

## The Denbigh Castle Accessibility Policy

At The Denbigh Castle, we are committed to providing a welcoming and inclusive environment for all our customers. We strive to ensure that everyone, including individuals with disabilities, can fully enjoy our services and facilities. This accessibility policy outlines our commitment to accessibility and the steps we take to accommodate the needs of all our patrons.

1. **Training and Awareness:** All our staff members receive comprehensive training on accessibility, disability awareness, and the importance of providing exceptional service to customers with diverse needs. This training equips our team with the knowledge and skills necessary to assist and support individuals with disabilities effectively.
2. **Physical Accessibility:** We aim to maintain an environment that is accessible to everyone. Our pub is equipped with features such as wide doorways, and ambulant accessible restroom facilities. We regularly review and make necessary adjustments to ensure that our premises are barrier-free and compliant with relevant accessibility standards and regulations.
3. Due to the age of our building whilst wheelchairs can enter the building on level – we do not have a wheelchair accessible toilet
4. **Assistance and Support:** Our staff is readily available to aid and support to individuals with disabilities, ensuring they have a pleasant experience during their visit. Whether it is helping with seating arrangements, guiding patrons with visual impairments, or any other assistance required, our team is here to help.
5. **Communication Accessibility:** We understand the importance of effective communication. Our staff is trained to communicate clearly and patiently with individuals who may have speech or hearing impairments. We also welcome the use of communication aids, such as speech-to-text apps or hearing loops, to facilitate communication.
6. **Information:** Our essential information is available electronically upon request. We strive to provide accessible formats that cater to diverse needs, ensuring that everyone can access and enjoy our offerings.
7. **Service Animals:** We welcome service animals that accompany individuals with disabilities. Our staff is aware of the rights and responsibilities regarding service animals and will accommodate their presence accordingly.
8. **Feedback and Improvement:** We value feedback from our customers, and we actively encourage individuals to share their experiences and suggestions related to accessibility. This feedback allows us to identify areas for improvement and make necessary adjustments to enhance our accessibility efforts continually.
9. **Ongoing Commitment:** We are dedicated to maintaining and improving our accessibility measures regularly. Our commitment to accessibility is an ongoing process, and we remain open to learning and evolving to better serve the needs of our diverse clientele.
10. We welcome all dogs – we just request that they remain on a lead and be mindful of some guests who may be fearful.
11. Children are welcome at anytime

Contact Information: If you have any questions, concerns, or feedback regarding our accessibility policy or require assistance during your visit, please do not hesitate to reach out to us:

- Phone: 0151 236 8558
- Email: [info@thedenbighcastle.co.uk](mailto:info@thedenbighcastle.co.uk)

- In-person: The Denbigh Castle, 10 Hackins Hey, Liverpool, L2 “AW

We are grateful for your patronage and look forward to providing you with an inclusive and enjoyable experience at The Denbigh Castle