

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: DIGITAL TRAVEL AGENCY

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Pantou link: <https://pantou.org/seable-holidays>

Website: <https://seable.co.uk/>

Section 1. General Information

1.1 Name, address and contact details

Seable Holidays
Address: 35 Kingsland Road
London, E2 8AA, United Kingdom
Telephone: +44 (0) 203 375 6947
Email: info@seable.co.uk
Website: <https://seable.co.uk/>

1.2 General description of our services

Seable specialises in disabled holidays, accessible holidays and holidays for blind and people with visual impairments. We specialise in relaxing holidays, accessible sports, wine and food tours and cultural excursions. Our holidays have proven to increase people's well-being while enjoying the vacation of their life-time.

1.3 Who we cater for.

We can provide accessible services for

- People with motor impairments
- People who use a wheelchair
- People who are blind or have vision 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

All our personnel have received training in First Aid, Visual Awareness, Safeguarding and Chaperone for VI travellers.

Customer service, we offer our customers:

- A local chaperone with a visual awareness training that will make sure customer will experience a stress-free holiday.
- A 24-hour emergency helpline to your local chaperone on call.
- Tailored activities for VI guests and their sighted family or friends.
- Assistance from the moment the customer reaches the destination, to the time of departure.
- The possibility to travel alone, with family or friends, or even joining a group.
- All local transfers.
- Tour operator liability insurance.

Activities and excursions:

- Hiking
- Horse riding
- Cooking lessons
- Wine and food tastings
- Scuba diving
- Windsurf
- Camel riding
- Kayaking
- Sightseeing of monuments and temples
- Relaxing by the beach
- Organic farms
- Boat cruises
- Workshops

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, leaflet,
- by telephone
- by E-mail
- in Braille
- on CD-ROM or DVD

<https://seable.co.uk/choose-a-brochure-format/>

1.6 Booking/Reservations/Ticketing

CHOOSE FROM A TAILORED HOLIDAY, A GROUP HOLIDAY OR A TIME-LIMITED OFFER

- Choose your destination, dates, activities or a sample offer.

CHECK AVAILABILITY AND BOOK YOUR HOLIDAYS

- Call us on 0203 375 6947 or 0789 154 6211 and one of our advisers will check for availability. We can complete the booking form for you over the phone or by email. For tailored holidays the deposit is 30% of the total, for group holidays the deposit is £100 and refundable if the trip doesn't go ahead. Deposits can be paid by bank transfer or credit card.

BOOK YOUR FLIGHTS AND SPECIAL ASSISTANCE

- Flights are included only in our group holidays and sometimes in the limited time offers. For the tailored holidays, the flights are not included, however, you will receive all the information required to make the booking independently or alternatively we can book them for you for a fee.

PAY THE BALANCE

- The last payment is required 12 weeks before the departure date. 4 weeks before departure, you will receive the suggested packing list and your draft day plan.

WELCOME GIFT FROM SEABLE

- You will receive a surprise travel gift to your door!

HAVE AN AMAZING TIME

- Now it's time for you to enjoy your stress-free holiday. And don't forget, refer a friend and get £50 off your next holiday.

1.7 Opening Hours / Days of Operation

We are open: Monday to Saturday 10am – 8pm

Advisory Notice:

The *Pantou Access Statement*, when completed by a supplier, is intended only as an advisory document and it cannot guarantee the level of accessibility that is stated by the said supplier. Neither *Pantou*, ENAT or the European Commission can be held responsible for any loss or damages that may result from the use of information that is contained in the *Pantou Access Statement*. Visitors are always advised to contact the establishment / company in advance of a visit or making a booking to verify the information that is given in this statement.