

## ACCESSIBILITY

The Accessibility Award recognises operators going above and beyond the requirements of the Equality Act in accommodating and catering for people with disabilities and special needs.

The winner will be an individual hotel, pub, restaurant, food service 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 Equality Act. 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.

### CRITERIA

**The judges will welcome evidence in the following areas:**

1. What encouraged or made you target people with disabilities?
2. How do you market your business to people with disabilities?
3. How do you involve your staff in meeting the needs of people with disabilities?
4. What other benefits have you gained from your initiatives?
5. Any other information that shows the entrant is truly passionate in making a difference for people with disabilities, their carers, family and friends.

#### The Accessibility Award terms and conditions

1. The competition is open to a hotel, pub, restaurant, club, guest house, conference centre, food service contract or any other hospitality business that offers outstanding customer service to all people with disabilities. 2. Closing date for entries is 9 March 2012. 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.

### ENTRY FORM

This must be completed and submitted with supporting material to: Shiva Hobson, Group Events Manager, Caterer Group, Quadrant House, The Quadrant, Sutton, Surrey SM2 5AS

**Closing date: Friday 9 March 2012**

#### Signature of person responsible for submitting entry

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**Name** .....

**Position in company** .....

**Company** .....

**Address** .....

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**Telephone** .....

**E-mail** .....

### ABOUT YOUR ENTRY

All entries should be submitted on A4 paper  
Please send any supporting material to [shiva.hobson@rbi.co.uk](mailto:shiva.hobson@rbi.co.uk)



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