



Introduction

In order to fulfil your obligations under the Disability Discrimination Act (DDA) service providers are required to take reasonable steps to make their services and facilities available to disabled people. We welcome the Act, as it promotes tourism for all and seeks to ensure that the tourism product in Wales is as accessible as possible.

The Wales Tourist Board is strongly encouraging the use of an Access Statement to describe situations rather than symbols that on their own can be misinterpreted. By providing information in an Access Statement you will be seen as responding to the DDA. It may even, encourage you into making further access improvements to the benefit of us all.

An Access Statement is an honest description of your current facilities/services, to enable a potential visitor to make a decision as to how an establishment meets their needs. Once created it can be included in your brochure or on your website and can be used in response to specific enquiries. In addition to this, WTB has amended **MyBusiness.VisitWales** so that you can attach your completed and approved access statement to your entry (and add searchable fields) on the VisitWales website.

Your Access Statement can be presented in a variety of ways. Our preference is for a series of bullet points covering all information required by a disabled person.

Present a clear and accurate description of your facilities, so that service users can make an informed decision, based on the information contained within the statement.

Before writing your access statement, please read the booklet 'What do guest accommodation providers need to know?' This will provide you with understanding of how you can meet the requirements of disabled guests.

Be specific! Details such as the number of steps leading up to your front door is essential information for someone who has a visual impairment or mobility problems.

Remember, it is for the visitor to make the final decision; a decision based on the information contained in the statement.

When your access statement is completed, please send it to the Business Support Unit via email, post or fax to be reviewed by our accessibility advisor.

Email: business.support@tourism.wales.gov.uk

Post: Brunel House, 2 Fitzalan Road, Cardiff CF24 0UY

Fax: 029 2047 5319

For more information, please call 029 2047 5303

Questions to consider when writing your access statement:

(Remember – choose only the elements that are suitable for your business)

Transport

Are there car-parking facilities on site or nearby? Is it a Pay and display car park? What is the distance of the car park from the facility? Is assistance offered?

Is there a drop off/lay by for cars/coaches?

What is the public transport provision?

What is the distance to the nearest town?

Is a collection service available from local public transport links?

Can delivery of provisions be arranged?

Does the reception have a car park with allocated bays?

Are there undulating roads with no speed bumps but with hazard markers?

Where is the nearest Shop Mobility scheme?

What is your Ordnance Survey Grid Reference number?

Main Entrance/Reception Facilities

What are the opening times?

How many steps are there to the main entrance? (Give number)

Is there a ramp to the main entrance?

Are there automatic or revolving doors?

Does reception have seating if waiting is expected?

Is the counter of a height for people with restricted growth and/or wheelchair users?

Is there a loop system for the Deaf and Hard of Hearing?

Is assistance in settling in available?

Is the floor level throughout?

Is there an accessible unisex toilet within reception?

Is there a public phone?

Are the corridors well lit?

Are all doors/entrances/corridors wide enough for a wheelchair/Zimmer frame/pushchair? (Minimum width 750mm, 800mm preferred)

Other public areas

Is there an accessible toilet in public areas? State yes or no.

Are there steps between levels on the ground floor?

How many storeys are there?

Are there elevators or escalators? If so, how many?

Is there a talking lift with Braille signs?

Do meeting rooms have a loop system installed and variable seating arrangements?

Is the facility on one level? How many floors? Are there ramps, steps, etc?

Accommodation

Are floors and rooms clearly signed with raised numbers?

Is there good colour contrast to floor, walls and doorways?

Are there bedrooms adapted for wheelchair users (give number and any special fittings)?

Are assistance dogs welcome? Is there a 'free run' area allocated for dogs?

Is waitress/room service available? Please state the times at which this is available.

Can task lighting (angle poise, swan neck lamps, etc) be provided on request?

Is there a telephone in every bedroom?

Restaurant/Café/Shop

Is it spacious with a variety of seating arrangements?

Is information about merchandise, prices, menus provided in a clear manner and alternative formats? For example, large print, verbally etc.

Does the café/restaurant cater for any dietary requirements?

Is there a picnic area on firm/level ground?

Caravan/Touring parks and Attractions

Does the park have both caravan holiday homes and touring pitches?

How many caravans have ramp access and a spacious interior?

Do specific pitches have parking alongside?

Are there rest points at regular intervals around the site, for example, benches?

Do the family changing rooms have level access to the shower(s)?

Is there toilet provision inside or outside the pay-boundary? Are they unisex and/or accessible with baby change?

Is there a site map in accessible formats; free standing/covered, with hand held alternatives?

Is the guidebook available in alternative formats, e.g. audio tour guide?

Are there special demonstrations through the day and how are they advertised?

Are the entrance doors level access, automatic, manual (give clear opening width) with service call button?

Are there physical restrictions on site for prams/wheelchairs?

Is the site on firm paths/rough ground/mown paths/level/slope?

Is transport across the site available e.g. electric buggy/tractor and trailer?

What is the site area of the attraction, e.g. three floors, 30,000m²/200 acres?

Are assistance dogs allowed in all areas, e.g. animal houses in zoos?

Is it a hands on/hands off experience with touch sessions?

Are there group discounts available for disabled people or educational visits?

Are guided tours provided at set times during the day and how are they advertised?

Other

Are staff trained in disability awareness? Or under the Welcome Host scheme?

Are mobile phone networks available?

Can wheelchairs be hired – free, loan or charge?

Is accessible information available? For example, are menus/brochures available in large print, audio, or Braille?

How can additional information be sourced - website, e-mail, telephone, Mincom, fax?

Sensory Features

You can also include information covering sensory elements about your location that will add to the information provision and enhance the holiday experience and give a 'Sense of Place'.

For example:

Log fires, boarded floors, timber carvings, scented flower beds, seasonal sounds (birds, lambs, etc.), scents (wood fire, touch (carpets, wood floor, walls), sounds (birds, road, water).