

## **Retail**

### **Entrances**

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

### **Lighting**

In general all shops are well lit.

### **Counters**

There are lowered counters in some units. Where these are not available staff will process payments without using the counter with the exception of ParcMarket (see below).

### **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.

### **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**

Entrance doors are double automatic sliding doors.

Two shopping trolleys adapted for use by guests in wheelchairs are available.

### **Counter Height**

Checkout Counter height is 870mm approximately. Guests in wheelchairs will be provided with assistance at checkout if

required. Checkouts one and two have additional width if required.

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

### **Noise**

Background music is played in this unit

### **Deliveries**

Shopping meeting a minimum order of £40 can be delivered to your accommodation free of charge. However smaller value orders can be delivered to adapted accommodation.

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.

### **Aquatique**

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. Changing Rooms are available with wide access and low rails.

Background music is played in this unit

### **The Store Room**

There may be limited manoeuvring space for guests in wheelchairs in some areas of the shop, however, most of the shop is accessible. Staff will be happy to assist if required.

## **Treats**

Located in the village square, this unit has automatic double entrance doors and level access. Lowered height counter is situated at the rear of the store.

Background music is played in this unit