



The impact of Covid-19 on disabled customers - some recommendations for the hospitality sector

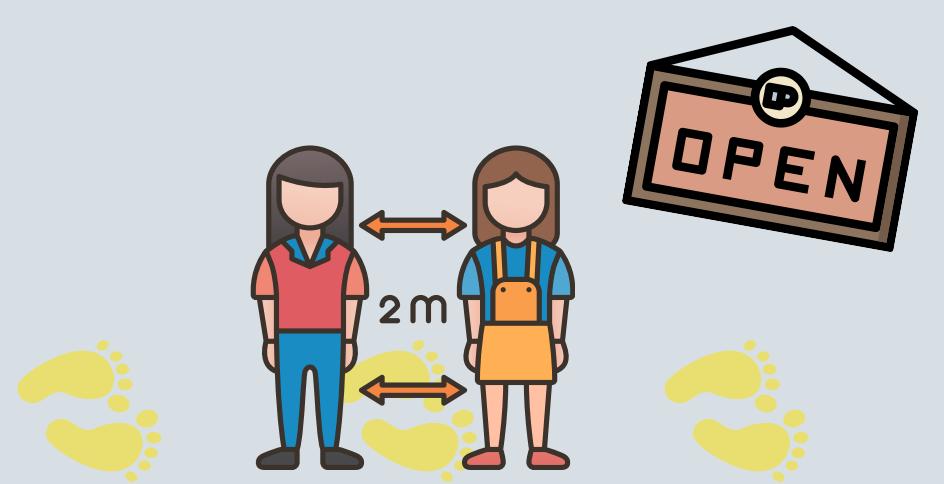
Accessible Website

- Clear and accessible layout.
- Compatible text to speech converters.
- Follow W3C
<http://www.w3.org/WAI/>



Signage

- Should be visible and easy to read.
- Include text and symbols.



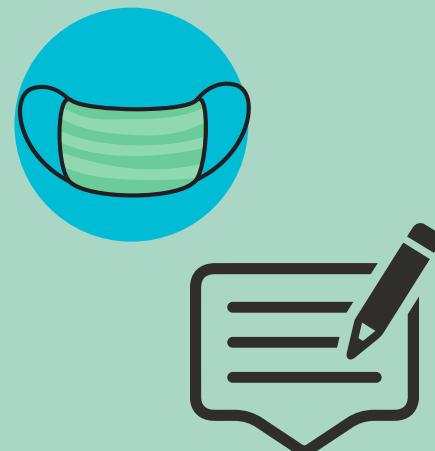
Screens

Ensure perspex screens are edged with tape to offer a contrast to make them more identifiable to people with visual impairments.



Masks

- If supplying staff with masks, offer clear masks to help customers who have hearing difficulty be able to lip read and see facial expressions.
- Alternatively, ensure signage advises of alternative arrangements e.g. writing a note.



Staff Training & Assistance

- Ensure that staff involved in queue management receive disability awareness training.
- Ensure all other staff are made aware of the need for reasonable adjustments for disabled customers.
- Staff should be patient and courteous and ready to repeat or clarify information. Customers may present their JAM card – <https://jamcard.org>



Menus & Ordering

- You may want to consider the font size, background colour etc to ensure accessibility for those with visual impairments.
- If using a digital menu and ordering system, consider an alternative, such as a large print disposable menu for those who are unable to use a digital system.



Pre-visit Information

- Make it easy for customers to plan their trip by providing information on your website about:
 - opening hours
 - nearby transport links
 - accessible facilities e.g. hearing loops
 - large print resources
 - wheelchairs for loan
 - use social media to share updates on facilities
 - ordering food/drinks particularly if using digital menus



- Provide name, telephone number of staff member to contact for specific queries. Consider using photos of trained staff, who are disability aware.

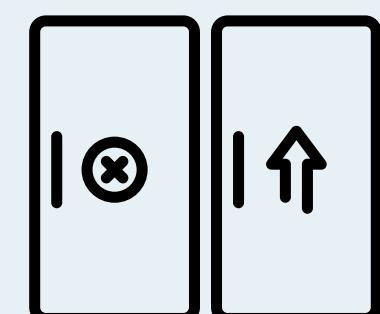


- Give information about extra services / arrangements currently in place e.g. additional cleaning measures, hand sanitisers, social distancing measures.



Entrance and Exit

- Clearly mark, particularly one-way system.
- Ensure staff on hand to help.
- Give sufficient space to gain entry and clear product obstructions.



Outside Seating Areas

- Ensure a clear route to allow pedestrians, wheelchair users, people with mobility aids or pushchairs, to pass by easily.
- Allow at least 2 metres between edge of seating area and edge of pavement.
- Remove A Boards and other street clutter.



Attitudes

Ensure that all customers, including disabled customers are treated with dignity and respect e.g. some disabled and elderly customers may need more time to place their orders.



Payment

If encouraging payment by card instead of cash, ensure all portable terminals are easily located for use by all customers e.g. those who may find it difficult to reach up from a wheelchair.