

### **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.