

**Guest Accessibility Policy statement.**

Darwin Escapes is working towards equal access for everyone and to the creation and support of a balanced and diverse holiday experience. We endeavour to ensure that our holiday resorts and parks are accessible to our guests by allocating appropriate space and facilities for all. We recognise that some of our guests may require additional services and adaptations, and we will work to provide these where reasonable.

Darwin Escape's policy of inclusion and sustainability extends beyond guests with disabilities to include older people, families with small children, carers, friends and relatives who accompany guests with particular requirements. We also respect the rights of individual guests to enjoy their holiday experience independently wherever possible.

**Booking:**

Our agents are trained to understand the needs of prospective guests and assist to ensure that all elements of a holiday are, where possible, tailored to the needs of our guests.

**Accommodation:**

Our prefabricated holiday lodges and caravans are compact in nature however at a number of sites certain units have been adapted for use by those with mobility challenges.

**Around the site:**

The majority of our facilities are single-story with ramps and low thresholds automatic doors. Two story buildings have passenger lifts.

**Website Accessibility**

Darwin Escapes Website is compliant with Google Accessibility standards

**Staff Training-**

Guest-facing staff are provided with Disability Awareness and Inclusion.