

## **Disabled customer and carer admission policy**

last updated May 2022

### 1 - Scope

This policy applies to entry to Alpamare Water Park only. As of the date of this policy, Wellness is able to accommodate disabled guests however no concessions are currently available.

This policy is designed to give parameters for when complementary entry can be given. Staff discretion shall be used at all times to implement the policy.

### 2 – Pricing

Alpamare does not offer discounted or free entry for disabled guests, but rather allows their carers to attend free of charge. This is permitted when their presence is needed in order for a disabled guest to enjoy the facilities of the water park.

3 – What documentation is proof of carer status

Please note that the documents held by the carer are “per carer” if a disabled customer wishes to bring two carers.

Documents held by disabled person	Documents held by carer	Free of charge admission granted for carer?
None	Carer’s card showing they care for disabled customer	Yes
None	Medical document showing they care for disabled customer	Yes
None	Proof of carers allowance	No
Proof of disability	Proof of carers allowance	Yes
Blue Badge	None	Yes
Proof of DLA / PIP	None	No
Proof of DLA / PIP	Proof of carers allowance / carers card / other official document showing they care for the disabled person	Yes