

Pantou Access Statement for Suppliers of Accessible Services

This Access Statement has been produced for *Pantou*, based on guidance from the *European Network for Accessible Tourism – ENAT*. It aims to give an accurate description of the accessibility of facilities and services that are offered to guests/visitors. Please contact us if you need further information about our services.

Access Statement for: **IVOR AMBROSE Research and Development**

Prepared by: Ivor Ambrose, Manager

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Pantou link: <https://pantou.org/ivor-ambrose-research-development>

Website: <https://www.linkedin.com/in/ivorambrose>

Section 1. General Information

1.1 Name, address and contact details

IVOR AMBROSE Research and Development
Address: 229, Arbury Road
Cambridge, CB4 2JJ, United Kingdom
Telephone: +44 (0)1223 858994 (UK)
+30 6944 433646 (Greece)
Email: ambrose.research@gmail.com
Website: <https://www.linkedin.com/in/ivorambrose>

1.2 General description of our services

Providing accessible tourism research, management consultancy and training to destinations, public authorities, tourism and travel businesses, technical partners and NGOs in Europe and overseas.

Based in Cambridge, England and Athens, Greece, Mr. Ambrose has over 30 years experience in facilitating fruitful development partnerships; planning, designing, managing and evaluating collaborative projects and turning ideas into tangible results.

In addition to his consulting work he is the delegated Managing Director of the European Network for Accessible Tourism non-profit association (ENAT).

1.3 Who we cater for

We can provide accessible services for

- People with motor impairments
- People who use a wheelchair
- People of very large or small stature
- People who are deaf or have hearing impairments
- People without speech or with speech impairments
- People who are blind or have vision impairments
- People with learning difficulties, autism, other cognitive and developmental impairments
- People with allergy or asthma
- People with long-term health problems (e.g. respiratory and circulatory conditions or invisible disabilities)
- People who are frail, lacking in strength or stamina
- People who use any kind of technical assistive devices
- People with assistance dogs / guide dogs
- People requiring personal assistance (non-medical care/support)

1.4 Our access and customer service policies

Mr. Ambrose has over 30 years of experience in working with accessibility and disability issues.

Mr. Ambrose is a Founding Member of *ENAT, the European Network for Accessible Tourism* non-profit association and has signed the ENAT Code of Good Conduct.

1.5 Where to find our information

We provide information about our venue/service:

- on our Website,
- as a downloadable document (e.g. WORD, PDF)
- in printed formats, e.g. by letter
- by telephone
- by fax
- by E-mail

1.6 Booking/Reservations/Ticketing

Contact us by email, telephone or letter for any enquiries you may have.

1.7 Opening Hours / Days of Operation

Enquiries are normally answered within 2 working days, except during holiday periods.

Please note: We do not receive visitors / clients at our office premises.