

ACCESSIBILITY

Ennismore's Commitment to Physical and Digital Accessibility

Last Updated: 26 July 2023

We are committed to creating an inclusive environment for our guests, both digitally and within our spaces. Our goal is to ensure all of our guests, including persons with a disability, enjoy our services unhindered. Additionally, we educate our staff to ensure they can help identify when their assistance may be required, and assist whenever possible.

Our Spaces

We are always working to improve access to our properties and the spaces within to ensure those who require assistance with their mobility or those who are fully or partially deaf or blind can have an enjoyable and unhindered experience. For more information on the accessibility of each of our properties, please read further down.

Digital

We aim to provide an approachable and enjoyable digital experience for all our guests, regardless of physical or cognitive ability, and including those who use assistive technology.

We view accessibility as an ongoing effort and work with Web Usability to undertake periodic accessibility reviews of our websites. Additionally, Ennismore adheres to the Website Content Accessibility Guidelines (WCAG 2.1 to level AA) in the design, testing and development of our content.

Our websites link to a number of third party websites. Unfortunately, we are unable to determine the level of accessibility for these sites or content published by third parties. For any information on accessibility, please contact each hotel or restaurant directly.

If you have trouble accessing any of the information on this website, please email us at data@ennismore.com and we will work with you to provide the information or booking you seek through an accessible communication method.

Feedback

We monitor the website regularly, but if you have any feedback, suggestions or comments about our accessibility efforts, or you feel that your experience was hindered in any way, please email us at legal@ennismore.com.