



Hot Tamale Accessibility Guide

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🌐 <https://hottamale.net.au/>

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Acknowledgment of Traditional Owners

Hot Tamale acknowledges the Larrakia people as the Traditional Owners and original custodians of this land and pay our respects to their Elders, past and present.

Acknowledgment of thanks

Hot Tamale would also like to acknowledge the support and assistance provided by Flare Access Pty Ltd in helping to prepare this Accessibility Guide.

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Welcome

Hot Tamale has been loved by locals & tourists alike since November 2012, a Mexican-inspired margari.

Famous for their guac, tacos, cocktails and 300+ types of agave spirits.



Access At A Glance



Accessible Toilet



Step Free Access



Accessible Indoor Dining



Charging Point



Dietary needs can be met



Accessible Outdoor Dining



Baby Changing Table



Accessible Parking



High Chair



Sounds



Scents



Getting Here



Travel by public transport

Bus

- The nearest stop is for Bus Route 14C with the major stops of:
 - Darwin Interchange
 - Cullen Bay
 - Darwin Waterfront.
- The Route 14C bus is wheelchair accessible.
- It's approximately 250 m away with a step-free route available.
- Darwin Interchange is approximately 600 m from the restaurant with step-free access to the Waterfront.

Free Waterfront Shuttle from Kitchener Drive

- The Shuttle bus operates at peak lunch and dinner times; from 11:30am to 2 pm and 4 pm to 9 pm. Linking Stokes Hill Wharf, the Cruise Ship Terminal, residential apartments and hotels. The stop is approximately 230 m from the venue.
- The Shuttle is not wheelchair accessible.



Getting Here



Drop-off

- There is a drop-off point on Kitchener Drive with a kerb ramp approximately 230 m from the entrance.
- The route to the restaurant has a path greater than 1000 mm wide and a level concrete surface.





Getting Here



Street Parking

- Parking on Kitchener Drive is \$3 per hour for a maximum of 2 hours. Accessible Parking is not available.
- Parking on Anchorage Court is \$2.50 per hour.
- Patrons with a valid Accessible Parking permit displayed on their windscreen can park in any car park on-street for double the time as signposted at no cost.
- Anchorage Court has three Accessible parking bays located at Fort Hill near 5 Anchorage Court. The venue is approximately 140 m from these bays.





Getting Here



Kitchener Drive Multi-Story Car Park

- Accessible parking is located on levels 2 and above, with five spaces close to the lifts. From the car park to the entrance of the restaurant there is step-free access.
- In use is a ticketless parking system. Payment is cashless and can be made by debit or credit card at the pay machines near the lifts or upon exit at the boom gate.
- Parking is free for under two hours.
- The venue is approximately 280 m from this car park.



Arrival



Path to the main entrance

- The external terrain is concrete. From the frontage to the main entrance, there is step-free access.
- The path is 1000 mm wide, or more.



Main entrance

- There is a clear path of travel from outdoor to indoor areas.
- The main entrance is level with concertina doors that remain open.
- The door has a clearance greater than 1000 mm wide.



Getting Around



What to expect

- There is a large dining area indoors and an outdoor dining area that is undercover.
- Toilets are located external to the restaurant.
- The kitchen is located behind a room divider with a service window facing the dining area.
- Flooring: concrete throughout, level indoors and outdoors.
- Chair colour varies and there is high contrast between the furniture and flooring with most chairs.
- Children's equipment: Change tables are located in the nearby toilets and high chairs are available.
- Air conditioning is available indoors and fans are available outdoors.



HIH Indoor Dining



Clear Floor Space

- Clear floor space will allow a forward or parallel approach.



Furniture

- **Tables:** The long table have a height of 750 mm and the height of the clearance underneath is 710 mm reducing to 680 mm in some areas due to the supporting brace.
- The large table has unrestricted knee and foot clearance toward the middle of the table.
- **Seating:** Cushioned benched height is 500mm.
- The black chairs are firm without armrests with a seat height of 450 mm.
- Red chairs with armrests have a height of 450 mm.

HIH Indoor Dining



Clear Floor Space

- Circulation space varies. Most tables will allow a forward or parallel approach.



Furniture

Tables

- The pedestal table height is 770mm and the height of the clearance underneath is 740 mm.
- The tables have restricted knee and foot clearance with 370 mm from the edge of the table to the pedestal.

Seating

- The cushioned bench has a height of 500mm.
- The black chairs are firm without armrests with a seat height of 450 mm.
- Red chairs with armrests have a height of 450 mm.



