、团队人数、车辆空间及现场条件。如需要有靠背座椅，请提前提出并取得确认；轻便凳不提供靠背或扶手支撑。

Telescopes and viewing | 望远镜与观测

Viewing may require moving between equipment stations, waiting briefly and adjusting body position to use an eyepiece. Tell the guide if you need more time, a stable position or assistance. Telescope viewing depends on weather and visibility.

观测过程中可能需要在不同设备之间移动、短暂等候，并调整身体姿势使用目镜。如需要更多时间、稳定站位或协助，请告知导游。望远镜观测取决于天气和能见度。

Children and supervision | 儿童与监护

The advertised minimum age is five years. Children must remain under the active supervision of their accompanying adult, particularly around equipment and in darkness.

行程公布的最低年龄为 5 岁。儿童必须始终由同行成人主动照看，尤其是在黑暗环境和设备周围。

6. Support people, assistance animals and wellbeing

陪同人员、辅助动物与健康安全

Support people and carers | 陪同人员与照护者

A support person is strongly recommended where a guest requires personal care, continuous supervision, significant physical assistance or help making safety decisions. Support people generally require their own confirmed booking unless otherwise agreed in writing.

如游客需要个人护理、持续监督、较多身体协助或安全决策支持，强烈建议由陪同人员同行。除非另有书面约定，陪同人员通常也需要拥有已确认的预订。

Assistance animals | 辅助动物

Contact ATRIP before booking. Transport arrangements, other guests, wildlife, food service and National Park or protected-area requirements may affect participation. Approval must be confirmed for the specific itinerary and vehicle.

请在预订前联系 ATRIP。车辆安排、其他游客、野生动物、餐饮以及国家公园或保护区域规定均可能影响参与。辅助动物能否参加必须针对具体行程及车辆提前确认。

Medical and emergency considerations | 医疗与紧急情况

Remote tours may be far from immediate medical care. Guests should carry required medication, disclose relevant risks and follow guide safety instructions. ATRIP cannot determine medical fitness to travel; seek professional advice if unsure.

偏远地区行程可能距离即时医疗服务较远。游客应携带所需药物、告知相关风险并遵守导游安全指示。ATRIP 不能判断游客是否具备医学上的出行条件；如有疑问，请寻求专业医疗建议。

Weather, heat, cold, smoke, wind, Park closures or visibility may require a changed itinerary, rebooking or cancellation. ATRIP aims to communicate changes as early and clearly as possible through the original booking channel.

天气、高温、低温、烟雾、强风、国家公园关闭或能见度可能导致行程调整、改期或取消。ATRIP 会尽可能通过原预订渠道尽早、清晰地通知游客。

7. Booking checklist and feedback

预订确认清单与意见反馈

✓	Before travel / 出行前
☐	Language of departure confirmed 已确认班次服务语言
☐	Vehicle steps and access discussed 已沟通车辆台阶及上下车条件
☐	Mobility aid dimensions and weight supplied 已提供行动辅助设备的尺寸及重量
☐	Walking distance, terrain and pace understood 已了解步行距离、地面及节奏
☐	Toilet and remote-facility needs discussed 已沟通洗手间及偏远设施需求
☐	Support person or assistance animal confirmed 已确认陪同人员或辅助动物安排
☐	Medical, allergy or sensory information shared 已告知健康、过敏或感官需求
☐	Written confirmation received for essential arrangements 关键安排已取得书面确认

ATRIP welcomes feedback about access and inclusion. Guests may speak with a guide, contact the business through their booking channel or use the bilingual QR feedback signage displayed in ATRIP vehicles. Feedback is used to improve information, training and service delivery.

ATRIP 欢迎游客对无障碍与包容性服务提出意见。游客可向导游反馈、通过原预订渠道联系公司，或扫描车内中英双语反馈标识上的二维码。相关意见将用于改进信息、培训及服务。

Plan early. Ask questions. Obtain confirmation. We would rather explain a limitation honestly than create an unsafe or disappointing experience.

请提前计划、主动询问并取得确认。我们宁愿如实说明限制，也不希望造成不安全或令人失望的体验。

ATRIP Pty Ltd

Uluru Chinese Tour | Uluru Astro Tours

<https://uluruchinesetour.com.au/>

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