



## **Equal Opportunities and Accessibility Policy**

**All customers will be respected and treated as individuals regardless of gender, religion, cultural origin, sexual preference or disability. Staff employed, the materials used, food and the programme for customers will reflect a variety of cultures and avoid stereotypes.**

The Arena Sports Centre has the following aims:

- That each customer should be recognised and appreciated.
- That each customer will have access to all activities.
- That gender, ability, race, colour, background and origins will not affect any customer's access to the full range of activities and learning opportunities or be used to differentiate such access.
- To make all areas of the facilities accessible to children and adults with disabilities.
- To make written information available and materials available in other formats.

### **Arena Sports Centre Disability Policy Statement**

Following the **Disability Discrimination Act 1995 (DDA)** which indicates that disabled people rights should not to be discriminated against in relation to access to goods, facilities and services. The DDA defines disability as:

" a physical or mental impairment which has a substantial and long-term effect on a person's ability to carry out normal day-to-day activities".

This reinforces the Arena Sports Centre's commitment to all our disabled customers, ensuring that they have the opportunity to access the facilities in order to participate in their chosen activity and that no-one receives less favourable treatment due to their disability.

Our commitment:

*'The Arena Sports Centre value the diversity of our employees & customers and are committed to disability equality in all our employment and operational practices, policies and procedures. We promote an environment of non-discriminatory participation in our services & facilities.'*

To achieve this we continually work with our user groups, clubs, local organisations, etc. to provide facilities and programmes of activities that are accessible to everyone, regardless of their 'ability'.

We are committed to making the facilities accessible to all users. For example, having designated car parking spaces close to the front of the building; also having ramped entrances; & lift access is available to all levels of the Arena. In circumstances where access is difficult every effort will be made to re-locate activities to a more suitable area, or additional assistance will be offered, for example, allowing a friend/carer to accompany a disabled customer to assist in their activity.

The Arena Sports Centre regularly review the facility in terms of accessibility and will implement 'reasonable adjustments' and alterations to the facility to accommodate the needs of the individual.

For more information, contact the arena Sports Centre Manager who will be happy to provide information & assistance on equal opportunities & accessibility.

Any comments about any issues regarding equal opportunities & accessibility use & access is welcomed, as the Arena Sports Centre strives to promote it's policy's in these areas, regardless of individuals gender, religion, cultural origin, sexual preference or disability.

The service received at our facility should be discussed with a member of staff on site who will be able to provide assistance, alternatively a customer feedback form can be completed. Customer's views and relevant feedback is important in helping us to provide a user-friendly environment.