

## **Retail**

### **Entrances**

Entrances are accessible and manoeuvring space in shops is 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 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**

Situated within Village Centre, the entrance to Parcmarket is via a gentle sloping ramp.

Two shopping trolleys adapted for wheelchair users are available.

Guests in wheelchairs will be provided with assistance at checkout if required. Checkout three has additional width if required.

The checkouts counters have a height of 900mm.

Some refrigerators and freezers may be difficult to open or remove goods from. Staff will be happy to assist if required.

## **Refresh**

Situated within Sports Plaza next to the Leisure Bookings Desk, access is via a level open doorway leading to either the ice cream parlour or the shop side.

There is a lowered counter at the till and ice-cream area (770mm) which is directly adjacent to the entrance.

The self-service section for condiments for takeaway drinks and cold drinks is on a lowered counter (920mm).

Within the seating area, there are 3 x tables and chairs with adequate space for a wheelchair. There is some booth seating with stepped access.

## **Treats**

Situated in Village Centre opposite Dexters.  
A lowered section of counter is available (800mm).