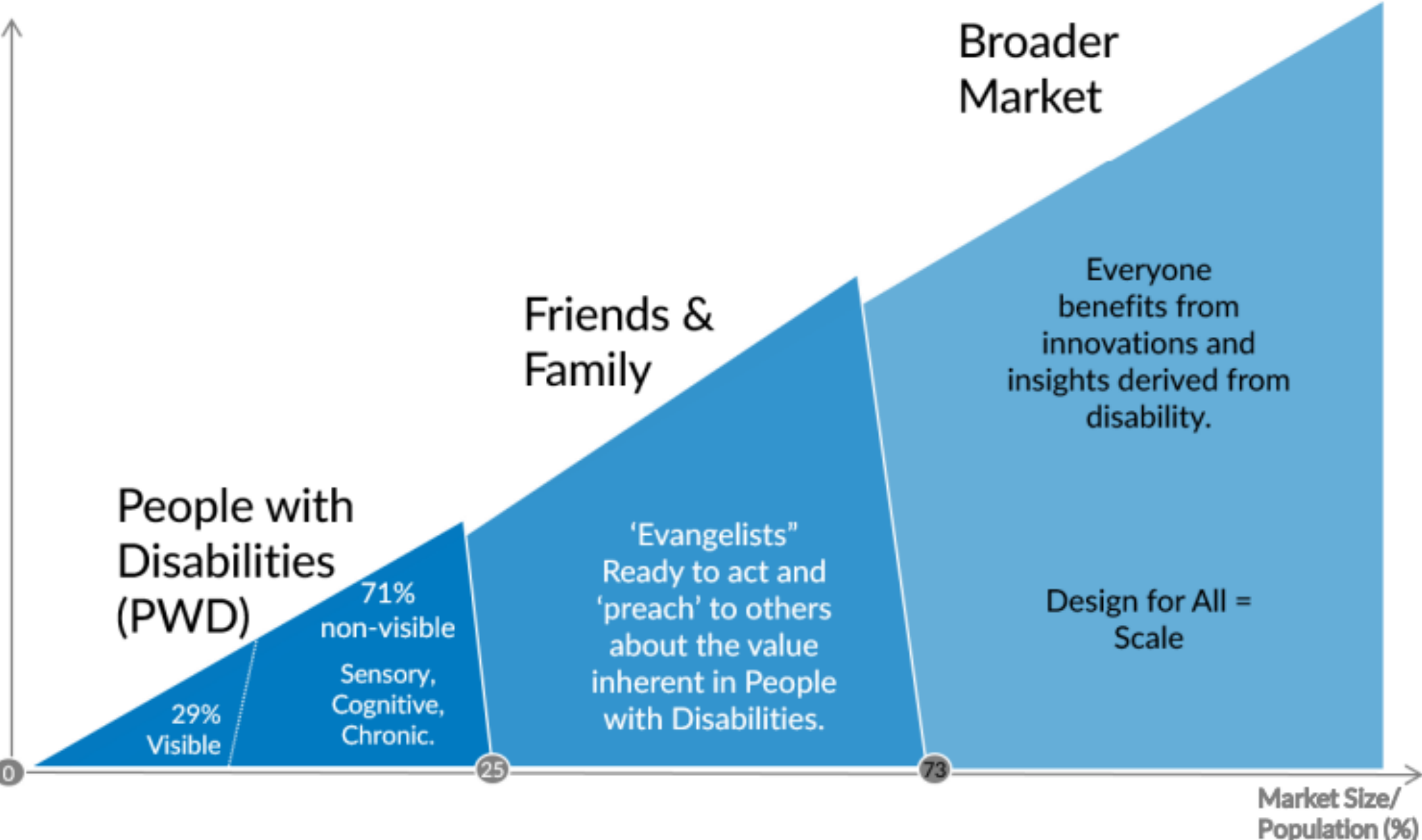


**“Don’t tell me what I want,
tell me what you have”**

Neil Warren, Living Options

Proportions & Potential



“If I don’t know, I won’t go”

92% of respondents look for disabled access information before visiting somewhere new.

Source:
Euan’s Guide

[TERMS & CONDITIONS](#)

[GIFT CARDS](#)

[FEEDBACK](#)

[NUTRITION](#)

[LOCATIONS](#)

[CONTACT US](#)

[ACCESSIBILITY](#)

[CAREERS](#)

What Do We Communicate

“We’re fully accessible...”

What Do We Communicate

“You’ll not be able to...”

Accessibility

Ancient and rugged, some parts of [St Michael's Mount](#) can be very tricky to navigate, especially if you have limited mobility. Paths around [St Michael's Mount](#) are steep, cobbled and uneven with no handrails in some places. There are unguarded edges and steep drops. Unfortunately, it's not possible to take a wheelchair or pushchair up to the [summit](#) and if you are walking, sensible footwear is highly recommended.

What Do We Communicate

“We’ve got you sussted” ...



