

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)

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

If you use our standard delivery service or order goods to be delivered prior to your arrival, please be specific as to your needs 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 and 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 automatic double sliding doors.

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

Checkout counter height is approximately 860mm. Guests in wheelchairs will be provided with assistance at checkout if required. Checkouts 1 and 4 has 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.

Aquatique

Lowered counter is present.

As this is a small shop, during busy periods, there may be a certain amount of limited manoeuvring space for guests in wheelchairs. However, most of the shop is accessible. Staff will be happy to assist in any way they can.

Changing Room with wide access, seat and grab rail is available.

The Store Room

Two sets of double doors leading into shop.
Lowered counter is present.

Generally, the shop is accessible. Staff will be happy to assist if required.

Spirit and Sportique

Full width shop entrance is kept open during shop opening times.

Lowered counter is present.

Changing room is available with wide access with seat and assistance bar.

Treats

As this is a fairly small shop, during busy periods, there may be a certain amount of limited manoeuvring space for guests in wheelchairs. However, most of the shop is accessible. Staff will be happy to assist in anyway they can.

Just for Kids

Generally, the shop is accessible. Staff will be happy to assist if required.

Time for Shade

One wide door opening into the shop, wide enough for wheelchair access.

No lowered counter, however staff are happy to assist as needed

Accessibility is good all around the open layout of the shop.

Some higher display shelving will require staff assistance.

Accessible toilets are available near this unit.