

## **ACCESSIBILITY POLICY**

All customers will be respected and treated as individuals regardless of gender, religion, cultural origin, sexual preference or disability.

The Oxley Sports Centre has the following aims:

- Each customer should be recognized and appreciated
- Each customer will have access to all activities
- That each gender, ability, race, colour, background and origins will not affect any customer's access to the full range of activities and learning opportunities.
- To make all areas of the centre accessible to children and adults with disabilities.

### **Sherborne Sports and Leisure Ltd's Disability Policy Statement**

The Disability Discrimination Act 1995 and 2005 (DDA) legislates that the rights of the disabled people rights should not be discriminated against in relation to access to goods, facilities and services. The DDA defines disability as:

*"A physical or mental impairment which has a substantial and long-term effect on a person's ability to carry out normal day-to-day activities."*

This reinforces the Oxley Sports Centre's commitment to all our disabled customers, ensuring that they have the opportunity to access the facilities in order to participate in their chosen activity and no-one receives less favourable treatment due to their disability.

#### **Our commitment:**

*"The Oxley Sports Centre values the diversity of our employees and customers and is committed to disability equality in all our employment and operational practices, policies and procedures. We promote an environment of non-discriminatory participation in our services and facilities."*

To achieve this we work with our user groups, clubs, local organisations etc to provide facilities and programmes of activity that are accessible to everyone, regardless of their ability.

We are committed to making the facilities accessible to all users. For example, having designated car parking spaces close to the front entrance, also having a ramped and lift access to the first floor. In circumstances where access is difficult, every effort will be made to re-locate activities to a more suitable area or additional assistance will be offered.

The Oxley Sports Centre regularly reviews its terms of accessibility and will implement 'reasonable adjustments' to accommodate the needs of the individual.

The service received at our facility can be discussed with a member of the centre team who will be able to provide assistance; alternatively a customer feedback form can be completed.