**“Don’t tell me what I want,
tell me what you have
and I’ll make the decision”**

75%

**of service providers
misjudge what a
person with a
disability can or
cannot do**

Variations

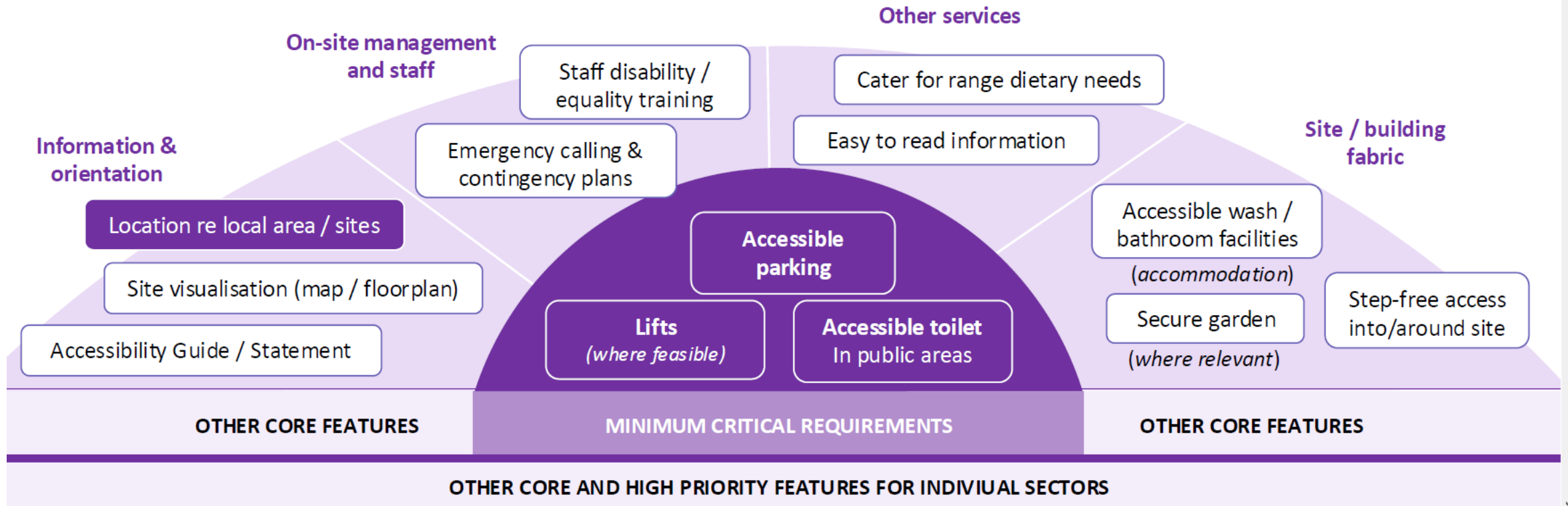


Communicating Correctly

1. Features:

- What's it like? What do you offer?
- VisitEngland: Questionnaire/ Guide

Top accessibility features across all **tourism & leisure businesses**



Communicating Correctly

2. Whole Experience

- Holiday/ Day Out
- Not Just Your Bit
- Quality/ Luxury

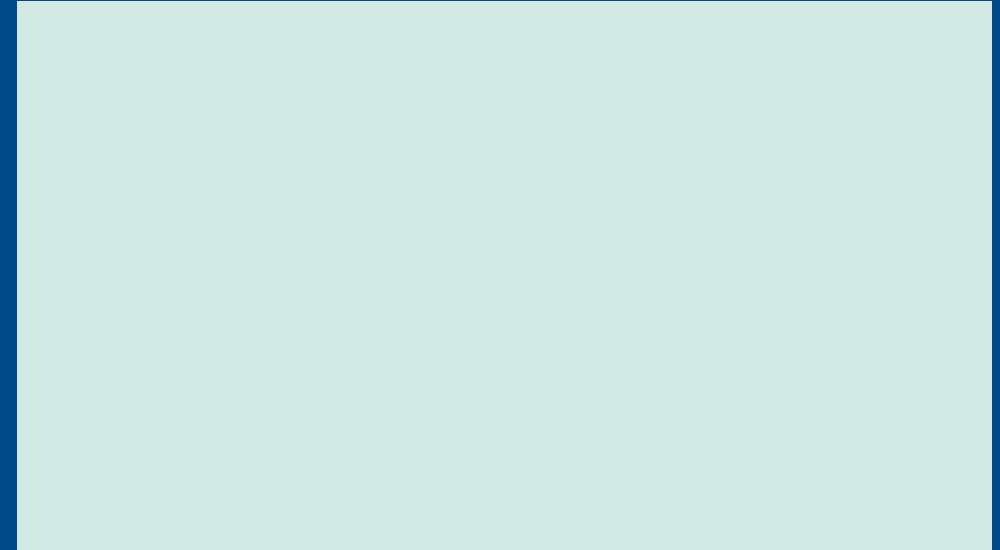
Access is a means to an end



Communicating Correctly

3. Format:

- Visual
- Alternative



*read our brief
access guide*

VIEW
GUIDE

*listen to our brief
access guide*

LISTEN TO
AUDIO

*read our sensory
story*

VIEW
STORY

Mobility

Our log cabins are ideal for those with limited mobility:

- Level thresholds – no steps!
- Spacious doorways – easy access for wheelchairs

take a video tour



Communicating Correctly

4. Contact

- Easy to Reach
- Variety of methods
- Staff (confidence/ awareness)



**“Don’t tell me what I want,
tell me what you have
and I’ll make the decision”**



neil.warren@livingoptions.org
07841 204397

www.livingoptions.org

Charity No: 1102489