

## **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 most units. Where these are not available staff will process payments without using the counter.

**Induction Hearing Loops** – A portable Induction loop is available to shops in the Village Square on request. However noise levels in these units are not usually excessive.

**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 lodge. 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.

**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 ParcMarket has level access through 2 sets of automatic doors.

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

A portable Induction Hearing Loop is available for use at any checkout or Bakery Counter.

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.

### **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.

### **The Store Room.**

This shop has level access through double opening automatic doors.

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**

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

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.

### **Just for Kids**

Has level access with double opening automatic doors.

### **ParcMarket Express**

This is sited in the entrance to the Village Centre and has level open fronted access.

The counter has a lowered section if required.

### **Joules**

This shop has open fronted level access.

Changing rooms are available with wide access.

Background music is played in this area.

Lighting is bright in this retail unit.

A hearing loop is available.