Customer service for those with additional needs

Tourism organisations are aware that they need to meet the needs of customers with additional needs and increasingly they have to do so by law.

The information in the box below shows some of the steps taken by a large hotel group to ensure that all customers can access their properties.

Our UK hotels offer a range of facilities for guests with a perspective on disability including the following:

* Designated Blue Badge car parking
* Accessible facilities – bar, restaurant and meeting rooms
* Accessible bathrooms
* Accessible bedrooms
* Menus available in large print
* Induction loops
* Assistance dogs welcome

# Activity

For each measure in the box, explain how it might help customers who have additional needs. (You may need to carry out additional internet research to find out more about some of the measures.)