

ACORN GLADE

Access & Inclusivity Statement

1.0 Introduction

Acorn Glade welcomes people with disabilities and has developed this Access Statement to address some of the more common issues that disabled and impaired guests may face. For the purposes of this Statement, the terms 'disabled' and 'impaired' could include (among other things): mobility, sight, hearing, learning disabilities or any hidden impairment. Acorn Glade aims to ensure that all guests and others who stay at our glamping site are treated equally and according to their needs. This Statement applies to the provision of accommodation by Acorn Glade and outlines how we make reasonable adjustments to our services for the disabled and those who require assistance during their stay. There is also a section that addresses the use of guide and assistance dogs. This Statement applies only to the provision of accommodation services that takes place at our premises at Acorn Glade, Kidd Lane, Melbourne, York YO42 4QF.

2.0 Our Commitment

Acorn Glade offers a unique glamping experience for adults in a picturesque area of rural Yorkshire, close to Hull and York. We are not a specialist disabled campsite and regrettably we are unable to accommodate all of the needs of the disabled and those with impairments. For instance, the site is undulating with paths that may be unsuitable for wheelchairs, in addition, we cannot provide constant care and assistance to guests, and if you have that need, you should ensure that a support person accompanies you during your stay. That said, we do want to help you enjoy your glamping experience to the fullest, and to that end we will (among other things) adhere to the accessibility standards set out in this Statement and in law. We are committed to treating all people in a way that allows them to maintain their dignity and independence and to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing unreasonable barriers to accessing our services. We will endeavour to ensure that we meet and will implement these accessibility standards in all of our practices.

3. Reasonable Adjustments

The Acorn Glade site is compact, located on three acres of land, and offers one canvas yurt one wooden roundhouse yurt, and two log cabins, as well as a still water private fishing lake.

It is important to note that the site is located in a very rural part of the country, and is a designated Local Wildlife Site and subject to certain planning and building control restrictions. Furthermore, our service is based fundamentally on a green-living philosophy, with the emphasis is on the outdoors. In view of these factors, there are some practicable limits to the reasonable adjustments we can make. For instance, light will be very poor in the evenings, night-time and also during the early morning and late afternoon at certain times of the year. During inclement and bad weather – especially in the Spring and Winter - areas of the site may be waterlogged, muddy and slippery and therefore especially unsafe for people who are disabled or have visual impairments. The fishing lake and the fire pit could be regarded as hazards for some disabled people who are unaccompanied. As a more general point, you should also note that there is no wi-fi and no guarantee of any mobile network reception. Subject to those observations, Acorn Glade will make reasonable adjustments for the needs of the disabled and those who require assistance during their stay with us. We will, so far as is practicable and within the limits imposed on us by the natural surroundings and circumstances:

- 3.1. ensure that all guests receive the same value and quality of services;
- 3.2. allow guests with disabilities to do things in their own ways, at their own pace when accessing our services, as long as this does not present a safety risk or unduly affect other guests' enjoyment of the site;
- 3.3. use alternative methods when possible, to ensure that guests with disabilities or who require assistance have access to the same services, in the same place and in a similar manner;
- 3.4. take into account individual needs when providing goods and services; and,
- 3.5. communicate in a manner that takes into account the guest's disability.

Guests will never be asked to pay for any reasonable adjustments made, but a £25.00 nightly fee may apply for allowing a guide/assistance dog to be present with a guest during their stay (see section 8 below). This is to cover the additional costs involved with insurance and in cleaning the accommodation unit after the guest has left.

4. Assistive Devices

- 4.1. Persons with disabilities may use their own assistive devices as required when accessing our services.
- 4.2. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other measures must be used to ensure access to our services. In those circumstances, we will try to assist so far as practicable, but guests are responsible for ensuring they provide assistive devices that are safe and compatible.
- 4.3. Guests are advised to notify us at least one week in advance of their needs so that we can make any further reasonable adjustments necessary to accommodate them during their stay.

5. Pre-Arrival

- 5.1. For assistance prior to arrival, please contact us by phone or e-mail at least 7 days in advance. Guests should also indicate in advance of their stay what special requirements they may have as a result of their disability, as this helps you make any further adjustments needed so that their stay is safe and enjoyable.
- 5.2. Where guests anticipate any difficulty during their stay or believe that certain further adjustments or accommodations may be required to make their stay enjoyable, they should notify Acorn Glade immediately, and preferably in advance of their stay. For instance, if a guest might not be able to clean the accommodation due to their guide or caring dog, then they should let us know in advance so that you can make changes to the service to accommodate this.
- 5.3. Acorn Glade is located near the village of Melbourne. Information on how to find us is on the Contact Us page on our website. You can get a train to York and from there we are approx. 10 miles away. From York there is a direct but infrequent bus service to Melbourne. Alternatively, you can get an occasional rural bus to Pocklington and then a taxi to Melbourne. Some guests who don't drive have got a taxi direct from York. We strongly suggest that you review all bus timetables prior to travelling. The local Melbourne shop (approx. a mile away), should be able to provide all your grocery needs during your stay. Pocklington (only 6 miles away) has a good range of shops including Sainsbury's and Aldi. The Melbourne Arms is only a 10-15 minute walk away and is a great place to eat in the evening. A torch is recommended for country lanes to warn oncoming traffic of your presence.
- 5.4. A guide or assistance dog is allowed in the accommodation (see section 8 below), but no other pets.

