

THE  
HEADLAND  
CORNWALL

## *Accessibility Policy*

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The policy at The Headland Hotel, Cottages and Spa is to be as inclusive as possible to all guests. We are a non-discriminatory company and are delighted to welcome people with disabilities, both physical and learning.

**We pride ourselves on providing access to all our guests.**

We accept service dogs in all rooms and cottages, public areas, bar and restaurants. We invite them to join you free of charge to enable you to have a comfortable stay in Cornwall.

There are a number of designated parking bays close to the front of The Hotel and Cottage Village. A slope has been constructed close to the front door of the hotel and staff entrances.

Where possible, all print is done in clear text. The website has been designed to be accessible for the visually impaired.

All dietary requirements are catered for.

We ask guests to advise us on any problems they may have in the event of an emergency evacuation, and please be assured that all members of staff will be advised of any assistance required in the event of an emergency. This will also aid reservations in ensuring they allocate the most appropriate accommodation to you for your comfort and enjoyment.

All hotel bedrooms and cottages have a telephone landline, so that assistance can be requested 24 hours a day if necessary.

We aim to offer excellent service to all our guests, and many of our staff have attended training covering issues relevant to our less-able guests.

The Headland Hotel is committed to providing a website that is accessible to the widest possible audience - regardless of ability or browsing technology and including those who have visual, hearing, motor and cognitive impairments.

The disabled restroom is located on the same floor as the main Reception area.

## *The Headland Hotel*

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There is a lift available to all floors including the swimming pool on the lower ground level, within the hotel and some bedrooms are suitable for wheelchair access - our Reservations staff are able to advise on this.

The front entrance of the Hotel is accessible via the ramp to the right of the steps. Once Inside the building the Restaurant and the Terrace Restaurant are all on one level. Both rooms and The Spa can be accessed via a lift.

As you come into the entrance there are double doors to the right 1260 mm wide, either a Bellman, Day or Night Porter will be on hand to assist if needed.