

# BETTER BY BIKE



## Accessible Visitor Guide Northern Rivers Rail Trail

[betterbybike.com.au](http://betterbybike.com.au)

### Welcome

At Better by Bike we believe the Northern Rivers Rail Trail should be enjoyed by everyone. We are committed to making our e-bike experiences welcoming, comfortable, and genuinely accessible for all guests — whatever your needs, ability, or age. This guide covers everything you need to plan a smooth and enjoyable visit with us.

If you have specific requirements not covered here, please get in touch before your visit and we will do everything we can to accommodate you.

### Getting Here

**Murwillumbah Railway Station** Our flagship shop is located at Murwillumbah Railway Station, the official starting point of the Northern Rivers Rail Trail.

- Clearly marked disability-priority parking spaces are located close to the access ramp and our shop entrance
- Additional car parks are available nearby with flat, even surfaces for ease of mobility
- The station precinct is flat and easy to navigate for wheelchairs, prams, and mobility aids

**Byron Bay Shop** Our Byron Bay shop is located in the arts and industrial precinct, with street-level access and nearby parking.

### Shop Access

- Step-free entry via a ramp with handrails at our Murwillumbah location
- Wide doorways at both locations to accommodate standard wheelchairs and mobility devices
- Our team is happy to assist with entry, equipment setup, or any other support you need — just let us know in advance or on arrival and we will be ready for you

### Rail Trail Access

- A purpose-built ramp connects our Murwillumbah shop directly to the rail trail, providing smooth, step-free access for wheelchair users and those with mobility limitations
- Trail access points are maintained to minimise bumps and uneven surfaces
- The Northern Rivers Rail Trail is a former railway corridor with a mostly flat, sealed surface suitable for a wide range of mobility levels

## **Onsite Facilities**

- Fully accessible toilet facilities are available onsite at Murwillumbah with clear signage
- Shaded rest areas with seating are available near our shop and at key points along the trail
- Water and light refreshments are available at our shop

## **Our Inclusive Equipment**

We offer one of the most comprehensive ranges of adaptive and inclusive riding equipment of any operator on the Northern Rivers Rail Trail.

### **For families with children:**

- Infant seats for children aged 1 to 3
- Front-mounted Shotgun seats for parent and child connection
- Tow-behind chariots (single and double) for children aged 2 to 6, also suitable for small pets and support animals
- Cargo bikes carrying up to two children aged 3 to 7
- Ride-behind bikes for children aged 5 to 7 who are learning to ride
- XS e-bikes for confident younger riders aged 8 to 11

### **For riders with mobility considerations:**

- Two electric trikes (e-trikes) with throttle assist for guests who are unable to ride a standard two-wheeled e-bike — ideal for older adults, those with balance concerns, and riders with physical limitations
- Step-through frame e-bikes for easier mounting and dismounting
- Fat tyre e-bikes with a pillion option for riders who prefer extra stability or want to ride with a companion
- Support animal accommodation on e-trike basket trays for riders who need their animal close by

### **For guests with support needs:**

- NDIS clients are warmly welcomed — please contact us in advance so we can allocate appropriate time and equipment
- Complimentary rides for NDIS carers accompanying clients
- Staff trained to assist deaf and hearing impaired guests and those with other specific requirements
- Daily booking briefings ensure our team is prepared for any guests with additional needs arriving that day

## **Our Team**

All Better by Bike staff are trained to provide a warm, patient, and personalised experience for every guest. We understand that getting onto an e-bike for the first time can feel daunting, and we take the time to make sure every rider — whatever their age or ability — feels confident and comfortable before they set off.

We use a relaxed, friendly briefing style designed to put nervous riders at ease. Our two qualified on-site mechanics ensure all equipment is maintained to the highest standard, and our support vans can reach any point on the trail quickly if a guest needs assistance during their ride.

## **Planning Your Visit**

We encourage guests with accessibility requirements to contact us before their visit so we can:

- Reserve the right equipment for your needs
- Allocate additional time for your briefing and setup
- Provide personalised trail recommendations suited to your ability and group
- Arrange pickup or drop-off from your accommodation if needed

## **Contact Us**

Phone: 0408 402 287 Email: [campbell@betterbybike.com.au](mailto:campbell@betterbybike.com.au) Website: [betterbybike.com.au/accessibility](http://betterbybike.com.au/accessibility)

Murwillumbah Railway Station, Murwillumbah NSW 2484 Byron Bay Arts and Industrial Precinct, Byron Bay NSW 2481

We are open seven days a week. Please call or email ahead for accessibility arrangements and we will make sure everything is ready for your arrival.

*Better by Bike holds Sustainable Tourism Accreditation through the NSW Tourism Association. This guide is reviewed and updated annually. Current as of April 2026.*