6. Arrival and Car Parking Facilities

- 6.1. Before your arrival: Our website can be found by typing Acorn Glade Glamping into your search engine. Direct bookings can be made through our website for the best prices <https://acornglade.co.uk/>. Or you can call us on 01759319151.
- 6.2. Kidd Lane is a single-track tarmac lane and Acorn Glade can be found on the right side as you head away from the village of Melbourne. There is a manual gate that is 3660mm wide. We need to keep this closed as we have free range animals.

- 6.3 Car parking on site is free for guests and has capacity for 12 cars with sensor solar lighting. It is a loose gravel surface. From the car park to the main utility building (Chicken Shed) is approx. 5-10 metres. There is a step up to the veranda 190mm.
- 6.4. On arrival, registration is simply a matter of informing us you have arrived via our Arrival Bell or by telephoning us directly and we will then show you to your accommodation and give you a brief tour of the site and the facilities.
- 6.5. There is a semi-ambulant toilet (with shower, toilet, wash basin), however we have no ramps to the amenity block. Toilets are not fitted with grab rails and there is no alarm. Sink basins are of a standard height. Door entrances may not be suitable for wheelchairs. There is an anchor point outside each washroom for the tethering of guide and caring dogs whilst you use the conveniences.

7. Accommodation

All our accommodation units are at ground floor level and accessible for guests with disabilities and impairments, except for the Rose Hollow, in which disabled and impaired guests should note there are steps and narrow bedside areas. However, there is a step up to the raised platforms and we have no ramps to accommodation.

Features of our accommodation include:

- 7.1 Wide entrance doors (84cm all accommodation and toilets/showers and kitchen).
- 7.2 Automatic light sensors are installed in toilets/showers and kitchen area. High level mains electricity power points are located in the kitchen area. Low level light switch is available in Yurts and Log Cabin. There is no mains electricity in any of the accommodation units.
- 7.3 The yurts and log cabins are fitted with normal height beds only please see below.
- 7.4 Each accommodation unit has a fire and Co2 alarm, plus there is a manual fire alarm sounder near the Chicken Shed. There is however no emergency cord or telephone in any of the accommodation units.
- 7.5 Each accommodation has basic tea and coffee making facilities which are sited on normal height units. No cooking of food is allowed in the accommodation units. Smoking is not allowed in any unit or the communal areas.
- 7.5 Except for the log cabin and Daisy Roundhouse Yurt, which have a composting toilets, there are no toilets or showers in the accommodation units. These are provided in the Chicken Shed, about 50 metres away, where there is a semi-ambulant toilet and washing facility. You will also find at the Chicken Shed shared cooking and kitchen facilities. All areas of the Chicken Shed have automatic lighting including night time light sensors (PIR).

The path between the accommodation units and the Chicken Shed is grassed or has bark chipping, and may be a little uneven, as well as muddy, water logged or slippery during winter or after inclement weather. The communal facilities are available 24/7, however, there are no ramps and if you believe you will have any difficulty whatsoever accessing these facilities, then you should ensure that you have a support person with you during your stay as we cannot routinely assist guests individually in this way.

- 7.9 Kitchen: there is a door lip of 30mm, the door opens out and max width is 770mm. The Sink height is 870mm with lever taps. Gas hob is height is 920mm as is the microwave. The window handle is height is 1900. The minimum width of the veranda is 660mm
- 7.10 Bathroom: Door lip 200mm Door width 900mm opening out Shower tray lip 900mm. With shower curtain. Push activated tap 1000mm high. Basin 810mm high. Loo 400mm high with flush on the right when facing it. Hand towel 1400mm high. Locking bolt on door 1500mm.

