



**ACCESSIBLE TOURISM: ENABLING HOLIDAYS FOR ALL**  
**Tuesday 19<sup>th</sup> October 2021**  
**Your Questions Answered**

**Q: Do you know of any organisations you can donate holidays to carers/people with additional needs?**

**A: The Rings:** Respitability Shared Care Scotland

**A: VisitScotland:** Shared Care Scotland run a Respitability Programme details can be found here: [www.sharedcarescotland.org.uk/respitality/business-info](http://www.sharedcarescotland.org.uk/respitality/business-info)  
If you have any questions about Respitability, you can contact Kerry Donaghy, Respitability Scotland Coordinator on [respitality@sharedcarescotland.com](mailto:respitality@sharedcarescotland.com).

**Q: Are there any grants we can access for making changes?**

**A: The Rings:** Not that we are aware of

**A: VisitScotland:** There are no specific grants for individual business owners that we know of. However some organisations/businesses have obtained funding/grants to install specific accessibility facilities which have a wider public benefit. For example, RSPB Loch Leven created a fully inclusive underpass – which allowed disability people, families with young children and cyclists to access the area around the loch without having to navigate steps. They received funding support from Sustrans. This shows how making accessible adjustments can benefit everyone.

**Q: Is there a link for good stick on grab rails please?**

**A: The Rings:** Try Amazon or NRS Healthcare have a special offer £5.99

**Q: Are there specific agencies/advertising platforms specifically for dementia or autism?**

**A: The Rings:** Many of the charities have newsletters, as I think was mentioned on the webinar...

**A: VisitScotland:** In 2019, we created a Dementia-Friendly Tourism Guide for businesses with tips and guidance. The guide was created in partnership with Alzheimer's Society, VisitEngland and Alzheimer Scotland. On page 29 you will find a list of charities who you can contact to tell them about your property. Also, useful to let local Centre Centres know about your property. List of local carer centres can be found at <https://careinfoscotland.scot/topics/support-for-carers/carers-centres/>. We have plans to create a similar advice guide for autism-friendly tourism, we hoping to have this available by spring next year.

**Q: How do you promote your unique self-catering?**

**A: The Rings:** has a listing on VisitScotland, Euan's Guide, Shared Care Scotland and there are various Facebook pages that potential customers post looking for suitable accommodation.... Because we are a large property a lot of our bookings come through "Group Accommodation" many families want to be together but may have members who have disabilities and we can make their stay possible. Social work departments and support groups also pass on the word that we are here. Word of mouth is often how they have heard about us.

**Q: What percentage of bookings are 'disabled bookings'?**

**A: The Rings:** It takes time for the word to get out and people to have confidence, I would say 70% of our bookings now have at least one person with a disability.

**Q: Which piece of kit which you have is most used/ asked for? Do you have an induction loop?**

**A: The Rings:** For us it is the profile bed and hoist but that is what we are most known for. We have never been asked for an Induction loop and I think in self-catering it is perhaps not that helpful.

**Q: Are there places I can visit with kitchen room set for sight impairment please?**

**A: The Rings:** Not that I am aware of, I listened to what people were asking for... perhaps go on a Facebook page for people with Visual impairments and ask the members. I have been permitted to join closed groups for this purpose. Guests have said we have thought of everything, we simply asked what guests wanted and have tried our best to provide it.

**A: VisitScotland:** RNIB can offer advice and have some useful guides on adapting your business to make it more accessible for someone with a sight impairment – go to [www.rnib.org.uk/services-for-businesses](http://www.rnib.org.uk/services-for-businesses) for further information.

**Q: Are you mostly direct bookings rather than OTAs?**

**A: The Rings:** Most are direct, I feel I must speak to my guests to meet their needs. It is almost impossible through likes of TripAdvisor as they block messages! I am on their pages but most books book have no disabilities.

