

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

- 1. Make your website accessible** to people with disabilities. ('W3C' guidelines will help with this)
- 2. Complete an Access Statement** – describe, photograph, film: tell people what you have to offer. If it's not on your website they won't know!
- 3. Offer level access accommodation, accessible parking and an accessible toilet** as a minimum
- 4. Spacious wheelchair accessible space** including an uncluttered environment to make it easy to manoeuvre. This helps people who are vision impaired and those with small children too.
- 5. Hearing loop**, deafguard pillow, flashing fire alarms, pen and paper to aid communication for those who are hearing impaired.
- 6. Good visual contrast** with edge of steps, door frames, handrails, large print for leaflets, menus etc to help people who are vision-impaired
- 7. Link up with a local mobility hire company** and link to them on your website so that guests can know where to get equipment i.e. Electric profiling bed, shower chair, wheelchair etc.
- 8. Ensure staff complete disability awareness training** either on-line or face to face training. Our training company: The Accessible Training Company (theaccessibilitytrainingcompany@gmail.com) offers this service.
- 9. Provide local information on what is accessible in your guest welcome packs.** This is also available at www.accessiblederbyshire.org which has access information on local attractions, activities, taxis, Changing Places toilets etc.
- 10. Give great customer care.** Simply say: "We are here to help with any of your requirements – please ask".