

Introduction:

Belmore Court & Motel is steadfastly committed to ensuring accessibility and providing a welcoming and inclusive environment for all our guests, including those with disabilities. Our dedication to accessibility is woven into the fabric of our services, facilities, and guest experiences.

Accessibility Features and Services:

- 1. Adaptable Accommodation:** We offer specially designed rooms for disabled guests. These rooms have grab bars, lower sink counters, and accessible showers. We also provide an accessible room with an adjoining room for carers/family.
- 2. Assistance Upon Request:** Our staff is trained and ready to assist guests with disabilities, including help with luggage, navigating the premises, and any special requests to enhance comfort and convenience.
- 3. Accessible Common Areas:** We ensure that all common areas, including the reception, dining areas, and public restroom facilities, are wheelchair accessible.
- 4. Parking and Transportation:** Designated accessible parking spaces are available near the entrance. We also provide information on accessible transportation options in the area.
- 5. Continuous Improvement:** We are committed to continuously improving accessibility at our property. We welcome feedback from our guests and make regular assessments to enhance our facilities and services.
- 6. Emergency Procedures:** All our emergency procedures are designed to ensure the safety of guests with disabilities. We conduct regular staff training to ensure preparedness in assisting all guests during emergencies.
- 7. Website and Online Accessibility:** Our website is designed to be accessible to disabled users, offering features like screen reader compatibility and alternative image text.
- 8. Communication:** We provide communication aids for guests who are deaf, hard of hearing, blind, or visually impaired, ensuring they can communicate effectively with our staff and access all necessary information.
- 9. Staff Training:** Our staff regularly undergoes training to understand the needs of guests with disabilities, ensuring respectful and effective communication and assistance.

Belmore Court & Motel is not just committed to compliance with legal requirements regarding accessibility but is deeply invested in genuinely making our property a comfortable and accessible place for all guests. We believe in inclusivity and strive to provide an exceptional experience for guests who stay with us.