Disabled Access Statement

Red Deer Village Residential Park and Red Deer Village Holiday Park welcome all disabled people to our properties, regardless of age, physical, intellectual or sensory ability. As a company, Craigendmuir Limited strives to provide the best possible experience for all our residents, guests and visitors through a policy of continuous monitoring and improvement of our facilities and training for our staff.
We endeavour to improve all forms of access to our properties through access audits. We work to identify areas where improvements are required and implement reasonable solutions wherever possible. Below is a list of points defining our Access Statement:

- Staff are trained to provide assistance to disabled people when entering all buildings.
- Flat main visitors car park with level access and wide doorways to residents' hub, with open areas throughout building and wide patio doors. Disabled toilet and parking also available.
- Park homes can be specifically ordered to customer's requirements, with ramps, railings, wide doorways and lowered sideboards available.
- Ramped and railed access to holiday park reception, toilet and shower block and to some of the rental accommodation. Some holiday properties are adapted with wide doors/showers etc.
- Disabled wet room with adapted shower/toilet facility with ramped access available for guests staying on the holiday park.
- We do not offer 24 hour service but a member of staff is on hand at almost all times for emergencies only. Staff are fully trained on the use of fire extinguishers and evacuation procedures. Guests are asked when booking if anyone in their party has any special requirements in the event of an evacuation, so that physically impaired guests can be given extra assistance.
- The local doctor's surgery, hospital and emergency telephone numbers are displayed in information folders in rental accommodation and can be obtained from reception during opening hours.
- Guide dogs are welcome, as long as they are kept on a lead.
- Courtesy minibus to take residents for their shopping and on days out, has a tail lift to lift wheelchairs into bus.

As a service provider, our company is always conscious of its legal obligations under equality legislation. We aim not to just be compliant with our legal obligations, but to be able to deliver an outstanding experience which meets and, where possible, exceeds the statutory requirements placed on us.
As part of that commitment we seek to ensure that:

- disabled people are treated no less favourably than others; and;

- *reasonable adjustments* are made where appropriate and possible, by way of sensitive and creative solutions that address barriers to access.

We at Craigendmuir Limited also recognise that other important legal obligations exist in relation to all our residents, guests, visitors and employees, particularly in the area of health and safety. We encourage our residents, guests and visitors, whether disabled or otherwise, to bring any accessibility issues at any of our properties to our attention. We will always welcome their input and will work to address their concerns, for their benefit and for the benefit of all of our future residents, guests and visitors.

Signed by

John Hendry, Director

Ivan Hendry, Director