

Suzanne Stays

your travel enabler



WWW.SUZANNESTAYS.COM

For any further information please visit www.suzannestays.com or contact
admin@suzannestays.com

WHO WE ARE

We are people passionate about ensuring inclusive opportunities exist for accommodation, travel, experiences and holidaying away from home.

Suzanne and Michael met in November 1993, and share a common passion for travel and adventure. Together they have traveled independently throughout Europe, the Middle East, Australia, New Zealand, North America, Africa, and Asia.

Culture immersion is an important part of their travel, which includes, where possible, taking self-drive and self-catering accommodation options. They have, however, also pampered themselves in the occasional high-end, luxury indulgence experiences.

They have climbed volcanoes, swam with wild dolphins, hiked in jungles, bushland and mountains. They have explored reefs and ancient ruins. They have taken cooking classes, and indulged in wine, cheese,

chocolate and beer tastings. They have kayaked, zip lined, camped, and sailed. They have been ice fishing, dog sledding, snowshoeing, snow skiing and ocean fishing. They have traveled in planes, helicopters, trains, monorails, glacier trucks, and trams. They have ridden bicycles, boats, chairlifts, gondolas, aqua ducks, and cable cars. They have booked villas, townhouses, hotels and motels, as well as resorts, tree houses, and holiday homes.

Some would say that they are true travel, food, wine, and adventure aficionados. Suzanne and Michael have many stories to tell of wonderful adventures, and they have shared the majority of these stories with their children.

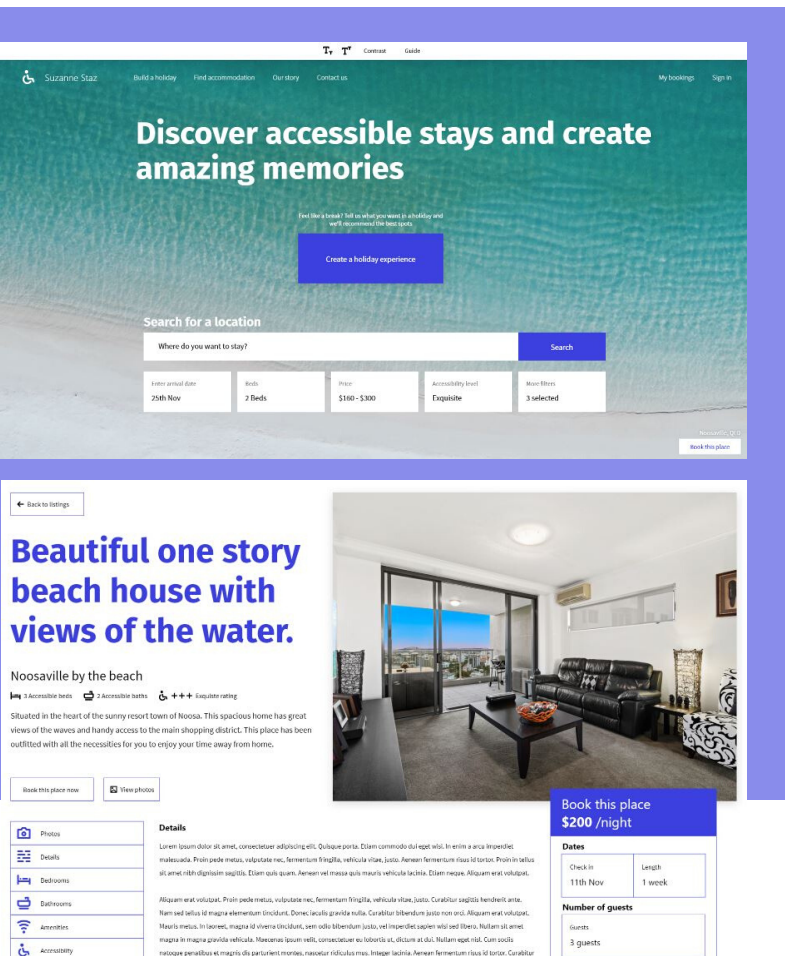


In December 2017, Suzanne was diagnosed with motor neurone disease (MND/ALS). MND is a progressive, ultimately fatal disorder that disrupts signals to all voluntary muscles. Both upper and lower motor neurones are affected, which leads to muscle weakness, atrophy and eventual immobilisation - the inability to walk, or move arms and hands. Approximately 75% of people will also develop weakness, and wasting of the muscles, which control speech, swallowing and chewing.

