

Disability Discrimination Act 2005

- The DDA gives disabled people the right of access to everyday services
- Providers have to make “reasonable adjustments” to the way they deliver their services so that disabled people can use them
- www.direct.gov.uk/en/DisabledPeople

How does Travel Stop conform to the DDA?

- Reasonable adjustment
- Ramp at entrance
- Large door

Visibility of products

- Brochure display
- Visible
- Accessible

Waiting area

- Seats provided
- Desks at wheelchair height

Hearing impaired

- Induction loop
- Able to make enquiries and book
- By email
- By telephone

Visually impaired

- Large format brochures
- Print from tour operator in large font