

PEPPERS

SILO HOTEL — LAUNCESTON

WELCOME TO LAUNCESTON.

ACCESSIBILITY GUIDE

Experience a stay where thoughtful design and attentive service come together to support comfort, ease and inclusivity for every guest.

At Peppers Silo Hotel Launceston, accessibility is considered at every stage of the journey - from arrival through to every moment of your stay.



OUR COMMITMENT TO ACCESSIBILITY

At Peppers Silo Hotel Launceston, we are dedicated to creating a welcoming and inclusive experience for all guests. With step-free access, accessible accommodation, and carefully considered facilities, the hotel is designed to support comfort, independence and ease of movement throughout your stay.

This guide provides an overview of the accessibility features available across the hotel, from arrival and parking through to guest rooms, dining, and shared spaces, as well as the additional support services we offer.

Accessibility features include:

- Step-free access across all key areas of the hotel
- Lift access to all floors
- Accessible parking located close to the main entrance
- Six accessible guest rooms designed to support mobility requirements
- Accessible bathrooms with roll-in showers and support fittings
- Accessible public facilities, including toilets and dining spaces
- Wheelchair access throughout restaurant, bar, day spa and event areas
- Tactile indicators to assist with navigation
- Support for vision, hearing and sensory needs
- Assistance animals welcomed throughout the hotel, with outdoor facilities available
- Dedicated team support, including pre-arrival planning and assistance during your stay

We are committed to ensuring every guest enjoys a comfortable and seamless experience, and we welcome the opportunity to tailor your stay to your individual needs.

For a comprehensive overview of accessibility features and specifications, guests are invited to explore our [Accessibility Guide](#) via the Quality Tourism Framework.



GETTING HERE

Peppers Silo Hotel is located at:
89–91 Lindsay Street, Invermay TAS 7248

- Approximately 15 minutes' drive from Launceston Airport
- Taxi and rideshare services are readily available
- Drop-off is available directly at the hotel entrance

PARKING & DROP OFF

- Accessible parking bays are positioned close to the main entrance
- On-site undercover parking is available
 - (maximum height 2.2 metres, 24-hour access)
- Additional parking is available directly in front of the hotel
- Step-free pathways connect parking areas to the entrance

ARRIVAL, ENTRY & GETTING AROUND

Designed to provide a seamless and comfortable experience from arrival through to your stay:

- Step-free access at the main entrance
- Wide automatic entry doors for ease of access (staff assistance available if required)
- Smooth transitions between outdoor and indoor spaces
- Seating available at reception for guest comfort
- Lift access to all floors
- Wide corridors designed for easy navigation
- Even flooring throughout (combination of hard surfaces and carpet)
- Tactile ground surface indicators at key locations, including stairways and entry points
- 24-hour reception support available

ACCESSIBLE ACCOMMODATION (ROOMS)

Six rooms within our Gorge River Room and Gorge River Deluxe Rooms are thoughtfully designed to support guests with mobility requirements:

- Wider doorways for ease of access
 - Entrance: 74.5 cm
 - Bathroom: 87 cm
- Generous circulation space to support wheelchair movement
- Accessible furniture layout for comfortable navigation
- Easily reachable switches, controls and power outlets
- Space alongside the bed to assist with transfers (configuration available on request)
- Spacious ensuite bathroom with step-free, roll-in shower (approximately 100 x 100 cm)
- Fold-down shower seat
- Grab rails positioned in shower and toilet areas
- Lowered basin and vanity suited to seated use
- Ample manoeuvring space within the bathroom



ACCESSIBLE FACILITIES

PUBLIC TOILETS

- Accessible toilets are located on the first floor, between reception and the restaurant
- Step-free access via lift
- Equipped with grab rails and accessible fixtures

GRAIN OF THE SILOS & WOODYS BAR

- Step-free access throughout
- Pathways designed to accommodate wheelchair movement
- Tables with suitable clearance available
- Flexible seating arrangements
- Staff available to assist with seating requirements

DAY SPA

- The day spa is wheelchair accessible
- Includes an accessible treatment area and shower
- Step-free access throughout
- A calm and considered environment for all guests

MEETING & EVENTS ACCESSIBILITY

- Fully accessible meeting and event spaces
- Lift and step-free access throughout
- Our team can assist with planning accessible and inclusive events
- Accessibility planning support available on request

SUPPORTING A RANGE OF NEEDS

VISION ACCESSIBILITY

- Good lighting throughout public areas and guest rooms
- Clear signage in key locations
- Vacayit App episodes available, providing audio descriptions of hotel features for guests with vision impairment

HEARING ACCESSIBILITY

- Staff are available to assist with written communication if required
- Televisions in rooms include captioning functionality

SENSORY & COMFORT CONSIDERATIONS

- Calm, refined interiors designed to minimise sensory overload
- Guests may request:
 - Rooms in quieter locations
 - Rooms away from lifts or high-traffic areas



ASSISTANCE ANIMALS

Registered assistance animals are warmly welcomed throughout the hotel, including guest rooms and public areas.

- A grassy toileting area is located outside near the river, accessible from the first level or via reception directions
- The hotel participates in a partnership with Guide Dogs Tasmania, supporting the work of assistance animals

SAFETY & ADDITIONAL SUPPORT

Our team is committed to ensuring a safe, comfortable and well-supported stay for every guest:

- Assistance is available during emergencies for guests who may require additional support
- Guests are encouraged to advise us of any assistance needs on arrival so appropriate arrangements can be made
- Pre-arrival planning and room selection support
- Additional in-room setup tailored to individual requirements
- Ongoing assistance available throughout your stay

We recommend discussing your needs at the time of booking so everything can be thoughtfully prepared in advance.

NEED FURTHER ASSISTANCE?

For accessibility enquiries, accessible room requests, or support planning your stay:

- Phone: +61 3 6700 0600
- Email (Reservations): silo.res@peppers.com.au
- Address: 89-91 Lindsay Street, Invermay TAS 7248



