

## **Retail**

Entrances - Entrances are generally accessible and manoeuvring space in shops is generally adequate. However please see additional comments for individual units below.

Lighting - All shops are well lit.

Counters - There are lowered counters in most units. Where these are not available staff will process payments without using the counter.

Shelf Height – All shops have both low and high shelves that may be difficult to reach for guests with limited mobility. Staff will be happy to assist.

Delivery and Pre-Arrival Services – Pre-arrival and in-store purchased delivery service is available to reduce the need to carry shopping from the ParcMarket to your accommodation. There is a cost for this service. If you use our standard delivery service or order goods to be delivered prior to your arrival, please be as specific as you need to be to ensure that your goods are accessible to you when you return to your accommodation, for example, please instruct us not to use high cupboards if this will cause you problems later.

We offer a free delivery with 40 Euro purchase.

Pricing / Offers / Signs – If you experience difficulties reading prices or other literature, please ask for assistance as necessary.

As part of our normal guest service, our staff are willing to give every assistance. This may include shopping with you or for you. Please contact any member of staff in the shops.

## **ParcMarket**

The entrance to the Parc Market has level access through two sets of automatic doors.

Shopping trolleys adapted for use by guests in wheelchairs are available.

Checkout counter height is 860mm approximately. Guests in wheelchairs will be provided with assistance at checkout if required. One checkout has additional width if required. All checkouts have generous width to allow wheelchair users to manoeuvre.

Some refrigerators and freezers may be difficult to open or remove goods from. Staff will be happy to assist if required.

Background music is played in this unit.

## **Just Kids**

Double doors into unit with push pads.

1200 space between each fixture.

Background music is played in this unit.

Staff will be happy to help.

## **WWL Christmas Shop**

Double doors into unit with push pads.

Minimum 1200 space between each fixture.

Background music is played in this unit.

Staff will be happy to help.

## **Joules**

Double doors into unit with push pads.

1200 space between each fixture.

Background music is played in this unit.

Staff will be happy to help.

Fitting room with disabled access.

**Store room**

Double doors into unit with push pads.

1200 space between each fixture.

Background music is played in this unit.

Staff will be happy to help.

**Treats**

Level open fronted access to Treats is available close to the entrance to the STSP.

This is a small unit. There may be limited manoeuvring space for guests in wheelchairs in some areas of the shop. Staff will be happy to assist if required.

Background music is played in this unit.