



Access & Inclusion Statement

At Pomonal Estate, we believe true hospitality begins with inclusion. We are committed to creating a welcoming, respectful, and equitable environment where every guest, team member, and partner feels valued and supported.

We recognise that everyone brings unique abilities, perspectives, and experiences — and we view this diversity as a strength that enriches our business, our team, and our community.

While we are not a fully accessible venue, we are continually working to improve accessibility across our property. Due to the nature of our rural location and evolving site layout, some outdoor areas and pathways may present challenges for guests with limited mobility. Our friendly team is always happy to assist and help find the most comfortable options for you during your visit.

Arrival & Parking

One accessible parking bay is available in our flat gravel car park, located at the base of the ramp leading to our main entrance.

The gravel surface may be uneven in places.

Guests who require assistance are encouraged to contact us prior to arrival so our team can be available to help.

Entering the Cellar Door

The main entrance features a wide doorway and ramp access.

Guests can call ahead for assistance, and our friendly staff will happily meet you on arrival.

An accessible restroom is conveniently located near the entrance.

Restroom Facilities

Our accessible restroom includes:

- Grab rails beside the toilet
- A lower sink
- Baby-changing facilities

Please note: There are no toilets in our outdoor dining or lawn areas. Guests are encouraged to use the accessible restrooms located inside the main building.

Within Our Cellar Door Restaurant

The main dining area is accessible for most guests using mobility aids. Our bar is higher in design, but full table service is happily provided on request. The outdoor deck is accessible via double sliding doors with a small lip at the threshold.

Access to our alfresco, BBQ, and lawn areas requires returning through the main entrance, down the ramp, and via the car park.

Some surfaces are uneven, and there are small steps or lips in certain outdoor sections.

For comfort and convenience, guests using mobility aids are encouraged to remain in the main dining or deck area, where all amenities are easily accessible.

Dining at Pomonal Estate

Most dietary requirements can be catered for with prior arrangement.

A table near the entrance can be reserved for easier access.

All dining chairs are movable, and chairs with arms are available upon request.

Accommodation

Pomonal Estate offers seven self-contained villas on site, including one accessible luxury villa — Mt William Villa.

Please ensure this villa is selected when booking online, or advise our staff when booking by phone.

Accessibility features include:

- Step-free ramp access
- Accessible parking at the base of the ramp
- Single-level interior
- Wet-room style bathroom with grab rails and handheld shower

Each villa includes private parking at the entrance.

Assistance dogs are welcome at no additional cost.

Our team can assist with luggage, guidance, or any special requirements.

If you may require assistance in the event of an emergency, please let us know at the time of booking or on arrival.

Our Ongoing Commitment

We continually strive to improve access and inclusion through:

- Providing accessible facilities, including a dedicated accessible villa and accessible cellar door amenities
- Designing experiences that minimise barriers for visitors of all abilities
- Offering staff training in inclusive customer service and accessibility awareness

- Ensuring our communications and website are easy to read and navigate
- Welcoming feedback and making reasonable adjustments wherever possible
- Embedding inclusion within our workplace culture and community partnerships

Our commitment to access and inclusion reflects our core values of family, community, quality, authenticity, and regional pride.

While we are not a fully accessible venue, we aim to make every guest feel welcome, comfortable, and included during their visit to Pomonal Estate.

For accessibility enquiries or assistance prior to your visit, please contact us on **0408 564 501** or via our [Contact Page](#).