

Accessibility questions for retail businesses

Company name:

Contact name:

Website:

Please complete as any of the points below as can, if you cannot answer a question, please leave it blank.

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Entrance
		Our main entrance doorway is level from the street/ is a very slight slope
		Our main entrance is accessed via steps
		<input type="checkbox"/> There is a handrail at the steps
		<input type="checkbox"/> We have a portable ramp
		Our main entrance is accessed via a permanent ramp
		<input type="checkbox"/> There is a handrail at the ramp
		The width of the doors is [.....] cm/ [.....]feet [.....]inches
		The entrance doors are: side-opening / sliding / usually open / other information
		There is a bell at the door which can be heard by staff
		Visitors can be helped with the door/s on arrival
		Staff can assist customers outside who cannot access the shop
		Getting around inside
		There is/are seats for customers [write no of seats:]
		There is a hearing loop at the till point
		There is no background music in the premises
		There is level access throughout the shop
		The shop is located over floors
		Staff assist customers with goods from upper floors
		The route through the shop is 800mm wide, or more.
		The narrowest area of the shop is
		The flooring is hard / carpet
		The service counter has a low section
		Displays and information are visible from a seated position
		The interior is brightly lit
		There is good contrast between colour of walls and floors
		There are contrast strips on steps in areas which are not well lit
		Customer care support
		We display the sunflower symbol and our staff are aware of hidden disabilities

	Customers can use our toilet – please ask
	Our toilet is an accessible toilet
	We can direct customers to the nearest public toilets
	We have baby changing facilities
	We can direct customers to the nearest baby facilities
	We can refill customers water bottles – please ask
	We welcome assistance dogs and can provide water bowls for them. Please ask staff for assistance.
	There is a bike rack outside the shop
	There are emergency evacuation procedures in place for disabled visitors.
	Business support
	Accessibility information is easy to find on front page or main contents of business website
	We would like to feature as a free listing showing that we have accessibility information on Welcome to Skipton / Visit North Yorkshire
	I would like to receive any information with further help on accessibility provision
Further comments/information:	