Like many people faced with the fatal diagnosis, Suzanne created her bucket list which featured predominantly family travel, and adventures she still wanted to enjoy. In 2018 Suzanne and her family started ticking off their bucket list items. They traveled to New York, Washington and the Hamptons in the USA. They also visited Tanzania, Dubai, and Turkey (including seven nights on a 40 foot catamaran). As they traveled, they were exposed to more and more challenges to do with Suzanne's decreasing mobility. It became obvious that there are many variations to the term 'accessible' and 'wheelchair friendly'. While Suzanne and her family did not let this deter them from their adventures, it did make them wary of planning and checking of these accessible requirements for future travel. It is from this experience that SuzanneStays was conceived.



WHAT WE DO



We are passionate about providing guaranteed and inclusive accommodation and travel experiences from the initial idea and search, through to the booking, confirmation, commencement of travel, and finally feedback. Our satisfied travelers become advocates for the properties and experiences we provide.

We coordinate property owners and service providers, and match these to the requirements of our travelers. Our primary vehicle for achieving this is the provision of an integrated, guaranteed booking site, which includes accommodation, equipment, transport, and experiences. This allows people who require assistive technology in daily life to travel and holiday away from home.

We are a registered NDIS provider and can be accessed through Specialist Disability Accommodation funding.



Accessible accommodation should be the expectation, not the exception.

Our user-friendly interface has been created to support all kinds of assistive technology, such as eye gaze equipment, to allow you to book your holidays independently.

SuzanneStays is about creating a legacy. It's a legacy from one traveling aficionado to many others. They may require mobility-assistive technology, but will not let that stand in the way of their travel, their lifestyle, or their capacity to actively participate in, and build, wonderful lifelong memories.

ACCESSIBLE ACCOMMODATION

SuzanneStays primary focus is on providing accessible accommodation to those who may use mobility assistive-technology or equipment. In the interest of full transparency, we have briefly listed our process of onboarding properties for your peace of mind. If you would like to see a complete document of our Architectural Guidelines please contact admin@suzannestays.com for a copy.



The first step for any onboarding of a property, is the owners expression of interest form. This gives us a basic understanding of the location of the property, which we examine to decide on its suitability to our guests. This includes location and surrounding accessibility as well as some other pivotal factors. From here, the building plans of the property, (including the entire building plans if the property is an apartment) are given to our architect.

Our architect reviews all of these plans and has our verified NDIS certifier visit the property to ensure it is compliant. With this information our architect will make any recommendations that the property needs to meet one of our accessibility standards. From here, if the owner is interested in continuing the renovations and happy to meet the necessary changes, our builder will do as instructed by the architect. When the property has been fully renovated, it will be checked once again by our architect to ensure it is fully compliant with it's designated accessibility rating.

**Accessibility
is more than
a ramp.**



Before any property is listed live on our website, it will be checked by our property hosts to ensure it is professionally finished and has the luxurious SuzanneStays edge. At this point, it will then become available on our portal for bookings. Each apartment is regularly reviewed independently to ensure maintenance is upkeep and the property is suitable for our guests. If any aspect of the property, no matter how small, doesn't fit the accessibility rating designated, then the rating will be changed to reflect the properties accessibility.

We are not a listing website. Any accommodation that is listed on our site has gone through a rigorous architectural certification process to ensure it meets the Australian Liveable Housing Guidelines, which also meet the National Disability Insurance Schemes SDA Approval Rating. We verify all of our properties individually and hence, we can guarantee inclusive accommodation as we offer an unprecedented amount of transparency.

ACCESSIBILITY RATINGS

No disability is alike and hence, we have ensured we have an entire range of properties to meet a variety of needs. Each of our properties can be sorted into one of the following accessibility ratings. Although we can assist and recommend a suitable property, only you truly know your accessibility needs. If you are ever in doubt, please don't hesitate to request a copy of our architectural guidelines for your perusal. Each of our ratings meets the Specialist Disability Accommodation standards as posed in the National Disability Insurance Scheme as well as the Australian Liveable Housing Guidelines.



Good

You have moderate or mild disabilities and while you can undertake most daily tasks without help you need aids and prefer specialized facilities to complete tasks.



Great

You have severe limitations where you often need help and/or have difficulty undertaking everyday tasks without assistance or supervision. You need specialised equipment and facilities to live comfortably.



Exquisite

You are profoundly disabled and always needs help or supervision to carry out most tasks. Specialised equipment and facilities are essential for you and your carers to manage day to day living.