Outdoor Dining



Furniture

- **Tables:** The long wooden table has a height of 770 mm and the height of the clearance underneath is 670 mm.
- Tables have unrestricted knee and foot clearance.
- **Seating:** Firm chairs without armrests have a seat height of 470 mm.



Clear Floor Space

- There is greater than 1000mm around most tables with a clear floor space allowing forward or parallel approach to the tables.



Outdoor Dining



Furniture

- **High Bench:** has a height of 1000 mm, depth of 460 mm and the height of the clearance underneath is 230 mm.
- **Tall chairs:** Have backrests (without armrests) and a seat height of 740 mm.
- **Pedestal tables:** Have a height of 760 mm and the height of the clearance underneath is 730 mm.
- **Seating:** Firm chairs without armrests have a seat height of 450 mm.



Clear Floor Space

- There is greater than 1000mm around most tables allowing forward or parallel approach to the tables.



The Bar



- The Bar is located indoors at the rear of the restaurant.
- The bar height is 1130 mm.



Clear Floor Space

- There is clear floor space around the bar and service counter, however, the area may become crowded with customers and staff during peak periods.





Toilets



- There are nearby public toilets approximately 30m from the cafe.
- Flooring- Tiles
- Wayfinding to the toilets is limited and you may require directions from staff.
- There are Male, Female, Ambulant and Unisex Accessible Toilets.
- There are baby change tables located in the female toilets and in the accessible toilets.





Toilets



- The door of the cubicles swings outward to the left when entering.
- The door width is greater than 800 mm
- There is a door lever handle to enter and exit the toilet with a height of 1000 mm.
- The toilet lock is a traditional style toilet indicator bolt design at a height of 1170 mm.
- Flooring- Tiles
- The shower in this bathroom is out of operation.





Accessible Toilets



Accessible Toilet

- The toilet seat height is 450 mm
- Clear floor space to the right of the toilet is 720 mm and to the left is 240 mm.
- Rails are on the left-hand side of the toilet with a height of 830 mm.
- An emergency call alarm is located on the wall next to the toilet.
- The sanitary bin can be repositioned as required.



Accessible Toilets



Hand washing area

- The basin is located in the cubicle with a lever action tap at a height of 770mm.
- The soap dispenser is at 1000 mm.
- There is a power point next to the basin with a height of 1000 mm.
- There is knee and foot clearance under the basin.
- There is a paper towel dispenser at 1450 mm.



- Lighting in the cubicles and hand washing areas is automatic.



Communication



External Wayfinding

- The venue is identified with a large sign at the front of the restaurant.

Internal Wayfinding

- Internal wayfinding is not required.

Menus

- The drinks and food menus are provided in written format.
- Staff are available to read out all menus to assist with any access requirements.



20 Important



Sounds



Bar

Typical sounds from the bar include sounds from glasses, bottles and cocktail shakers.



Music

There is background music at all times, however, this can be adjusted on request.



Customers

The volume of sound from customers will depend on the number attending the venue.



Kitchen

The enclosed kitchen is located at the rear of the restaurant and has a room divider to separate it from the indoor space.



The quietest area is inside to the left of the bar.



Scents



Food

The main scents you will experience will be from the food served.



Hand wash

Mildly scented hand wash is located in the bathrooms.



Air freshener

Air Freshener may be used on occasion.





Lighting



Indoors

- All indoor dining areas are well-lit in the day with at least 150 lux depending on your position.
- Lighting may be adjusted when seated inside.

Outdoors

- During the day the outdoor space is lit with natural lighting only.
- String lights are installed in the outdoor dining area.
- The brightest location outdoors is near the footpath under the strip lights.





Dietary Requirements



We can cater for most dietary requirements on arrival. Please advise us of any specific allergies so that we can do our best to keep you safe.

We do not have isolated zones in the kitchen for dietary requirements and there may be cross-contamination of foods.



Dairy Free Options



Gluten Free Options



Shellfish Free Options



Vegetarian Options



Vegan Options



Fish Free Options



Egg Free Options



Nut Free Options





Service



Peak Periods

- During the Dry season the peak periods are every night between 4pm - 8pm. Friday, Saturday and Sunday nights are especially busy.
- Weekend peak periods are also between 12pm - 6pm
- Peak periods are also dependent on local functions.
- If you would like to attend in a quieter period it is advised to contact the restaurant for further information.



Table Service

- Table service is provided and payment can be made at the tables using cash or card.





This Accessibility Guide was designed and developed in collaboration with Flare Access Pty Ltd. For feedback on the Guide please contact Hot Tamale. Please note that these guides were developed using observations during the Dry season, information such as peak periods, noise levels and entrance set up may vary in the Wet Season.

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