



## **Teifi Waterside Hotel Disability Access Policy**

### **Commitment**

Teifi Waterside Hotel is committed to providing an inclusive and welcoming environment for all our guests and visitors. We recognise our responsibilities under the Equality Act 2010 and aim to ensure that everyone, including people with disabilities, has equal access to our facilities and services.

### **Accessibility of the Building**

- Our hotel has an entrance that is step-free and accessible via [automatic doors/ramp].
- A lift provides access to all public floors in the main building.
- Corridors and doorways are designed to accommodate wheelchair users.
- Accessible toilets are available in public areas.
- We have a number of accessible bedrooms with widened doorways, accessible bathrooms, and emergency assistance alarms.

### **Services and Assistance**

- Assistance dogs are welcome throughout the hotel, including in allocated guest rooms, dining areas, and bars.
- Staff are trained to offer assistance where required, while respecting the independence of guests.
- Portable hearing loops are available at reception upon request.
- Large-print menus and information can be provided.

### **Parking and Transport**

- Accessible parking spaces are located close to the hotel entrance.
- Drop-off zones are available for guests requiring assistance.



### **Emergency Procedures**

- In the event of an emergency, staff are trained to provide appropriate assistance to guests with disabilities.
- Refuge points are available on each floor, with two-way communication systems.

### **Booking and Information**

- Guests are encouraged to inform us of any specific requirements when booking so we can make suitable arrangements.
- Our website is designed to meet accessibility standards, and additional support is available by phone or email.

### **Feedback**

We welcome feedback on our facilities and services. If you experience any difficulties or have suggestions for improvement, please contact:

Llyr Evans,

General Manager

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