



ACCESSIBILITY GUIDE

At Bickford's Group, we are deeply committed to fostering an inclusive and accessible environment for all guests, staff, and partners. We believe that everyone should have the opportunity to enjoy our venues, experiences, and services in a safe, welcoming, and respectful setting — regardless of ability. This commitment underpins our approach to visitor experience at 23rd Street Distillery and informs the way we operate, design, and communicate.

When 23rd Street Distillery underwent major renovations and officially reopened in 2016, accessibility was a key consideration in the design and layout of the site. The updated venue features level access, wide circulation spaces, accessible amenities, and a focus on ease of navigation for all visitors, including those using mobility aids or requiring additional support. Our aim is to remove barriers to participation and provide equal access to all aspects of the distillery experience — from tastings and tours to dining and events.

This Accessibility Guide is designed to help you plan your visit to 23rd Street Distillery with confidence. It provides detailed information on access routes, amenities, facilities, and available support services.

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GETTING TO OUR OFFICE

Address:

23rd Street Distillery
Cnr 23rd Street & Renmark Avenue
Renmark SA 5341

Main and Accessible Entrances

The main visitor entrance to 23rd Street Distillery is located on Renmark Avenue. This entrance is step-free and accessible for guests using wheelchairs, prams, or other mobility aids.

Key accessibility features include:

- A wide, outward-opening door
- Unobstructed path of travel from accessible parking to the front entrance
- Anti-slip surface at the threshold
- Direct access to reception and all public areas

There is one main point of entry; guests cannot access the venue via the internal courtyard from outside.

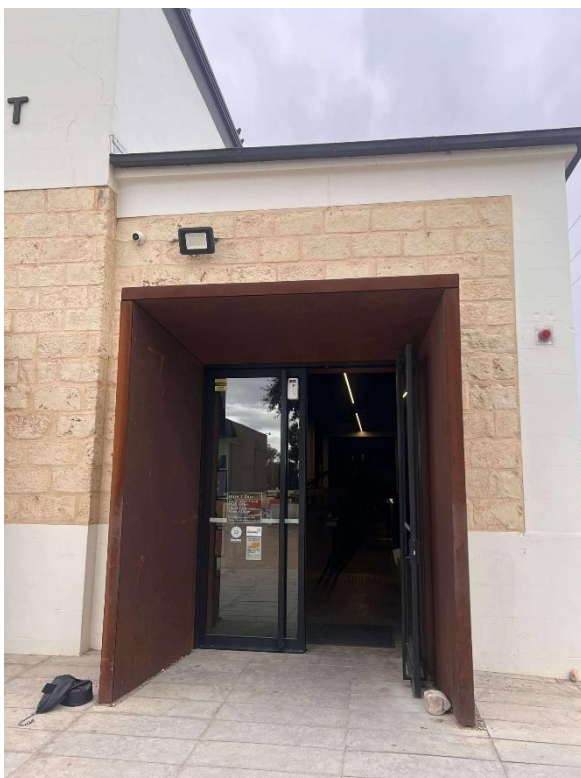


Figure 1 - Main Entrance

Building Signage

Clear signage is displayed at the front of the building, including:

- Distillery name and operating hours
- Directional signage to the main entry
- High-contrast fonts for visibility
- Wayfinding signs throughout the venue to guide visitors to tasting rooms, toilets, and function spaces

Map

Visitors can identify the building by its heritage façade and distinctive glass distillery tower. Large “TWENTY THIRD STREET DISTILLERY” signage is affixed to the building, and council-installed brown tourism wayfinding signs are visible when entering and exiting the Renmark township.



Figure 2 - Signage affixed to building



Figure 3 - Council Wayfinding signage

Drop-off / Pickup / Taxi Areas

A designated drop-off and pickup area is located directly in front of the main entrance on Renmark Avenue. The area has level access and no kerb, allowing for a smooth transition between vehicle and footpath.

Accessibility features include:

- Approx. 10 metres from entrance
- Level surface without obstructions
- Clear pedestrian path
- Easily accessible for ride-share or taxi services

Car Parks and Accessible Spaces

- Two accessible parking bays are located at the front of the building, adjacent to the drop-off area
- These bays are clearly signed, level, and provide unobstructed access to the main entrance
- Additional general parking is available in a dedicated car park approximately 30 metres from the main entrance, in front of one of our barrel warehouses
- Public parking is also available along Renmark Avenue
- No pre-booking is required



Figure 4 - Accessible Parking

Public Transport

Public transport is not currently available in Renmark or the surrounding Riverland townships.

Visitors are encouraged to:

- Pre-arrange a taxi or ride-share before arriving
- Ask our staff to assist with calling a taxi on request

We are happy to help coordinate transport needs for guests with accessibility requirements.

ACCESSING THE RECEPTION AREA

Reception

The main reception area is located immediately inside the front entrance of 23rd Street Distillery. It is situated within the primary visitor space and is easily accessible from the main entrance without stairs, lifts, or additional sign-in points.

