

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 available in most units. Where these are not available staff will process payments without using the counter.

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 – Pre-arrival and in-store purchased delivery service is available to reduce the need to carry shopping from the ParcMarket to your lodge. There is a cost for this service. 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

The entrance to the Parc Market has level access through 2 sets of automatic doors.

Shopping trolleys adapted for use by guests in wheelchairs are available.

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

Checkout Counter height is 860mm approximately. Guests in wheelchairs will be provided with assistance at checkout if required. One checkout has additional width if required. All checkouts have generous width to allow wheelchair users to manoeuvre.

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

Background music is played in this unit.

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.

The Store Room.

This shop has level access through double opening automatic doors.

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

This shop has opened fronted level access.

Changing rooms are available with wide access and low rails. Background music is played in this unit.

Background music is played in this unit.

Treats

Level open fronted access to Treats is available close to the entrance to the Village Centre.

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.

Background music is played in this unit.

Refresh

This is a small unit sited within the Sports Plaza. There is opened fronted level access. The counter has a lower section if required and staff will be happy to help at your request.

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.

Background music is played in this unit.

Spirit

This shop has automatic double entrance doors. Access is via a slight ramp into the main entrance.

Changing rooms are available with wide access and low rails. Background music is played in this unit.

Sufficient room exists within the shop for wheelchair users to manoeuvre freely.

A wheelchair adapted changing room is available.

A lowered counter is available (710mm) to assist with checkout

Time for Shade

This shop has automatic double entrance doors with level access.

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.

Background music is played in this unit.

Just for Kids

Has level access with double opening automatic doors.

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.

Background music is played in this unit.

Parc Market Express

This is sited in the entrance to the Village Centre and has level open fronted access.

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.

Background music is played in this unit.

The counter has a lowered section if required.