

Access4 – Wheelchair Friendly



Criteria	Context
<p>Service - businesses will be expected to show a level of service, over and above the norm, to guests in wheelchairs.</p>	<p>Staff are natural and professional with guests in wheelchairs, seamlessly treating them as equals to other guests while ensuring any additional service required is provided.</p>
<p>Information - 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>Facilities - 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 the business that guests can enter will be accessible to those in wheelchairs including entrances, doorways, paths, ramps, corridors and facilities.</p>	<p>Facilities should be adapted or have alternative arrangements suitable for guests/visitors who may use a wheelchair at times (for example, but not limited to; lowered mirrors, lowered desks/reception/bars, clipboards, table service,). Emergency procedures should be second to none.</p>
<p>To be awarded with this accolade, businesses will demonstrate they do something innovative, special and over and above for guests.</p>	<p>Examples; the business owners may have gone out of their way to compile a booklet of wheelchair friendly activities and places to visit. Going on holiday with a disability can be more complicated for some and businesses may go out of their way to make this easier by buying or renting equipment. Going over and above with marketing to reach the right audiences.</p>



To find out if your business meets the criteria for this award, please contact QiT on hello@qualityintourism.com