There is a low-cut grass path to:

- 7.11 Poppy Yurt
Step up to wooden veranda deck is 240mm. Door lip 100mm opening inwards with max width of 840mm and 1500mm height, lever handle. Bed height 700mm. Kettle height 1180mm on a unit. Solar power for all lighting and a wood burner.
- 7.12 Rose Hollow
Wood chipping around the building and path to three uneven steps each measuring 160mm. Door lip 140mm, opening out with max width 820 mm and lever door handle. Bed height 700mm. Windows x3 with handles 1630. Kettle on units at 1070mm. Solar lighting and wood burner. Please note Rose has very irregular walls and ceilings.
- 7.13 Bluebell
Incline to wood chip covered path set in undulating low cut grass. Step up to wooden veranda 240mm. Double glazed doors with lip of 25mm one door width 770mm. Window handle of both windows 1960mm. Kettle 100mm. Bed height 700mm. Open plan lay out with minimum width between bed and cabinet of 420mm. Wooden flooring. Adjacent composting loo accessed along the veranda with maximum width of 1070mm. Door lip 110mm opening outwards with maximum width of 700mm. A step is inside the room of 80mm with step depth of 500mm. Loo height 480mm. The freestanding wash basin with water carrier is 1240mm.
- 7.14 Daisy Roundhouse Yurt
Wood chipping around the building and path to one step measuring 160mm. Door lip 640mm opening out with max width 850 mm and lever door handle height 1300mm. Bed height 725mm. Windows x3 with handles 1300mm. Kettle on units at 850mm. Solar lighting and wood burner. Please note Daisy has very irregular walls and ceilings. Loo has two angled small steps of 140mm max, Loo seat height is 550mm. Sensor lighting. Circular building with wooden flooring.
- 7.15 The Roost sitting dining room has a door lip of 30mm the door opens out with max width of 770mm. there are floor level power points and a wood burner.

8. Guide and assistance dogs

Even though we love dogs and appreciate that there are courteous dog owners out there and not everybody likes dogs, particularly on a romantic retreat. As accommodation providers, we understand that some guests are allergic to animals, especially dog hair when kept indoors. We are also local wildlife site and we have to take ecology very seriously. Therefore, to encourage nesting Kestrels, Owls, Bats, Ducks Moorhens and the Alpacas our policy is to kindly ask that guests do not bring pets on holiday as they can disturb the natural wildlife and upset other guests. However, Acorn Glade's "No Pet" policy does not apply to guide and assistance dogs. A guest with a disability that is accompanied by a guide or assistance dog will be allowed access to the site, subject to observance of the rules given in section 10 below. Only one dog per guest is allowed and the guest that is accompanied by a guide or assistance dog is responsible for maintaining care and control of the dog at all times.

Specifically, the following are permitted at Acorn Glade:

- 8.1. Assistance dogs used for fetching and carrying people with manipulative and ambulatory impairments.
- 8.2. Support dogs for stress and anxiety (relevant supporting registration would need to be provided)
- 8.3. Guide dogs for visually impaired and blind people.
- 8.4. Hearing dogs used by hearing impaired and deaf people.

Bowls are not provided for guide and assistance dogs, so you will need to bring your own in order to feed and water your dog.

There is a surcharge for addition cleaning for customers with a guide or assistance dog. There is a designated 'spend' area (unfenced), where your dog can relieve itself. This is accessed adjacent to the car park, about 150m from the accommodation units. Where possible please clear up after your dog.

9. Recognising a guide or assistance dog

A guide or assistance dog is one which has been specifically trained to assist a disabled or impaired person and which has been qualified by one of the charitable organisations registered as members of Assistance Dogs UK. (Canine Partners, Dog A.I.D, Dogs for the Disabled, Hearing Dogs for Deaf People, Support Dogs, Guide Dogs, and Medical Detection Dogs). If it is not readily apparent that the animal is being used by the guest for reasons relating to his or her disability, for practical purposes Acorn Glade staff may request verification from the guest, which may take the form of a letter from a doctor or other healthcare profession or other responsible person, a certificate of training for the dog, or other evidence that would seem to us satisfactory when produced.

10. Site Rules relating to guide and assistance dogs

Guests are permitted to have a guide or assistance dog with them that meets the criteria in section 8 above, provided the following rules (as well as any other site rules Acorn Glade may impose from time-to-time) are observed and adhered to: Much of this is repeated from above:

- 10.1. The guest must at all times keep the dog under strict control and attend to its needs.
- 10.2. Any fouling of footpaths and grassed areas etc. must be cleared up without delay.
- 10.3. The dog owner must bring the dog's bowls for feeding and watering, and the dog's bed or basket for sleeping in. The dog must not sleep in the bed provided by Acorn Glade.
- 10.4. Dogs MUST NOT be left alone in the property or elsewhere at any time.
- 10.5. Dogs MUST NOT lie on beds or furnishings, and all dog hair must be well cleared up before departing.
- 10.6. Dog owners must ensure that their pets are free from parasites and fleas before they occupy the property. Failure to do so will incur subsequent charges.
- 10.7. We reserve the right to charge £25 per night for the addition of your dog for the duration of your stay up to a max of 7 nights, which is to cover our additional costs.
- 10.8. Due to hygiene dogs MUST NOT enter the communal kitchen or toilets/shower area. Dogs must be kept on a lead/harness outside these areas at the designated anchor points.