SERVICE PROVIDERS

Finding accommodation is one of the hardest aspects of travelling with mobility impairments, however, there are many other aspects that can make travelling with a disability seem impossible. We all know the difficulties and complicated logistics that can be involved in transporting assistive equipment. It often means we have to take long drives rather than an airplane due to limited baggage allowance or perhaps you've left your equipment behind and tried to make do without, which has made your holiday that extra bit challenging. We decided to tackle this issue for you by partnering with local NDIS verified providers in the areas of each of our properties to be able to offer you an unprecedented service.

The requirement for assistive-technology should not deter people from holidaying.

Through the SuzanneStays booking portal, not only are you able to book luxurious accessible accommodation, but also assistive equipment, carers, modified vehicles and a range of other services that are available at your holiday destination. Booking everything in the one place makes travelling so much easier, when it can often seem like such a daunting task. When booking with one of our providers, they will then contact you to discuss the specifics of your needs, as no disability is alike. We work with our third-party providers to ensure the equipment you need, is in the property before your stay and picked up after you have checked out. We can provide modified vehicles at airports, train stations or have it ready and waiting at your accommodation. Perhaps you need a carer for just some of your holiday or maybe you need one for the entire duration - we are able to provide this service for you.

By working with these other NDIS providers, we are able to offer an unprecedented opportunity to make ticking off your bucket list easier than ever.

Whether it be for work or pleasure, people who require assistive technology are entitled to:

- *Travel and holidaying with their families and loved ones*
- *Hassle-free accommodation booking*
- *Guaranteed accessibility and access to assistive technology which is not easily transportable*
- *Participate fully in accommodation, dining, relaxation and adventure experiences*



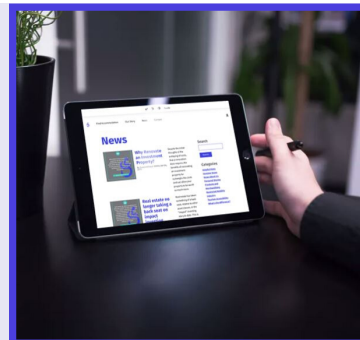
SUZANNESTAYS NEWS

SuzanneStays News is about building an online community that celebrates triumphs, informs and educates the wider public and shares stories that affect the mobility impaired travel community. We share personal stories, helpful hints and general mobility and accessibility news that we feel is current and relevant.



Furthermore, SuzanneStays News is more than just a digital media space but is a tool that can be used for the duration of your stay. Our Accessibility Guides are all available for your use, through our News Portal. For each of our property locations, we explore the sites around you and give a detailed explanation of what you can expect, in relation to the facilities accessibility. This can allow you to travel around your destination with peace of mind as we have already gone before you. However, we didn't just stop at the sights-to-see, but have introduced a revolutionary new program called SuzanneStays Champions and Heroes. There is nothing worse than trying to find a cafe, restaurant or shop that has amenities that are accessible. In fact, you don't really know, what you are going to experience inside until it is too late. Therefore, among our accessibility guides, we have found a selection of establishments that go above and beyond to make their premises inclusive for all. We feel it is important to recognise these locations and make them easy for you to find. Not only are they available on our website, but each establishment we have verified displays a sticker at the front of their store, so when you enter, you can be at ease knowing that we have already checked it out.

We are consistently uploading new articles weekly for your viewing pleasure and you can keep up to date with these by following us on our social media profiles or by subscribing to our newsletter, which gives you access to exclusive deals and a first-look at all our brand new properties. We are always looking for new stories, so if you have an experience you'd like to share, or a story or topic that you think we should cover, feel free to contact us.



© 2019 SuzanneStays



To the maximum extent permitted by law, SuzanneStays expressly disclaims and takes no responsibility for any statements in or omissions from this document. Except as required by law, SuzanneStays disclaims any obligation or undertaking to update or revise any forward looking statement in this document. If you choose to use this document you do so voluntarily and at your sole risk. You are that you have had whatever opportunity you deem necessary to investigate the information provided in this document. It is not intended that this document should be used or relied upon for any purpose other than those stated within it. SuzanneStays expressly disclaims any liability to any person who relies or purports to rely on this document for any other purpose.

SuzanneStays means Suzannestaz Management Pty Ltd ABN 627 561 139 who may operate in conjunction with any one or more of Suzannestaz Pty Ltd ACN 627 561 013 and Bondfern Pty Ltd ACN 063 536 881 ATF The Nicholas Trust, and any associated entities of that company, and each of them severally, and their related bodies corporate, associates and affiliates (Associates).