

1. Our Commitment

Tide & Stay Ltd is committed to making our website and the properties we manage as accessible as reasonably possible for all guests.

We aim to provide clear and accurate information so that guests can make informed decisions about whether a property is suitable for their needs.

2. Website Accessibility

We aim to ensure our website is accessible and easy to use for all visitors.

We strive to:

- Use clear, simple language
- Structure content in a logical and consistent way
- Ensure text is readable and content is easy to navigate
- Make the website compatible with commonly used browsers and devices

We aim to make our website accessible in line with recognised accessibility standards, such as the Web Content Accessibility Guidelines (WCAG) 2.1.

We are continually working to improve the accessibility and usability of our website.

3. Limitations of Website Accessibility

While we aim to provide an accessible website, some areas may not yet fully meet all accessibility standards.

For example:

- Some third-party content or booking tools may not be fully accessible
- Certain older content or images may not include full accessibility features

Some parts of our website rely on third-party platforms (such as our booking system provided by Lodgify), which we do not fully control and may not meet all accessibility standards.

Where possible, we will provide assistance if you experience any difficulty using our website.

4. Property Accessibility Information

Each property we manage is unique and may have different accessibility features or limitations.

Property listings will include information where available, such as:

- Step-free access or number of steps
- Layout of the property (e.g. stairs, split levels)
- Parking availability and proximity
- Bathroom and bedroom arrangements

However, not all properties are suitable for guests with limited mobility or specific accessibility needs.

5. Important Information for Guests

We strongly recommend that guests contact us before booking if they have specific accessibility requirements.

We will make reasonable efforts to provide additional information to help you determine whether a property is suitable.

Where possible, we will make reasonable adjustments to support guests with accessibility needs, in line with our obligations under the Equality Act 2010.

6. Assistance and Alternative Formats

If you require information in a different format or need assistance accessing our website or property details, please contact us.

We will do our best to provide support and reasonable adjustments where possible. We aim to respond to accessibility enquiries within a reasonable timeframe.

7. Feedback

We welcome feedback on the accessibility of our website and services and will use this to improve our offering.

8. Continuous Improvement

We are committed to improving accessibility across our website and the properties we manage.

We review this Accessibility Information periodically to ensure it remains accurate and up to date.

9. Contact Us

If you have any questions about accessibility or require assistance, please contact us:

Postal Address: **Tide & Stay Ltd**
4 Sand Martin Close
Charter Alley
RG6 5GD
Email Address: enquiries@tideandstay.co.uk

We aim to respond to accessibility enquiries within 48 hours.