Key features include:

- Step-free access from outside to reception
- Operational hours:
 - Sunday to Wednesday: 10:00am – 4:00pm (SA time)
 - Thursday to Saturday: 10:00am – 10:00pm (SA time)
- Contact: (08) 8586 8500 or info@23rdstreetdistillery.com.au
- Visitors can make enquiries via phone, email, or in person
- No formal ID or sign-in is required for general entry

Please note: While the reception desk does not include a lowered or cut-out section, our staff are always happy to assist and will come around the counter to provide support as needed.

Public Lifts

There are no public lifts required to access the reception or any general visitor areas. All guest-accessible facilities — including the bar, restaurant, tasting room, retail store, and accessible toilets — are located on the ground floor with level access throughout.

GENERAL ACCESSIBILITY INFORMATION

Assistance Animals

Assistance animals are welcome throughout all areas of 23rd Street Distillery, in accordance with the *Disability Discrimination Act 1992*. Our team is committed to supporting visitors with assistance animals and will ensure your visit is safe and comfortable.

A relief station is available on the front lawn area of the venue. Guests are kindly asked to inform staff if their assistance animal requires use of the space, and a team member will promptly attend to discard any waste.

Hearing Augmentation

At this time, 23rd Street Distillery does not have a permanent hearing augmentation system (e.g., hearing loop) installed on-site. However:

- Staff are trained to communicate clearly and can provide written menus and tasting notes upon request
- TV screens used for presentations or events typically include closed captioning
- Online meetings (if required) are hosted via Microsoft Teams, with live captioning options available

Guests requiring additional communication support are encouraged to contact us prior to their visit so we can assist wherever possible.

SECURITY INFORMATION

23rd Street Distillery is a welcoming and open environment with no security checkpoints or restrictions impacting general accessibility.

Key notes:

- No personal identification is required for general entry
- Mobile phones, Bluetooth devices, and assistive technology are permitted throughout the venue
- There is no formal sign-in process for general or after-hours visitation

Please note: For the safety of guests and staff, electronics that are not registered as intrinsically safe are not permitted on guided tours of the distillation areas due to the high flammability risk in these zones. This precaution is in line with safety protocols for working in hazardous

environments. The tour leader will carry a two-way radio to maintain communication with the Visitor Centre at all times during the tour.

Staff are available throughout the venue to assist guests and ensure a safe experience.

FIRST AID CONTACT OFFICER

First aid support is available at all times during operational hours. In the event of a medical incident:

- Guests should speak with any staff member, who will alert a trained First Aid Officer immediately
- A defibrillator and fully stocked first aid kit are located behind the main bar
- Emergency services will be contacted without delay if required

Chief Emergency Officer:

Hannah Papp-Horvath

Group Venues Manager

Hannah.papphorvath@23rdstreetdistillery.com.au

0410 030 732

If you have a medical condition or specific support needs, we encourage you to advise our team ahead of time or upon arrival so appropriate support can be arranged.

MEETING ROOMS

23rd Street Distillery offers several flexible event and meeting spaces, including private tasting areas and a courtyard used for functions and group gatherings.

Accessibility features include:

- Step-free access to all indoor meeting and function spaces
- Wide doorways and adjustable furniture layouts to accommodate mobility aids
- Clear egress routes that allow for safe and unobstructed movement throughout each space

- Staff assistance available for configuring the room or accommodating specific accessibility requirements

Please note: The outdoor courtyard space includes a small step down (2.25 inches) from the internal tasting room. Guests using mobility aids are advised to speak with staff if assistance or alternate access is required.

We encourage all visitors or event organisers to advise our team of any accessibility needs during the booking process to ensure a comfortable and inclusive experience.

EMERGENCY ALERTS AND EGRESS

23rd Street Distillery has a comprehensive Emergency Management Plan in place to ensure the safety of all visitors, staff, and contractors.

While visual alarm systems are not currently installed throughout the venue, the site operates under a trained Emergency Warden System. In the event of an emergency:

- Designated staff wardens will promptly alert all occupants using clear verbal instructions
- Wardens will guide visitors safely and efficiently to the nearest emergency exit and evacuation point
- Staff are trained to support guests with accessibility needs during all stages of an emergency

The **primary assembly point** is located in the front car park, approximately 30 metres from the main entrance, with level access from all visitor areas.

A **secondary assembly point** is designated behind the barrel warehouse, accessible via an alternate route, and will be used in the event that the primary location is obstructed or unsafe.

Emergency evacuation maps are displayed throughout the venue, and staff are readily available to provide support and direction if required.

CONTACT INFORMATION

If you have questions about accessibility, require additional support, or would like to notify us of any specific requirements ahead of your visit, please get in touch with our team. We are committed to ensuring every guest feels welcomed, supported, and included.

General Enquiries

23rd Street Distillery
Cnr 23rd Street & Renmark Avenue
Renmark SA 5341
(08) 8586 8500
visitor.centre@23rdstreetdistillery.com.au
www.23rdstreetdistillery.com.au

Accessibility Contact

For accessibility-related questions, you may also contact:
Hannah Papp-Horvath
Group Venues Manager
0410 030 732
hannah.papphorvath@23rdstreetdistillery.com.au

We recommend reaching out before your visit if you have specific requirements, so we can ensure a smooth and enjoyable experience.