

The Courtyard Access Statement

Pre-arrival:

- . Are you easy to find online or in tourism guides? Yes, we have a website, a Facebook page and advertise in local publications.
- . Does your website or social media list your full contact details, address and opening hours? Yes
- . Current updates: Do you use social media to inform customers of any live updates such as temporary closures? Yes
- . Consider including a photo of the premises; this may be helpful for people with learning disabilities or tourists who are not familiar with the area. Photos on the Webpage

Getting to your property:

- . A map with clear directions Map link on Facebook page and Web page
- . 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? Can be accessed by car, bus or train. Access to the site is on level ground.
- . Parking: Are there designated accessible bays or drop off areas for disabled customers? If so, how close are they to the entrance? No parking – it is a pedestrianised town centre. Parking within 100m in car park and Street parking
- . Is the driveway to your property flat, or does it have steps? Do you have a ramp? Is the ground suitably even? N/A no driveway
- . Is your property clearly signposted? Yes, via ginnel entrances

Entering the property:

- . Are there steps to the entrance? If so, how many? No steps
- . Do you have automatic, or handle doors? Handle doors
- . Is there ramp or step-free access into the building? Do you have handrails for assistance? No handrails. Most units are step free, some have small step on entering
- . If you have a reception area, is there enough space for wheelchair users? Is there somewhere to sit for the less able? Office is wheelchair accessible, seating available.
- . In the evening, is there sufficient lighting outside the property? Yes floor lighting in front of the houses, PIR's to Courtyard areas and lights above main access doors.

Getting around:

- . Is there level access in and around the property? Yes
- . Is access offered by ramps or lifts? One apartment block is accessed by lift, others are by stairs, or on ground level.
- . In self-catering units, is there sufficient space at tables for a wheelchair user to access comfortably? Yes

- . If you have outdoor facilities such as a terrace or patio, how is this accessed? Some apartments have patio doors to outside area.

- . Do you provide clear signage to inform your guests of location of facilities, hazards etc? N/A

Bathroom Facilities:

- . How do guests access the toilet or bathroom – is there level access? Is there a designated toilet for wheelchair users? Bathrooms are within the apartments so on level access. With duplex apartments there are toilets on both floors. Houses have toilets upstairs. There is no designated toilet for wheelchair uses.

- . Are hand rails fitted in the bathroom? No

- . Is there a pull-cord for emergencies? No

- . How would a guest with mobility needs access the bath or shower? We do not provide specialist disabled facilities

Other things to consider for your accommodation:

- . Do you have any services for guests with hearing impairments, such as a text telephone, telephone with flashing light, a call system with vibrating pads (eg for fire/smoke alarms or front door)? Do you have an induction loop? No

- . Do you have any services for guests with visual impairments - for example, contrast markings on glass doors & full-height windows, guest information in large print format? No

- . Are you able to cater for specialist dietary requirements? If so, do you require notice to do so? Meals not offered in package. Eateries on site that can cater for vegans, vegetarians and GF

- . Do you offer any facilities for guests with asthma or allergies, such as non-allergenic bedding? All our bedding is non-allergenic

- . Are any of your staff trained in sign language? Yes. Jane has BSL level 2

- . You must make it clear that service animals are welcome in your property. If there is a reason you are not able, it must be clearly stated. Service animals are welcome