

# Access4 – Walking Difficulties



Criteria	Context
<p><b>Service</b> - businesses will be expected to show a level of service, over and above the norm, to guests with walking difficulties.</p>	<p>Staff will be patient and understanding and be able to use common sense and initiative to deal with all guests/visitors equally.</p>
<p><b>Information</b> - business information should be comprehensive and well distributed before, during and after guests stay/visit.</p>	<p>Information will be more than just an access statement hidden in a drawer or a website. The information will be suitably engaging with the guest and understanding of their potential requirements.</p>
<p><b>Facilities</b> - the law states that businesses are required to adapt facilities within their means. To receive this award, businesses will likely demonstrate they go that step further. All areas of the business that guests can enter will be accessible to those with walking difficulties including entrances, doorways, paths, ramps, corridors and facilities.</p>	<p>Facilities should be adapted for guests/visitors who may need support including handrails, good walking surfaces and resting spots if long distances have to be walked, ie. Around an attraction or from the car park. Emergency procedures should be second to none.</p>
<p><b>To be awarded with this accolade, businesses will demonstrate they do something innovative, special and over and above for guests.</b></p>	<p><b>Examples; might offer to pick guests up in an onsite buggy. Might have a fleet of rentable mobility scooters for guests to use around the business/property.</b></p>



To find out if your business meets the criteria for this award, please contact QiT on [hello@qualityintourism.com](mailto:hello@qualityintourism.com)