

Accessibility & Inclusion Guide

Walking experiences in the City of Melbourne · 2026

Everyone should get to experience Melbourne like a local. Here is how we make that possible.

Our experiences at a glance

- Walking experiences of **two to three hours** through central Melbourne, on flat city terrain.
- **Public groups are capped at 12**, so your curator can look after each guest individually. Private and corporate groups are arranged to suit your party.
- Roughly **3 to 5 km** of walking depending on the experience, with seated breaks at welcoming venues along the way.
- We make regular use of Melbourne's **Free Tram Zone** for low-effort travel between precincts.

Mobility

- **Every one of our public experiences can avoid stairs, and every one is wheelchair accessible.** Tell us when you book and we will plan the step-free route.
- Wheelchairs, prams and strollers are welcome. A heads-up at booking helps, because some heritage buildings need notice to open their accessible entrance.
- **Pace is set by the group, never the schedule.** We slow down, pause and adapt the route as needed.

Hearing, vision and neurodiversity

- Small groups mean our curators speak **with** you rather than at you, and can stay close for guests who lip-read or want extra context.
- We will work with the equipment you already use. One of our curators has guided a full experience wearing a Bluetooth microphone paired directly to a guest's hearing aid.
- We happily shift the route toward **quieter laneways and calmer venues** for guests who prefer a lower-stimulation environment.
- Guests are welcome to take a curator's arm for as much of the walk as they would like. It is offered, not waited for.

Food and dietary needs

- On our food experience we routinely accommodate **vegetarian, pescatarian, gluten free, no seafood and no red meat**. Tell us at booking so we can brief the venues ahead of you.
- Where allergies are severe or numerous, we will sometimes recommend a **private departure** instead, so we can control every venue and every dish. We would rather say so honestly than take a booking we cannot serve safely.

Finding us on the day

- We send your meeting point in advance, with a photograph of exactly where to stand and the mobile number of the curator who will be there.
- **If you cannot find us, call or text.** Our curators carry their phones and will walk to meet you. Nobody gets left behind because a map app pointed the wrong way.

Tell us what you need when you book, or contact us beforehand, and we will plan the route around you. Nothing on this page requires a special request form. A sentence in your booking notes, an email or a text message is enough.