

TRIGONOS

ACCESSIBILITY STATEMENT

For nearly 25 years, Trigonos has welcomed guests from innumerable walks of life and several corners of the world to rest, reflect and learn whilst being supported and nourished by our friendly and efficient team within a lush and peaceful valley.

We want to ensure that anyone who wishes to stay here can do so with ease; from making their booking to the end of their stay. As a small non-profit business however, we will always be limited in becoming as fully accessible as we would want to be.

We rely upon our guests to let us know in advance about any accessibility needs that they have that we may prepare and make reasonable adjustments ahead of their arrival.

In this document, we have made every effort to identify areas of our premises and aspects of our service offering that facilitate accessibility as well as those aspects that aren't fully accessible at this time that will be addressed as soon as reasonably practicable.

PHYSICAL ACCESSIBILITY

Grounds

Our grounds here are a mixture of lawn, meadow, uneven woodland paths and hard standing/ loose slate driveways and car parks. A total of 18 acres.

Lake

The lake is a treasured aspect of our guests' experience here at Trigonos. Access to the lake shore is over a path down the middle of a hay meadow. The ground is fairly uneven and grows tall during the summer months. The path along the lake shore is also uneven with some steps over a wooden bridge to reach the woodland section. There are also some wooden gates. There is an incline to and from the lake shore. Previous guests who were wheelchair users have stated that despite being physically fit, they found it difficult to self-propel to the lake and back. It is a great priority for us to install an even pathway down to the lake shore when it becomes financially possible.

Buildings Access

All our ground floor doorways are designated as level access. Some have a slight ridge/lip of up to 4cm from the adjacent ground level. The only exception is access to our arts and craft shop which has two fairly steep and shallow steps.

Doorways inside the main house ground floor vary in width from

Common Area Toilets

Ground floor of the Plas – level access door width of 74cm.

Study Centre – 2 x WC. Door width 94cm.

Communication

Mobile network coverage is particularly poor across the entire site as we are surrounded by slate quarries and mountains on each side. All buildings have reliable fibre broadband wi-fi connectivity. The office is usually open from 9am to 5pm Monday to Saturday and 9am – 3pm on Sundays for all enquiries/assistance requests. The kitchen team may be available either side of these hours from 7am to 9pm. There is no overnight staff presence here.

Bedrooms

We have one wheelchair accessible single bedroom with wet room on the property. Two further rooms have

Auditory Adaptations

We have light-up and vibrating fire alarms for guests who are deaf or experience hearing loss.

Food

Trigonos is renowned for its flexibility in catering for essential diets given the required notice. To meet our guests' needs whilst minimising waste, our vibrant set menus are prepared for each group in advance, our ingredients are then ordered to exacting quantities, and the meals freshly prepared each day. Please let us know about your allergies or intolerances well in advance of your stay (via your group leader or directly to us for individual guests)

WEB ACCESSIBILITY

We are currently reviewing our website and bookings process to ensure greater accessibility with clearer and more concise key information such as pricing structures as well as developing an online bookings portal. We aim to complete this work during the Spring of 2020.