

# **M&D LEISURE**

## **ACCESSIBILITY / DISABILITY POLICY**

### **POLICY STATEMENT**

M&D Leisure is fully committed to a policy of treating its' customers and clients equally regardless of whether or not they have a disability. M&D Leisure also recognises that discrimination against disabled customers and clients is unlawful under the Equality Act 2010.

Employees have a duty to co-operate with M&D Leisure to ensure that this policy is effective in ensuring that its disabled customers and clients do not experience less favourable treatment for a reason related to their disability.

Action will be taken under the M&D Leisure's disciplinary procedure against any employee who is found to have committed an act of improper or unlawful discrimination against a disabled customer or client. Employees should also draw the attention of their line manager to suspected discriminatory acts or practices relating to its disabled customers and clients.

We endeavour to do everything possible to ensure all of our guests with disabilities or accessibility issues have a safe and pleasurable visit and can participate in as many activities as possible.

### **GENERAL ACCESSIBILITY**

Almost all of our buildings, paths and walkways are wheelchair accessible and an area at the front of the building has been devoted specifically to disabled parking with direct ramp access. All of our restaurants and shops are wheelchair accessible and ample accessible toilet facilities are available throughout the complex.

Some of our older theme park attractions and some that are mobile have historical designs that can't be reasonably modified to allow full wheelchair access, however where resources are available assistance will be available to help customers access attractions.

### **WHEELCHAIR HIRE**

Wheelchairs are available for hire from our information desk. This can be arranged on the day of your visit once you have arrived at the park however to be sure of availability you should book in advance. A security deposit and suitable ID is required to do this. At this time, we regret that we cannot offer queue priority due to the layout of our facilities.

### **ASSISTANCE DOGS**

Assistance dogs are permitted within the park, providing that they are fully registered and in a harness. Proof of this registration may be requested from park staff. A member of the party must remain with the dog at all times and it must never be left unattended. Assistance dogs are not permitted on any M&D Leisure attraction.

### **ATTRACTION ACCESSIBILITY**

The majority of our attractions are suitable for all customers whether able bodied or disabled, however some attractions within the theme park can be physically or mentally demanding, as well as vigorous. All attractions are built to industry specific strict safety standards. These standards depict standard body norms and therefore customers using them must also conform to set size and shape guidelines set by the ride manufacturer and M&D Leisure. For the safety of some attractions, customers may also require to be capable of bracing themselves in an upright position and understand the importance of not interfering with any safety devices fitted to the machine.

We will always strive to maximise customer participation, however there may be some instances where concerns for the health and safety of the individual or public prohibits this. If the operation of equipment or potential actions of the individual could endanger the individual themselves, or any other person, M&D Leisure reserve the right to refuse admission to any attraction.

We hope that all persons understand and accept that decisions to restrict use of attractions are made purely in the interests of safety and are not discriminatory. We are happy to discuss suitability of equipment to any customer's abilities prior to the customer attending the complex or purchasing a park ticket.

### **PROSTHETIC LIMBS**

Some attractions may not be suitable for persons with prosthetic limbs as they can exert considerable gravitational force in varied directions during the operation. The patron or carer should make the attendant aware of any such limbs as it may be possible to ride the attraction with such limbs removed.

### **HELPERS**

Helpers should be responsible in ensuring that any safety restrictions are communicated to those in their care and that attractions are watched in motion prior to a decision being made to board the attraction. Helpers should inform the ride attendant of any particular issues and assist in making a decision on a person's capabilities to ride the attractions in a safe manner. It should be noted that the M&D Leisure Area Manager's decision is final.