



Accessibility Statement

At Verde Resorts, we are committed to providing an inclusive and welcoming environment for all guests. We believe everyone should be able to enjoy our resorts, facilities and experiences with comfort, dignity and independence. We continually work to improve accessibility across our properties and make reasonable adjustments wherever possible to support the needs of our guests.

Our commitment to inclusion extends beyond guests with disabilities to encompass older people, families with young children, carers, friends and relatives accompanying guests, and anyone who may benefit from additional support during their stay. We strive to create an environment where every guest feels valued and able to enjoy their holiday experience independently wherever possible.

Before You Arrive

Our reservations team is trained to understand a wide range of accessibility requirements and can provide information about facilities, accommodation and services available at each resort. We encourage guests to contact us prior to arrival to discuss any specific needs so that we can make appropriate arrangements wherever possible.

Accessible Accommodation

Many of our lodges and accommodation options have been designed with accessibility in mind, and selected units have been adapted to support guests with mobility requirements. As facilities vary between resorts and accommodation types, we recommend speaking with our team before booking to ensure we can match your needs with the most suitable accommodation.

Resort Facilities

Many areas throughout our resorts are accessible, with features that may include step-free access, ramps, low thresholds and automatic doors. Where buildings have multiple floors, passenger lifts are provided where available. We are committed to continually reviewing our facilities to identify opportunities for improvement and enhance accessibility for all guests.

Website Accessibility

We are committed to ensuring our website is accessible and user-friendly for all visitors. Verde Resorts continually reviews its digital platforms to improve usability and compatibility with assistive technologies and aims to follow recognised accessibility best practices and standards.

Staff Training

Our guest-facing teams receive training in disability awareness, accessibility and inclusion, helping them to provide a welcoming and supportive experience for all guests. We are

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committed to fostering a culture of understanding, respect and exceptional service throughout Verde Resorts.

Feedback

We welcome feedback on the accessibility of our resorts, facilities and website. Guest feedback helps us identify opportunities for improvement and ensure we continue to enhance the experience we provide for all visitors.