|  |  |
| --- | --- |
| Accessibility Guide | A white circle with black text  AI-generated content may be incorrect. |

Welcome to Jalou York's Accessibility Guide. We are committed to ensuring that all guests, regardless of their abilities, enjoy a comfortable and inclusive experience at our establishment. This guide is designed to provide information about the accessibility features and services we offer to make your visit as enjoyable as possible.

**Contact Information:**

|  |  |
| --- | --- |
| Main Contact: | Adrian Broadhead |
| Phone: | 01904 466502 |
| Email: | info@jalouyork.co.uk |
| Website: | www.jalou.co.uk |

## Physical Accessibility:

**Entrance and Exits:**

Our venue has double door access into the ground floor part of Jalou and there are 3 exits on the ground floor

**Parking:**

We have no parking facilities on site at all, however there is a multi-storey car park a short distance away from our venue which has accessible parking

**Interior Spaces:**

Our ground floor bar area is spacious for movement, and we have an accessible restroom located on this floor

**Restrooms:**

We have an accessible restroom on the ground floor which has an emergency pull cord touching the floor, low level sink, grab bars and rests.

## Visual Accessibility:

**Signage:**

There is good visible signage in the venue such as fire exit signs, clearly marked accessible restroom signage on the door

**Lighting:**

The lighting is bright during the afternoon when we open pre 10pm, but the lighting does lower albeit with the large LED centrepiece lighting chandelier, there is still good level lighting for our type of environment

## Services and Amenities:

**Communication:**

Communication methods to management or the business for information or bookings for example, can be done online via our website, via our booking system or via email. We can also be contacted by telephone and by letter for example as the business has a letter box

## Assistance and Support:

**Staff Training:**

Our team members know that we have an accessible toilet, they know where this is located and how to access this for a customer/visitor.

**Feedback and Suggestions:**

Guests are encouraged to leave feedback via TripAdvisor or Google or if customers prefer to leave feedback not via a public platform, directly via email.