

Accessibility & BCT



- We actively welcome people with access needs.
- All our drivers have received disability awareness training.
- We have a variety of vehicle sizes.
- Simply let us know your requirements when you book, and we will do our best to accomodate you.

Questions?

Just ask us!



Email: info@bcttransfers.com

Phone: 1300 763 005

Our inclusiveness

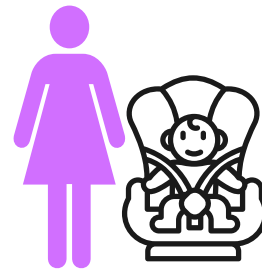
Cater for families with young children



Cater for people who are blind or have vision loss



Cater for people who are deaf or have hearing loss



Frequently Asked Questions

Q: Do you cater for families with young children?

A: Yes, all the time. Families with young children are most welcome. Front and rear facing infant car seats are available upon request. Drivers will assist with the loading and unloading of prams and luggage.

Q: Have any of the staff undergone disability awareness training?

A: Yes, all our staff and drivers undertake disability awareness training as a part of their induction.

Q: Do you cater for people with limited mobility?

A: We welcome people with limited mobility. Our drivers will assist with luggage, and assist passengers in comfortably entering and exiting the vehicle if required.

If you or a person in your group would typically require the support of another person for activities on a tour or transfer, please arrange for an appropriate support person to accompany you to ensure you fully enjoy the experience.

Q: Do you cater for people who use wheelchairs or mobility scooters?

A: BCT currently have one wheelchair accessible Sprinter which caters for 11 passengers in fixed seats + wheelchair lift + driver.

A: Collapsible wheelchairs, wheely walkers and walking canes can easily be accommodated.

A: Wheeled mobility scooters may be carried in an accessible vehicle provided that the passenger can transfer from the mobility device into a fixed seat in the vehicle and use the seatbelt provided.

Just let us know so we allocate the appropriately sized vehicle.

Q: Do you cater for people with hearing loss?

A: Yes, we welcome guests who are deaf or have hearing loss. Please let us know when you book and our drivers will be informed and take this into account to ensure your experience is comfortable and enjoyable.

Q: Do you cater for people with vision impairment?

A: Yes, blind or vision impaired persons are welcome in our vehicles. Vision impaired persons travelling with Assistance Dogs are most welcome in our vehicles.

Frequently Asked Questions

Q: Do you cater for Seniors and elderly passengers?

A: Yes, of course. Seniors and elderly passengers are most welcome in our vehicles. All sedans have a portable door-assist handle to assist passengers pivot from the vehicle independently.

Our drivers will also provide assistance to passengers. Our drivers will assist with luggage. Please let us know at the time of booking so we can allow for more time if required.

Q: Do you cater for people with cognitive disabilities or people on the Autism Spectrum?

A: Yes, please let us know what the specific needs are. Our drivers are more than happy to accommodate, for example a person may prefer that no music be played in the vehicle or not want assistance from the driver.

Q: Do you cater for people with allergies and intolerances?

A: yes, please just let us know what you need.

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