



## Disabled Access Policy

Original Collection welcomes all disabled people to our properties, regardless of age, physical, intellectual or sensory ability. As a group, we strive to provide the best possible experience for all our 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 and a rolling programme of capital investment across our property portfolio. We work to identify areas where improvements are required and implement reasonable solutions wherever possible.

As a service provider, our group 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 Original Collection also recognise that other important legal obligations exist in relation to all our guests, visitors and employees, particularly in the area of health and safety. We are mindful of the fact that many of our hotels form part of historic buildings which can be subject to strict planning regulations. We will always aim to strike an appropriate balance between safeguarding the integrity of our architectural heritage and delivering an accessible and, above all, safe, environment in which to welcome our guests and visitors.

We encourage our 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 our future guests and visitors.

\_\_\_\_\_, CEO, Original Collection

\_\_\_\_\_, COO, Original Collection

\_\_\_\_\_, CSO, Original Collection