



**5 JULY 2010**  
 Grosvenor House,  
 A JW Marriott Hotel, London W1



## The Accessibility Award

The Accessibility Award represents the need to acknowledge the increasing number of operators going above and beyond the requirements of the Disability Discrimination Act in catering for people with disabilities and special needs

The winner will be an individual hotel, pub, restaurant, foodservice contract or other hospitality operation offering equal levels of customer service to customers with and without disabilities. This category is not open to groups but is open to an individual establishment within a group.

All entrants must confirm that they comply with all aspects of the Disability Discrimination Acts. They must produce their Accessibility Statements for both their business and their website.

They must also clearly demonstrate that they have understood the business case of providing excellent customer service for a wide range of people with disabilities. Details of the financial case must be presented including the costs of investment and the return on that investment. Other awards gained or won plus testimonials from up to three satisfied customers may be included as supporting evidence.

### Terms and Conditions

- 1) The competition is open to a hotel, pub, restaurant, club, guest house, conference centre, foodservice contract or any other hospitality business that offers outstanding customer service to all people with disabilities
- 2) Closing date for entries is 5th March 2010. Entries submitted after this date will not be accepted.
- 3) The judges decision will be final and no correspondence relating to their decision can be entered into.

### Criteria:

The judges will welcome evidence in the following areas.

- A completed accessibility audit
- Any research undertaken to establish the needs of people with disabilities, including information collected when enquiries or reservations are made, along with details of how customer feedback has informed new practices or changes to health and safety procedures
- Any specific measures that have been introduced to make all people with disabilities and their carers welcome e.g. vibrating pillow, introduction of hoists, installation of a wet room, change in layouts, reduction of bedroom furniture, audio books
- An outline of any training given to management and staff to help them understand the needs of all disabled people and their carers plus help them to deliver outstanding customer service
- Any measures used to combat the abuse of accessible parking e.g. wheel clamping, regular monitoring, and better signage
- Evidence of how information, including marketing information, is made available to people with disabilities (e.g. audio and large print), in print and online.
- Evidence of where and how people with disabilities are employed, the training given to them and adjustments made to accommodate them.
- Any other information that shows the entrant is truly passionate in making a difference for people with disabilities, their carers, family and friends.

### Entry Form

This must be completed and submitted with supporting material to: Eric Williams, Events Co-ordinator, Caterer Group, Quadrant House, The Quadrant, Sutton, Surrey SM2 5AS. (Closing date: Friday 05 March 2010).

Signature of executive responsible for submitting entry \_\_\_\_\_

Name \_\_\_\_\_

Position in company \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone \_\_\_\_\_

E-mail \_\_\_\_\_

### About your Entry

Your answers to the questions will be used by the judges in their assessment of your entry. All entries should be submitted on A4 paper. Please send any supporting material to [eric.williams@rbi.co.uk](mailto:eric.williams@rbi.co.uk)