



Stoke by Nayland

HOTEL GOLF SPA LODGES

Disabled Access Policy

Stoke by Nayland Hotel, Golf & Spa welcome all disabled people to our properties, regardless of age, physical, intellectual or sensory ability. We strive to provide the best possible experience for all our guests and visitors through a policy of continuous monitoring and improvement of our facilities and training for our staff.

We endeavour to improve all forms of access to our properties through audits and a programme of capital investment across our properties. We work to identify areas where improvements are required and implement reasonable solutions wherever possible.

As a service provider, the Stoke by Nayland Hotel, Golf & Spa is always conscious of its legal obligations under equality legislation. We aim not to just be compliant with our legal obligations, but to be able to deliver an outstanding experience which meets and, where possible, exceeds the statutory requirements placed on us.

As part of that commitment we seek to ensure that:

- disabled people are treated no less favourably than others; and;
- reasonable adjustments are made where appropriate and possible, by way of sensitive and creative solutions that address barriers to access.

The Stoke by Nayland Hotel, Golf Club and Spa encourages our guests and visitors, whether disabled or otherwise, to bring any accessibility issues to our attention. We will always welcome their input and will work to address their concerns, for their benefit and for the benefit of all our future guests and visitors.