

Magna Vitae Leisure Trust Accessibility Policy

Introduction: Magna Vitae Leisure Trust is committed to ensuring that all individuals, regardless of their abilities, can access and enjoy our facilities and services. We strive to create an inclusive environment where everyone, including people with disabilities and their carers, can participate in and benefit from the wide range of activities we offer.

Our Commitment to Accessibility: We are dedicated to providing a welcoming and accessible experience for all our customers. This policy outlines the steps we have taken to ensure equal access for individuals with disabilities and to support their carers. We aim to remove any barriers that may prevent individuals from fully participating in our services and activities.

Accessible Facilities: Our facilities are designed with accessibility in mind, featuring:

- **Lift Access:** All floors are accessible via lifts, ensuring ease of movement for individuals with mobility impairments.
- **Accessible Toilets:** We provide accessible toilet facilities equipped with necessary support features.
- **Parking:** Designated accessible parking spaces are available near the entrances of all our venues.
- **Pool access:** All our swimming pools have access steps and Hoists facilities available.

For a full list of accessible facilities for each of our venues please visit the site accessibility section on our website magnavitae.org

Radar Locks: Our accessible changing facilities and some toilet facilities in Skegness, Horncastle and Louth are all fitted with Radar locks. Please do not worry if you do not have this on you, simply ask a member of the team and they will provide this.

Visual Tours: We have developed accessible online resources to help our customers plan their visits. Our website features visual tours of our facilities, which can be a helpful tool for customers with visual impairments or those who prefer to familiarise themselves with the environment before their visit. These virtual tours are available for anyone to view and navigate online, providing an overview of our spaces and services.

Carer Admission: We recognise the important role that carers play in supporting individuals with disabilities. To assist those who require support, we offer free admission to our facilities for registered carers accompanying individuals with a disability. This policy ensures that carers can accompany without additional cost, making it easier for individuals to access the full range of our services.

Discounted Memberships for Carers: We understand that many carers are in receipt of Carer's Allowance and may face financial challenges. As part of our commitment to supporting carers, we offer discounted memberships to individuals who are in receipt of Carer's Allowance. This ensures that carers have affordable access to our services, enabling

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them to maintain their own health and well-being while continuing to provide valuable support.

Quiet Sessions:

These sessions are designed for those who may experience sensory overload or prefer a quieter environment. We reduce noise levels, dim the lights, and limit the number of participants to create a calm and comfortable space for all attendees. These sessions are ideal for individuals with sensory sensitivities or those who benefit from a peaceful setting.

Inclusive Swims:

Our inclusive swim sessions provide a welcoming and supportive environment for individuals of all abilities to enjoy swimming. These sessions are open to anyone, with no restrictions on ability, ensuring that all participants can enjoy the therapeutic benefits of swimming in a fully accessible pool. Special accommodations and assistance can be provided if needed.

Support Swims:

For individuals who require additional assistance while swimming, we offer support swim sessions. These sessions provide access to qualified support staff who are on hand to assist with water safety, mobility, and any other needs. These sessions ensure a safe and enjoyable swimming experience.

Supporting Youth financial barriers:

We appreciate the financial challenge (child to adult costs) could be a barrier to participation. We will, for memberships, any child coming off a junior membership, regardless of status we will offer a student membership price to help bridge the price hike that they would see to an adult subscription. This will be in place until their 19th Birthday.

Feedback and Continuous Improvement:

We value feedback from our customers and are always looking for ways to improve our services and policies. If you have any suggestions or concerns regarding accessibility or if you require additional assistance, please contact our team. We are committed to making continual improvements to our facilities and services to ensure that all individuals, regardless of their abilities, feel welcome and supported.

Contact Us: If you have any questions or need assistance regarding accessibility, please do not hesitate to get in touch with our team:

- **Email:** hello@mvtlc.org

Thank you for choosing Magna Vitae Leisure Trust. We look forward to welcoming you and your carer to our facilities.

Associated Documents, and Guidance Documents :

- Activity Alliance Fact sheets

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- Active Lincolnshire inclusive language guide
- Emergency Action Plan - Personal Emergency Evacuation Plans (PEEP)
- Emergency Action Plan – Group Emergency Evacuation Plans (GEEP)

Associated Guidance and Legislation:

Date of Next Update:

This procedure is reviewed once every two (2) years or updated as and when necessary. The next review is due by March 2027.

Updates of procedure:

Issue No.	Description of Revision.	Date:	Page No:	Review Due Date:	Action By:
1	New Procedure	March 25		March 27	