



SUNDIAL
Venues and
events group

Disability & Accessibility

Statement of General Policy

Sundial Group aims to provide facilities and services that meet the needs and expectations of all its visitors. Each Sundial venue endeavours to provide an accessible environment for disabled guests, and at least one bedroom at each property has been adapted to specifically allow for this. All dining rooms and the majority of meeting rooms are located on a ground floor level. However, owing to the historic nature and/or listed status of our properties, wheelchair access to some of our facilities may be restricted.

Sundial Group venues have induction loops on-site for the hard of hearing, and our promotional literature is available in 'large print' and 'spoken word' format upon request. In all instances, we encourage guests to contact us for specific information and assistance prior to arrival, and aim to help in any way we can. During their induction, each Sundial Group employee undergoes specific training in order to promote awareness of the various types of disability and raise confidence in assisting disabled guests.

Specific information about the provision of disabled facilities at our properties is available on our website.

In addition, it is Sundial Group's policy to give reasonable consideration to providing facilities for recruitment and employment of disabled employees and for the continuing employment of those who may become disabled during the course of their service with the company.

Sundial Group is committed to discouraging and preventing harassment or victimisation of any employee or guest because of his or her disability. Offensive or intimidating behaviour towards a person because of his or her disability (which may include an impediment of movement, vision or hearing or any other physical or mental impairment) should immediately be disclosed to Sundial Group.

Employees who are subjected to harassment based on their disability are able to use Sundial's Grievance Procedure to present their complaints and may, where the circumstances warrant it, make a direct approach to any Director. Sundial Group will not ignore or treat lightly complaints from employees who have a disability and will offer support to any employee subjected to such harassment. However, fabrication of a malicious complaint will also be regarded as a disciplinary offence.

Customers, visitors and guests who are subjected to less favourable treatment based on their disability should make their complaint to a Duty Manager, General Manager or Company Director as appropriate. Full contact details for our venues and for our Directors are available on our website, as is a confidential feedback form which is sent to the Managing Director and is the only form not monitored by our webmaster.

Each employee has a duty to co-operate with Sundial to ensure that this policy is effective and to ensure that colleagues and guests are treated with respect and dignity. Employees should support colleagues who suffer disability harassment and are making a complaint. They should make it clear that they find such behaviour unacceptable and report any such behaviour they may observe. It will be regarded as a disciplinary offence to victimise or retaliate against an employee for making such a report.

Sundial Group Ltd is registered in the UK no: 3432674 and its registered office is Highgate House, Creaton, Northampton, NN6 8NN
This policy also applies to Sundial Group's subsidiary companies.

Issue 2.00 | May 08

Further information may be obtained by calling +44 (0)1604 731731, emailing info@sundialgroup.com or visiting www.sundialgroup.com