

WRITING YOUR ACCESSIBILITY STATEMENT - TASTE PARTICIPANTS

GOOD BUSINESS MEANS ANTICIPATING YOUR CUSTOMERS WANTS AND NEEDS, AND THIS INCLUDES THE NEEDS OF DISABLED CUSTOMERS AND THEIR FRIENDS AND FAMILY. WE'VE SET UP THIS CHECKLIST TO ASSIST YOU IN WRITING YOUR ACCESSIBILITY STATEMENT, BUT IT IS NOT EXHAUSTIVE AS WILL BE ITEMS THAT ARE INDIVIDUAL TO EACH TASTE EATERY. AN ACCESSIBILITY STATEMENT HELPS THE CUSTOMER TO MAKE AN INFORMED DECISION ABOUT WHETHER A PROPERTY WILL MEET THEIR REQUIREMENTS.

THINK BROADLY ABOUT A RANGE OF IMPAIRMENTS, SUCH AS; MOBILITY IMPAIRMENTS INCLUDING STICK USERS AND WHEELCHAIR USERS, VISUAL IMPAIRMENTS, HEARING IMPAIRMENTS, ARTHRITIS AND LIMITED DEXTERITY, MENTAL HEALTH, LEARNING DIFFICULTIES, LEARNING DISABILITIES.

Even where layout and architecture limit the opportunities for disabled access, staff training can make a huge difference in providing a fantastic customer experience. Take a moment to imagine you are a customer – take a typical journey through your restaurant or café and imagine you are entering for the first time. How do you find your eatery? What do you need to know ahead of time? Are menus easy to read and can you access the facilities you need?

There are many more guides for further reading – for links to these or assistance in writing your Accessibility Statement, please contact the Business Development team at tourismquality@gov.im

THE ACCESSIBILITY STATEMENT IS THE RESPONSIBILITY OF THE TASTE ESTABLISHMENT AND EACH ESTABLISHMENT WILL BE DIFFERENT. THE FOLLOWING HAS BEEN DRAWN UP AS A GUIDE, BUT IS IN NO WAY EXHAUSTIVE. CONSIDER INCLUDING THE FOLLOWING IN YOUR ACCESSIBILITY STATEMENT:

PRE-ARRIVAL:

- Are you easy to find online or in tourism guides?
- Does your website or social media list your full contact details, address and opening hours?
- Current updates: Do you use social media to inform customers of any live updates such as temporary closures?
- Consider including a photo of the premises or even the dishes featured on your menu; this may be helpful for people with learning disabilities or tourists who are not familiar with the area.
- Do you offer concessions or discounts? For example students, older people or carers? Are these clearly advertised?

GETTING HERE:

- A map with clear directions
- Public Transport Routes – what is the best way to reach you? Are you located on a bus route? Is the walk up a steep hill?
- Parking: Are there designated accessible bays or drop off areas for disabled customers? If so, how close are they to the entrance?
- Is the driveway to your property flat, or does it have steps? Do you have a ramp? Is the ground suitably even?
- Is your property clearly signposted?
- Does your restaurant/eatery have clear and legible signage?
- Are there special landmarks to look out for?

ENTERING YOUR EATERY:

- Are there steps to the entrance? If so, how many?
- Do you have automatic, or handle doors?
- Is there a ramp or step-free access into the building? Do you have handrails for assistance?
- Is there enough space in your lobby for wheelchair users?
- In the evening, is there sufficient lighting outside the property?

GETTING AROUND:

- Is there level access in and around the eatery?
- Is access offered by ramps or lifts?
- Is there sufficient space at tables for a wheelchair user to access comfortably? If not, can staff assist - for example, by taking away a chair to make space?
- If you have outdoor facilities such as a terrace or patio, how is this accessed?
- Do you provide clear signage to inform your guests of location of facilities, hazards etc?

TOILET FACILITIES:

- How do guests access the toilet or bathroom? Is there a toilet for wheelchair users?
- Are hand rails fitted in the bathroom?
- Is there a pull-cord for emergencies?

OTHER THINGS TO CONSIDER FOR YOUR EATERY:

- Is your menu clearly written and easy to read, for example by those with visual impairments? If not, do you offer a large print copy, a copy in brail, or are staff able to read it aloud?
- Are you able to cater for specialist dietary requirements? If so, do you require notice to do so?
- Are any of your staff trained in sign language?
- Please be aware that it is a breach of the DDA not to allow a service animal into your eatery. Consider how you might be able to make provision for a service animal.

USEFUL STATEMENTS TO USE IN YOUR ACCESSIBILITY STATEMENT

- Regrettably, our toilets are situated on the first floor and are therefore unsuitable for wheelchair users.
- Please contact us to discuss any requests or requirements that we may be able to assist with and we will endeavour to accommodate
- We do not usually accept dogs, however we welcome service dogs and are able to provide space next to your table (Please note that the Disability Discrimination Act 2006 states that all service providers must accept assistance pets. It is not acceptable to state 'We do not accept service dogs').