



## ACCESS & COMMUNICATION SUPPORT SOCIAL SCRIPT

We support:

- Non-speaking guests
- AAC / text / notes
- Anxiety & overwhelm
- ADHD (clear steps, reminders)
- Sensory needs

You can say or show:

**"I need support."**

We are happy to help.

### ARRIVING:

- Once you get off the plane you will need to wait out the front of the airport building. The luggage will take about 30minutes to come off the plane. The luggage will come out on a buggy and trailer. There is bench seating available.



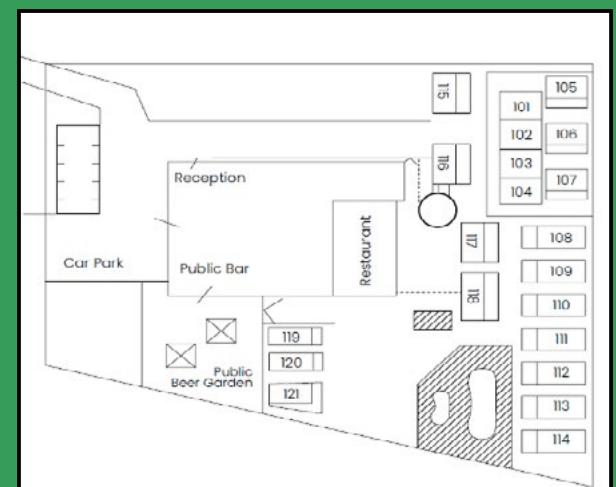
- Our staff will pick you up from the airport in a white van with Wongai Beach Hotel on the side. The driver will park either at the front of the building or across the road. The driver will greet you and help with putting your bags in the van.



- The drive back to the hotel take about 10 minutes.

## CHECK IN:

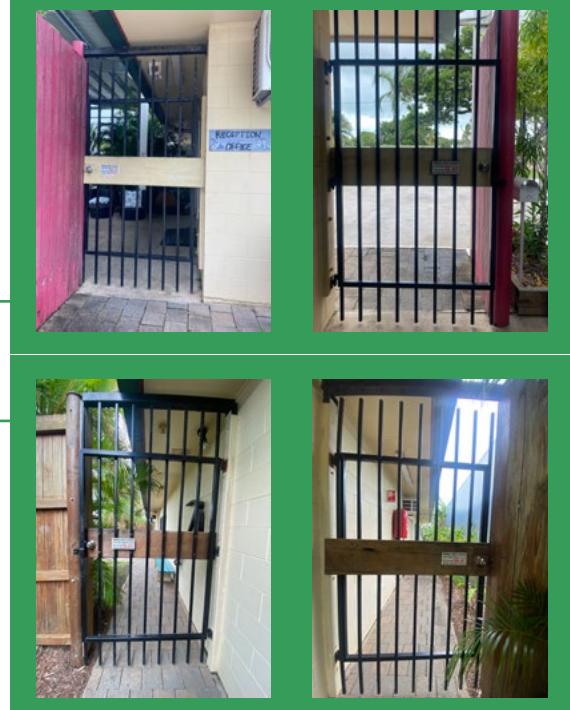
- When you arrive at the hotel, we will show you to reception.
- Reception staff will tell you where your room is, where the restaurant and pool are also.
- Staff will also give you a map of the property.
- We may ask your name, for ID and payment and if you need a transfer back to the airport.
- You may ask for us to slow down if you do not understand.
- If you do not feel confident in waking up in time for your flight – please ask reception staff to put a note next to your bus transfer time asking for the driver to knock on your door.
- You will see new people around the hotel. You may also hear some loud noises.
- Reception staff can help take your bags to your room – please ask.
- When you get to your room you will have a white clip on your keys that will go into a slot on the wall next to the lights. This will turn on your electrics. You may also need to turn the air con power switch on at the wall.



## STAYING

- It may be hot and humid outside. This may make you feel tired. There is a free bottle of water in your room fridge and water is for sale in the bar.
- If you need your toaster, kettle moved down from the overhead cupboard – please ask.
- You will stay in a motel room or cabin. There is an ensuite bathroom, TV, kettle, toaster, microwave.
- There are two pools to swim in. An adult must be with any children swimming.

- There is a restaurant at the hotel. It can get busy and noisy. You can ask for your food to be in a takeaway container so you can eat quietly in your room.
- The main gates to the property close at 6pm. You can use your room key to unlock the walking gate if you need to leave and re-enter.
- There is a gate to the beer garden which can be unlocked with your room key.
- There will be other cabins alongside you and you may hear noises from the people staying in the other cabins nearby.



### **CHECK OUT:**

- On checkout you can give your key to reception or put in the outside letterbox.
- You can request a copy of your receipt at any time.

