

Walking.im - Access Statement



Walking.im are committed to offering accessibility for all our walks and services and to adhering to the Equality Act 2017.

Clients are asked before commencement of booking if they have any pre-medical, disability, health, or any other related issues. Walking.im will provide, wherever possible, access to all its walking services. Walking.im asks all potential customers to contact us to discuss any requests or requirements that we may be able to assist with and we will endeavour to accommodate.

We do accept dogs on certain dedicated walks, however if you wish to bring your assistance dog on any route, then please contact us to discuss your requirements. Ken at Walking.im is a qualified Hill and Moorland and Group Walk leader, fully insured, and follows industry walking guidelines.

Contacting Walking.im prior to Booking

- Is Walking.im easy to find online or in tourism guides? **Yes, Walking.im can be found in internet searches and social media or via the VisitIOM Agency and collaborating tourism industry partners.**
- Does the Walking.im website or social media list our full contact details, address, and opening hours? **Yes, the website shows full contact details including website contact, telephone, and postal address. All social media accounts lead back to the website for further details.**
- Do we use social media to inform customers of any live updates such as temporary closures? **Yes.**
- Does Walking.im consider using photos which may be helpful for people with learning disabilities or tourists who are unfamiliar to the island? **Yes.**
- Does Walking.im have premises? **Walking.im is a walking services provider and does not have a base premises. All details of start and finish points are communicated to all customers prior to commencement of an event.**
- Does Walking.im offer concessions or discounts = **The website shows information on how to qualify for discounts or concessions.**
- Does Walking.im offer different ability levels and are these clearly defined = **Yes, all walks are graded to suit all abilities, offering leisurely to strenuous opportunities with an explanation of the terrain covered, but regrettably, currently our activities are not suitable for wheelchair users as there isn't level access throughout the activity experience.**

Getting to Walking.im Start Points

- Does Walking.im provide details to start points with clear directions? **Instruction and grid references are provided to start points.**
- Public Transport Routes – what is the best way to reach start-points ? **All walking.im walks can start and return using public transport. Private transportation can also be utilised.**
- Parking? **If customers are to use their own transport to attend a walk, parking will be available at the start-point.**
- How are Walking.im activities and staff identified? **Walking.im will have clothing with logo to identify to customers upon arrival.**
- Does Walking.im communicate full details to your meeting point or attraction or have a clear map? **Yes**

Attending a Walking.im walking trip

- How are Walking.im walks graded for accessibility? **Walks are graded and if a requirement for customers is to have easy access, suitable walking sites and routes will be provided. Please contact us to discuss any requests or requirements that we may be able to assist with and we will endeavour to accommodate but regrettably, currently our activities are not suitable for wheelchair users as there isn't level access throughout the activity experience.**

Information on a participating in a Walking.im activity

- Does Walking.im provide safety equipment or clothing ? **Customers are asked to attend walks with appropriate footwear and clothing, Walking.im carries safety equipment in case of an incident.**
- How long (time) are Walking.im routes and distance travelled including rest stops? **All Walking.im walking activities are graded and appropriately suited to abilities including walks designed around customers pace and physical ability. The website offers different grades of walks including details of time, distance travelled and types of ground under foot.**
- Does Walking.im provide instructions or information clearly written and easy to read? **Yes**
- Do you have large print copy, a copy in braille, or are staff able to read it aloud? **Walking.im is currently unable to provide copies of information in braille. All safety instructions are communicated clearly to all participants and are available on the website**

prior to booking. Walking.im is investigating the potential of providing dedicating walking services for visually impaired walkers.

- Does Walking.im routes provide seating areas and refreshments available on activities? **All Walking.im route allow stops for rests and several of the walks have seating on routes. Customers are to provide their own refreshments.**

- Is there level access throughout walking.im activities or is there another route for wheelchair users or those with limited mobility? **Walking.im offer walks of leisurely and unhurried grades with plenty of rest breaks and level access. Regrettably, our walks are not suitable for wheelchair users as there isn't level access throughout the activity experience. Walking.im is investigating the potential of offering dedicated guided routes for wheelchair users.**

- Sadly, currently not all visitors cannot access visitors certain areas, can Walking.im provide photographs, a video, or a virtual reality tour? **Walking.im website has a gallery page and is investigating the potential to offer training through virtual tours.**

- How well-lit are Walking.im routes certain areas? **All Walking.im walks are run during daylight hours. Walking.im carries torches within the safety equipment on every route.**

- Can Walking.im provide audio in a hearing loop? **N/A**

- Do you use subtitles on all video presentations? **Not currently**

- How do customers access the toilet facilities – is there level access and is there a designated toilet for wheelchair users or restricted mobility? **Walking.im advises on its website that certain walks will have limited toilet facilities, several of the shorter routes utilise the use of public conveniences, of which a number have disabled access. Walking.im will provide a walking route/activity with the use of dedicated toilet facilities if customers indicate a requirement during booking, certain walks have limited toilet facilities. Please contact us to discuss any requests or requirements that we may be able to assist with and we will endeavour to accommodate but regrettably, currently our activities are not suitable for wheelchair users as there isn't level access throughout the activity experience.**

- Does Walking.im provide clear signage to inform visitors of the location of the facilities or are there baby-changing facilities? **Walking.im will inform customers of available toilet or baby changing facilities prior to starting an activity and during an activity.**

- Are hand-rails fitted in the toilet facilities? **Several public convenience facilities have handrails and accessible ramps.**

- Is there a pull-cord for emergencies in public conveniences? **Yes, in several public conveniences.**

Other Walking.im information

- Do Walking.im use visuals and photos in your access guide? **Yes, books and visual pictures are used to communication customers during an activity.**

- Do you have an on-site café or is food included - Do you offer options for those with special dietary needs? **Walking.im offers walks that could include stops at eateries and we will advise all participants with special dietary requirements of the options available on request.**
- Does the information Walking.im provide have good contrast? **Pictures and visual aids are used wherever possible. Walking.im is investigating the potential of dedicated walks for visually impaired walkers.**
- Are any of Walking.im staff trained in sign language or disability awareness? **Not in sign language but are trained in awareness of disability and follow industry guidelines.**
- Does Walking.im have any training or knowledge gaps? **Walking.im will regularly attend training courses to update their continued professional practice.**
- Walking.im is championing accessibility of walking services and addressing ways it could be improved? **Walking.im is looking into working with agencies and organisations to provide walking services accessible to all.**
- Does Walking.im provide secure storage such as lockers for visitors belongings? **Walking.im ask that all participants be responsible for all their personal belongings. Please contact us to discuss any requests or requirements that we may be able to assist with and we will endeavour to assist.**

Walking.im is a forward thinking and planning business, looking into the potential to provide it's services and walking routes available to all.

Ken Harding

Owner Walking.im

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