

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).

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 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.

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 double automatic sliding doors.

Two shopping trolleys adapted for use by guests in wheelchairs are available.

Counter Height

Checkout Counter height is 870mm approximately. Guests in wheelchairs will be provided with assistance at checkout if required. Checkouts one and two have 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.

Noise

Background music is played in this unit.

Deliveries

Shopping meeting a minimum order of £40 can be delivered to your accommodation free of charge. However smaller value orders can be delivered to adapted accommodation.

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.

Aquatique

This is a small unit. There may be limited manoeuvring space for guests in wheelchairs in some areas of the shop. Staff will be happy to assist if required.

Changing Rooms are available with wide access and low rails.

Noise

Background music is played in this unit

The Store Room

There may be limited manoeuvring space for guests in wheelchairs in some areas of the shop, however, most of the shop is accessible. Staff will be happy to assist if required.

Sportique

Changing rooms are available with wide access and low rails.

Noise

Background music is played in this unit

Treats

Located in the village square between ParcMarket and Time for Shade.

This unit has automatic double entrance doors and level access.

Lowered height counter is situated at the rear of the store.

Background music is played in this unit

Spirit

This shop has automatic double entrance doors with level access.

Changing rooms are available with wide access.

Background music is played in this unit.

Time for Shade

This shop has automatic double entrance doors with level access.

Background music is played in this unit.