

'Top Ten Tips' for improving the accessibility of your business:

- 1. Photograph, Describe, Film** your accessibility and include in your website
- 2.** Inform your **Tourist Information Centre** if you welcome disabled guests, assistance dogs or have special facilities/services i.e British Sign Language staff
- 3. Create space** for wheelchair access, uncluttered environment
- 4.** Place **International symbol for disability** in your venue window
- 5. Portable hearing loop on reception**, ensure staff speak clearly
- 6.** Provide clip board, pen and paper to **aid communication**
- 7.** Provide a **small ramp** to aid level access, avoid gravel and uneven surfaces
- 8.** Ensure good lighting, **visual contrast** to highlight edge of steps, doorways, handrails etc and large print for menus, leaflets etc
- 9. 'Here to help'** :Great customer service to assist guests
- 10.** Offer a **'Wheelchair for hire'** for visitors to the area