

### Accessibility

Our aim is to ensure all are welcome at Bespoke Hotels. Able-bodied or not we want you to feel like a first-class citizen when staying with us. No matter what disability, sight or hearing impairment, allergy or access requirement you may have, we will endeavour to ensure that you feel right at home.

Whether it's pet-friendly accommodation, stylish accessible accommodation, conscientious and sensitive guest relations, or a particular menu in line with your tolerances.

### Information at specific hotels

From the location of disabled parking bays, to the dimensions of doorframes, heights of beds and desks, as well as allergen information on the menu, our staff are clued up and able to answer whatever questions you may have.

Please do not hesitate to ask if there's any information we can provide to make your check-in and stay even smoother.

### Hotels for all

We endeavour to design hotels where all of our guests can feel comfortable, relaxed, welcome, and happy. We prioritise accessibility in all our new-build properties, as well as emphasising it as much as possible in our historic sites. As such, we are constantly improving the standard of what we

can offer, designing solutions that minimise self-consciousness, maximise discretion, and provide a stylish alternative to the overly-medicalised rooms of the past.

As well as technical solutions and forwardthinking design choices, we believe the appropriate care and consideration from our staff can make a hugely positive impact on your experience. Our philosophy is that displaying interest and commitment can be just as important as smart design when ensuring you enjoy a comfortable stay with us.

### Our accessibility standard

We have created a checklist to ensure our hotels meet our standards of accessibility, with points ranging from conveniently-located parking, to wheelchair access and appropriate signage. This Bespoke standard is a central part of our offering, and we welcome all feedback to help us improve things further and become more efficient.

In particular, we have emphasised the need for high standards of training amongst our staff, as we believe the welcome they provide is hugely important, as is their confidence when offering assistance. Anticipating your requirements, before fulfilling them with enthusiasm and flexibility, is at the heart of everything we do.