Any serious or persistent breach of these rules in circumstances where we believe your actions or those of your dog may present a significant risk to yourself, to guests or to Acorn Glade may result in you being asked to leave the site where we are left with no other reasonable alternative. This will be without a refund or compensation.

11. Allergies

If a health and safety concern presents itself, for example in the form of a severe allergy to the dog, then Acorn Glade will make all reasonable efforts to meet the needs of all guests.

12. Support Persons

If a guest with a disability is accompanied by a support person, Acorn Glade will ensure that both persons are allowed to enter the site together and that the guest is not prevented from having access to the support person. In situations where guest's confidential information might be discussed with the support person, prior consent will be obtained from the guest.

13. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Acorn Glade. In the event of any temporary disruptions to facilities or services that guests with disabilities rely on to access or use our goods or services, reasonable efforts will be made to provide advanced notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

- 13.1. Notifications will include:
In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:
 - 13.1.1. goods or services that are disrupted or unavailable;
 - 13.1.2. reason for the disruption;
 - 13.1.3. anticipated duration; and,
 - 13.1.4. a description of alternative services or options.
- 13.2. Notifications Options:
When disruptions occur, Acorn Glade will provide notice by:
 - 13.2.1. posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Acorn Glade website;
 - 13.2.2. contacting guests with reservations;
 - 13.2.3. verbally notifying guests when they are making a reservation; or,
 - 13.2.4. by any other method that may be reasonable under the circumstances.

14. Feedback Process

Acorn Glade shall provide guests with the opportunity to provide feedback on the service provided to guests with disabilities.

- 14.1 Submitting Feedback:
Guests who wish to provide feedback by do so verbally to any member of staff at Acorn Glade. Guests that provide formal feedback will receive acknowledgement of their feedback [only via email], along with any resulting actions based on concerns or complaints that were submitted. Acorn Glade will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

15. Training

Training will be provided to all staff who deal with the guests when and where possible, as well as those who are involved in the development and approval of customer service policies, practices and procedures.

- 15.1. Training provided:
The following training will be provided where applicable and feasible:
 - 15.1.1. Instructions on how to interact and communicate with people with various types of disabilities.
 - 15.1.2. Instructions on how to interact with people with disabilities who:
 - 15.1.2.1. use assistive devices;
 - 15.1.2.2. require the assistance of a guide or assistance dog; or,
 - 15.1.2.3. require the use of a support person

15.1.3. Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.

15.1.4. Instructions on what to do if a person with a disability is having difficulty accessing our services.

15.1.5. Acorn Glade's policies, procedures and practices pertaining to providing accessible customer service to guests with disabilities.

15.2. Record of Training Delete

Acorn Glade will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

16. Accessible Websites and Web Content

Acorn Glade will ensure where feasibly possible that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable. There are also steps you can take to make our website easier to use on your computer, such as altering the settings on your browser (including increasing the size of the viewing screen, to make any text you are looking at easier to read).

17. Additional Information

17.1. If you require any assistance during you stay, please contact a staff member.

17.2. We have a set fire and safety evacuation procedure. In the event of a fire alarm a manual fire bell will sound and staff will notify you immediately. Please make your way to the car park muster point. If you have requested assistance upon check-in a member of staff will come to your accommodation unit.

17.3. We cannot guarantee mobile phone coverage on site, and in any case, this is a factor out of our hands. There is no wi-fi coverage.

17.4. Shop: The nearest is 10 minutes away by car heading to the A1079 where you can buy petrol too. Or a small store is located at Rushmoor Garage located 5 minutes away by car. It provides the very basics.

17.5. Bus Stop: Is in our village which is about ¼ of a mile

17.6. Train Station: Is in York which is 10 miles away/ 35 minutes

17.7. Taxi: Streamline taxis 20% of their vehicles are accessible www.streamlinetaxisyork.co.uk 01904 656565 offering Acorn glade guests 10% discount.

17.8. Shopping deliveries can be made and you can order Graze Boxes from www.kitchN.co.uk

18. Administration

This Statement and its related procedures (if any) will be reviewed as required in the event of legislative changes.

If you have any questions or concerns about this Statement, please contact us.

There are paths 910mm wide to all units that are solar lit by night and with wood chippings as a surface.

We make every effort to ensure there are calming colours and a sense of tranquillity in all of our guest accommodation.

Any further queries don't hesitate to email on reservations@acornglade.co.uk/ Or call us 01759 319 151