



Access Key

Mammoth Cave
Accessibility Guide



CAPES
FOUNDATION

MAMMOTH
CAVE

Contents

3	Accessibility at Mammoth Cave
4	Getting Here
5	Entry and Ticketing
5	Carer and Companion Card Holders
6	Assistance Animals
7	General Access
8	Cave Access
9	Toilets
10	Clothing and Weather
10	Sensory Considerations
11	Vision and Hearing Accessibility
12	Safety and Emergency
13	Contact and Support

Accessibility at Mammoth Cave

Mammoth Cave is committed to providing an inclusive, meaningful and safe experience for all visitors.

Our team is here to support you in planning a comfortable and enjoyable visit.

Need Assistance?

If you have any questions about access or would like to talk through your visit in advance, our team is happy to help.



Phone: (+61 8) 9757 7411



Email: info@capfoundation.org.au



Getting Here

Mammoth Cave is located in the Margaret River region, within a national park setting, and is accessible via self-drive.

- Address: Caves Rd, Margaret River WA
- Drop-off zone located near the entrance
- Designated ACROD parking bays close to the ticket office
- Flat, hard-surfaced paths connect parking, entrance and facilities.



Entry and Ticketing

Visitors will find the entrance area accessible and clearly signed, with helpful staff available to assist.

- Step-free access with low-gradient paths
- Wide entry doors with low opening pressure
- Clear signage in high-contrast fonts
- Accessible ticket counter with seated and standing service points
- Bookings can be made online, via phone or email

Carer and Companion Card Holders

Capes Foundation welcomes and accepts the national Companion Card. We offer no-cost admission to a carer/companion of an individual with a Companion Card.



Assistance Animals

Accredited assistance dogs are welcome across the Mammoth Cave site. As the cave is located within Leeuwin-Naturaliste National Park, general pet access is restricted under WA Parks and Wildlife Service regulations.

- For more information, visit [Pets in Parks – Department of Biodiversity, Conservation and Attractions](#)
- Please call ahead to discuss your visit and present certification on the day
- Assistance animals must wear a harness or vest
- Shaded rest areas are available onsite
- Assistance animals may not be able to accompany visitors into the cave due to narrow stairs and confined pathways—our team can help discuss alternative arrangements



General Access

Mammoth Cave includes forested walk trails, boardwalks and a self-guided underground cave experience.

Above-ground

- Step-free boardwalk access to the ticket office and toilets
- Forest trail includes steps and may not be suitable for mobility aid users
- Clear path signage and directional markers throughout
- Quiet rest areas are available outdoors



Cave Access

- The full cave experience includes 370 steps
- The first chamber of the cave is accessible via a gently sloped boardwalk
- Wheelchair access is available to the first 30 metres of the cave. Visitors can view stalactites, stalagmites and stream beds from the accessible entry area
- Self-guided audio tours are available and can be completed at your own pace
- Please call ahead if you'd like to discuss whether cave access is suitable





Toilets

Accessible toilet facilities are available above ground, near the main entrance.

- Step-free entry and wide door access
- Accessible toilets with grab rails and sufficient turning space
- Baby change tables are located within accessible toilet facilities
- Facilities are clearly signed and easily located from main pathways



Clothing and Weather

We recommend dressing for outdoor and cave environments.

- Flat-soled, enclosed shoes are recommended
- The cave temperature varies between around 15°C in summer to a cool 6°C in winter.
- Sun protection and insect repellent are recommended for above-ground areas
- Weather conditions can vary—please check the forecast and bring suitable clothing



Sensory Considerations

Mammoth Cave offers a quiet, nature-based experience. Lighting and sound levels are low throughout the cave.

- Above-ground areas provide quiet spaces with natural light
- Plain English signage used across key locations
- Multi-language audio tour devices are available and adjustable for comfort
- A Social Story is in development to support pre-visit planning

Vision and Hearing Accessibility

We are working to support visitors with low vision or hearing impairment through inclusive design and interpretation.

For visitors who are blind or have low vision:

- High-contrast, large-font signage throughout the site
- Verbal storytelling provided via audio guide
- Paths are well-defined and low-sheen surfaces minimise glare

For visitors who are Deaf or hard of hearing:

- Visual signage and static displays provided throughout



Safety and Emergency


The site has emergency procedures in place and is equipped to support visitors with access needs. While evacuation routes above ground are accessible, the cave involves stairs and confined areas.

- Above-ground evacuation routes are step-free and at least 900mm wide
- All exits are clearly marked with tactile and visual signage
- Audible and visual alarms are installed in public areas
- Staff are trained in emergency evacuation and first aid
- A defibrillator and first aid kit are available onsite
- Visitors who may need assistance are encouraged to notify staff at check-in
- Note: The cave environment includes narrow passageways and stairs; emergency exits underground may require independent mobility

Contact and Support

If you have any questions about access, would like to discuss your visit in advance, or need assistance during your visit, we're here to help.

During your visit, our staff are available at the ticket office and happy to assist at any stage.

 **Phone:** (+61 8) 9757 7411

 **Email:** info@capfoundation.org.au

