



*Ty Hen Holiday Park Ltd*

# **TY HEN**

*Station Road, Rhosneigr,  
Anglesey, North Wales, LL64 5QZ.  
Tel: 01407 810331 [www.tyhen.com](http://www.tyhen.com)*

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*(Family Run Business – Established 1944)*

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## **TY-HEN HOLIDAY PARK LTD SITE ACCESS STATEMENT**

Ty Hen Holiday Park Ltd has tried to see that Disabled guests are not be aggravated by any procedures, treatments or unnecessary regulations.

Our ethos is initiated by the concerned nature off our staff attitudes, which we consider to be the front line in the rights of our guests.

Factors for which we ask our staff to consider include staff attitudes, access, information, communication and consideration of people in their daily work operations, i.e. is access/egress being restricted by their everyday working tasks?

Paths and roadways have been subject to surface alterations as part of our commitment to this recently and an on-going programme is in line for any other improvements, which we can contribute to our commitment of duty of care.

The open plan nature of the site has been kept so as to not restrict viewing from entrance to site right along area of main site itself, with signage complementing our speed limit which is enforced to a limit which can see breeches of such resulting in removal from site of constant offenders.

The welfare of our guests has also been considered in the construction of our new toilet/shower block, which has been designed, with the consideration of people with disabilities, encompassing special shower/toilet facilities along with access/egress from this area. The toilet washing facilities in the lower area, adjacent play area has also been re-designed to follow this principle.

In complying with what the Disability Act says we have tried to make "reasonable adjustments" so that disabled people can use our facilities.

We at Ty-Hen as service providers do not assume that the only way to make services accessible to disabled people is to make a physical alteration to our premises (such as installing a ramp or widening a doorway), which we have done in our adjustments to the site. We do try to implement minor measures such as allowing more time to deal disabled customers requirements concerning their stay, and which will help disabled people to use any service, which we provide. Disability awareness training for staff is also an area, which we feel is ongoing where likely to be appropriate. Adjustments that have been made in the form of physical alterations will only be the answer if other measures are not sufficient to overcome barriers to access. No costs to any adjustments made to the site have been passed on to the guests to cover the cost of this, as we feel under our duty of care this would be classified as a "reasonable adjustment" under the relevant legislation.

Ty-Hen complaints procedure welcomes comments from guests with disabilities concerning any areas for which we have common interest, which we can include in future policy of the site relating to our ethos in relation to disability rights.