

## **Retail**

### **General Comments**

#### **Entrances**

Entrances to Retail units are accessible and manoeuvring space in shops is generally adequate.

#### **Lighting**

In general, all shops are well lit.

#### **Counters**

There are no lowered counters in the Retail units. Staff will process payments without using the counter and provide assistance where required.

#### **Shelf Height**

All shops have both low and high shelves that may be difficult to reach for guests with limited mobility. If you require assistance, a member of staff will be happy to help.

#### **Delivery and Pre-Arrival Services**

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.

## **Just Kids**

This is a spacious store, but items are placed at different levels, please do ask for assistance if there is an item on display that is not accessible to a wheelchair user. There is level access to this store from the lower level of the Plaza.

## **Joules**

This is a spacious store with level access from within the upper level of the Plaza. There are spacious changing rooms, however, these are not adapted for wheelchair users.

## **Treats**

This store is compact with level access from the upper level of the Plaza, if you require assistance, a member of staff will be happy to help.

## **The Store Room**

This store is compact with level access from the upper level of the Plaza, if you require assistance, a member of staff will be happy to help.

## **Parcmarket**

This is a spacious store which has level open access directly from the upper level of the Plaza.

Adapted Shopping trolleys for wheelchairs are available at the entrance to the store.

The bakery does not have an accessible counter; however, staff will assist in any way necessary at this location.

Checkout Counter height is 880mm approximately.

Guests in wheelchairs will be provided with assistance at checkout if required. All checkouts can be accessed by wheelchair users.

Some refrigerators and freezers may be difficult to open or remove goods from. If you require assistance, a member of staff will be happy to help.

### **Aquatique**

The store is well set out and spacious and has level access from the lower level of the Plaza; Aquatique has a changing room suitable for disabled guests.

As part of our normal guest service, our staff are willing to give every assistance. This may include shopping with you or for you. If you require assistance, a member of staff will be happy to help.