

## Access Statement

We want to cater for the needs of all our customers and have put together this Access Statement to transparently demonstrate this commitment:

### Access to Website

#### *Standards compliance and validation*

We have striven to make this website adhere to priority 1 and 2 guidelines of the W3 Web Content Accessibility Guidelines. The site was built in consultation with AbilityNet, a body of website experts brought together by the Foundation for Communication for the Disabled and the Computability Centre – both leading charities working in the field of assistive technology for disabled people.

#### *Navigation and navigation aids*

- Primary site navigation is located at the top of each page.
- Secondary navigation elements are contained in the footer. This navigation is not site-wide and varies from page to page.
- A link to the home page is available on each page through the ASP Car Hire logo and Home Menu link.
- Navigation menus are marked up as HTML lists and styled with CSS.
- Links are written so as to make sense out of context.
- Some links, mostly to external sites, open a new browser window. There will always be a warning in either the text or the 'title' attribute of the link.
- Forms have their labels explicitly associated with their controls, aiding users of certain screen readers and speech browsers.

#### *Help with finding content*

Every page of the site features a FAQ link at the top. Our FAQ section exists to help you find key information in the site and answer service related questions. Links to our policies, including our privacy statement, our terms and conditions, and this accessibility statement, appear at the bottom of every page.

#### *Optimising your set-up for your needs*

AbilityNet's My Computer My Way site offers a guide to making your PC accessible. It offers help with seeing the screen, using your keyboard and mouse, and with language and reading.

### Access to Buildings

We operate from a commercial unit, located 2 minutes from Ronaldsway Airport. The site is accessible for visitors with impairments and/or physical and sensory access requirements. This includes hard standing concrete parking immediately outside the unit. ASP staff park all the vehicles and return them back to the hard standing for customer pick up. Male and female toilets are

available at the site, but the doorway is narrow and has an entry step and no wheelchair access. There are currently no handrails available.

### **Access to Cars**

Pick up from the airport is carried out in large passenger vehicles with space for disability equipment including wheelchairs. We have a wide range of cars available that will provide access for most drivers and passengers. Some occupants who are over 6' 4" or heavier than 18 stone should check on booking as a small number of cars may not be suitable. We highlight these issues on our website and on bookings.

Most of our cars are accessible for customers with physically or sensory access requirements. Where you have specific requirements, we recommend that you check these with us before booking so that we can suggest a suitable car. Many of our cars have large boots to accommodate wheelchairs etc. For insurance reason drivers must have a full licence with any disabilities or health issues fully disclosed to the DVLA, (with your doctor having passed you as fit to drive). Providing your licence remains valid and un-endorsed, we are delighted to make arrangements for you.

If you require particular assistance in the planning of your hire please call [01624 813000](tel:01624813000) or email [info@aspcarhire.com](mailto:info@aspcarhire.com) and we'll do everything we can to help.