**Q: How do you deal with the installation of profiling beds and other equipment? Does your husband do it all or have you trained your cleaners to do this?**

**A: The Rings:** You could train people to do it, it is a bit physical and we just prefer to do this ourselves. You can buy them easily second hand but not all are easily dismantled. The Medley-Ergo profile bed is the easiest to put up and down. Others can be tricky. You can sometimes buy relatively new beds second hand. Mattress- you are looking for one that is "Medium to high risk" this is for pressure care... the mattresses have a waterproof cover and are flexible so when the bed is adjusted they can flex.  
<https://www.completecareshop.co.uk/bedroom-aids/beds-and-mattresses/profiling-beds/medley-ergo-select-profiling-bed?sku=Q24554>

**Q: Are accessible visitors travelling right now?**

**A: The Rings:** The Accessible market is pretty much all year. Especially if you can tap into the "Respite" market. I spoke of the three brothers having their first holiday together. Carer last night said it has been so positive they are looking to come every month to 6 weeks! We had to move a lot of furniture, put up 2 profile beds and a further intensive care bed....was it worth it? ... I would say YES... making a difference to three young men's quality of life and relationship with each other...

**A: VisitScotland:** The accessible tourism market is so very broad and the health circumstances for individuals can be simple or complex. There are those who are travelling now and are comfortable to do so, but for others, who have been shielding and are less confident, reassurance of what to expect is key. That's why producing an accessibility guide and adding any specific Covid hygiene measures undertaken at your property is so important. To create your guide go to <https://www.accessibilityguides.org/>

**Q: My property isn't wheelchair accessible so is there anything I can offer this market?**

**A: The Rings:** Lots, just remember only a small percentage are wheelchairs users. Many other disabilities only need minor adjustments, many which can be done when redecorating or renewing items.

**A: VisitScotland:** Describing the facilities you have on offer helps a potential customer with specific access requirements decide if your property meets their needs. For example, someone with limited mobility might need a wet room or a separate shower rather a shower over a bath. Offering a vibrating pillow which is linked to your fire alarm offers deaf customers security and independence. These facilities can be detailed within an [accessibility guide](#).

Our Easy Does it guide also offers you other low cost tips on how to welcome all customers: <https://www.visitscotland.org/binaries/content/assets/dot-org/pdf/marketing-materials/easy-does-it.pdf>

**Q: I have a "no dog" policy and have been asked to take an Assistance dog. I don't see why I should as I have an allergy to dogs. Am I right?**

**A: The Rings:** This is a difficult one as I believe the Law would be quite clear that you cannot refuse an Assistance dog.... They could be your guest's lifeline. Reasonable adjustment could be that you pay a cleaner for these occasions.

**A: VisitScotland:** There is no exception in the Equality Act 2010 to cover this situation. In these circumstances a service provider should carefully assess all possible means of accommodating a disabled person. This would include adjusting your duties to minimise or avoid contact with the assistance dog. Any additional costs of the adjustment, such as hiring extra staff or additional cleaning, should not be passed on to the disabled person.

It would be unlawful to refuse a service to a disabled person accompanied by an assistance dog except in the most exceptional circumstances. Ultimately only a court can determine whether a refusal of service is unlawful and such a determination would be highly dependent on the specific facts and circumstances of the particular case.

The above wording has been taken from the Equality and Human Rights Commission guide on Assistance Dogs: <http://www.equalityhumanrights.com/en/publication-download/take-lead-guide-welcoming-customers-assistance-dogs>

There are cleaning products on the market, which we know some of the Assistance Dog charities recommend.... E.g. Bio-Life International: <https://www.biolife-international.co.uk/>

**Q: I have been asked if I am part of "Respite" can you tell me what that is?**

**A: The Rings:** You can find out more here:-

<https://www.sharedcarescotland.org.uk/respitality/>

*Basically businesses "gift" to a Carer.. we would offer a stay in our accommodation with or without their cared for person, then they have a choice. A hairdresser may gift a free hairdo. Or a restaurant an afternoon tea or meal.*

**A: VisitScotland:** The ultimate aim of Respite is to provide a short vital break for unpaid carers in Scotland when they need it most. This is achieved by connecting carers' organisations with hospitality, tourism and leisure businesses who are willing to donate a break free of charge.

Respite is a Scottish Government supported project which is delivered locally by approved Respite Delivery Partners and coordinated nationally by Shared Care

Scotland.

## For more information contact



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**The Rings**  
Enabling holidays for all



**Moira Henderson, Owner, The Rings**

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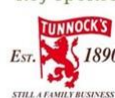
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