



## **ACCOMMODATION QUESTIONS**

**Can hoists be used?**

**Are there specially adapted apartments available on Resort?**

**How many wheelchairs can be accommodated in each adapted unit?**

**What types of pillows are used on Resort?**

## **OUT AND ABOUT ON RESORT QUESTIONS**

**Can disabled guests use the Funfair?**

**Are there any venues that are inaccessible by wheelchair users?**

**Can disabled guests unload their luggage near their accommodation if they have not booked fully adapted accommodation?**

**What's the procedure for getting messages to guests?**

**Can remote controls be obtained for TVs?**

**Are there disabled toilets around the Resort?**

## **EQUIPMENT QUESTIONS**

**Can wheelchairs or scooters be hired on Resort?**

**Can electric scooters be stored and charged whilst staying on Resort?**

## **ACCOMMODATION QUESTIONS ANSWERED**

Yes, at guests' own risk. User will need to bring their own hoist and let us know prior to their arrival. Please call the special needs helpline (0845 070 4748) for local contact details.

Yes, there are a limited number. Please call 0845 070 4748 for further information. We do have a number of accommodation units on the Resorts that have wider doors and are a bit more spacious, however these are not adapted. Please contact our team for further advice.

The maximum number is two wheelchairs per adapted unit. This may be reduced to just one in the case of especially large wheelchairs – please contact our team on 0845 070 4748 with details of such wheelchairs for further advice.

We use fibre stuffed pillows but we cannot guarantee cross contamination with feather products will not take place.

## **OUT AND ABOUT ON RESORT QUESTIONS ANSWERED**

Yes – on certain rides. Guests are advised to adhere to the appropriate DDA and HSE ride restrictions advice that applies. Please contact our team prior to arrival for further information. Please ensure all disabilities are made very clear to our team to ensure disappointment on arrival is avoided. Responsibility remains that of the individual, carer or parent.

No, although the Odeon cinema at Bognor Regis has a chair lift to the rear of the cinema. Please call the team for further information as some venues may have lifts or ramps. Please note – the Conference Centre at Bognor Regis is on the first floor and is accessed by a lift.

Yes, Orange and Blue Badge holders can obtain a 30 minute pass for unloading. These passes are limited in number and issued on a first come first serve basis. Passes must be handed back to security after 30 minutes.

The Guest Services team can get a message to the housekeeper, who will attempt to pass it on.

Yes, from our housekeeping offices on Resort. A deposit may be required.

Yes – most venues have disabled toilets as well as the main public toilets in the Skyline Pavilion.

## **EQUIPMENT ANSWERS**

Yes – please call 0845 070 4748 to book in advance.

Yes there is room in all new adapted accommodation to store and charge scooters. You can also charge electric scooters in various venues on the Resort – please remember to bring your own adaptor.

## **AUDIO AND VISUAL QUESTIONS**

**Are there visual fire and evacuation alarms?**

**Are there vibrating alarm clocks or doorbells?**

**Is there Minicom on Resort?**

**Are there visual aids to show entertainment around Resort?**

**Is there a way of alerting a deaf family in accommodation to evacuate?**

**Do the films shown in the cinema have subtitles?**

**Are entertainments guides available in large print and on audiotape?**

**Is there an infrared hearing system in Centre Stage?**

**Do the dining rooms cater for special diets?**

**Can disabled guests take their food to their rooms if unwell?**

**Are there large print menus?**

**Are there Braille menus?**

## **MEDICAL QUESTIONS?**

**Can oxygen /specialist equipment be delivered to and stored on Resort?**

**What time is the NHS medical centre open?**

**At what time is a doctor available?**

**How far is the local hospital?**

**Is dialysis available on Resort?**

**Can NHS medical staff on Resort do dressings if they take less than 20 minutes?**

**Can NHS medical staff on Resort do dressings if they take more than 20 minutes?**

**Can routine injections be done on Resort?**

**Do we provide in-accommodation medical care?**

**Can anything other than a ground floor be guaranteed?**

## **AUDIO AND VISUAL ANSWERS**

In many venues there are visual beacons. There are also multi-stage voice alarms in some venues. Please call 0845 070 4748 for further information.

No.

No, but there are text phones in various areas on Resort.

TV screens are in various venues. Please call 0845 070 4748 for specifics.

Butlins team members would gain entrance to the accommodation to alert the family.

No, but we do have Loop Induction system.

Yes. Please let our team know at least 2 weeks in advance if you would like them to prepare them for you.

Yes.

Our team will do their best; please contact the team direct to discuss further. We may not be able to provide for guests with some allergies due to the nature of our preparation areas.

Please contact our team prior to arrival to discuss further as not all Resorts allow this service.

Yes, please ask a team member to provide one.

No. However team would be happy to assist.

## **MEDICAL QUESTIONS ANSWERED**

Yes, you must let us know that you will be bringing such equipment, or having it delivered, 2 weeks before you arrive, and a prescription must be sent in. Please note – we do not store oxygen or specialist equipment, so it can not be delivered to Resort prior to your arrival.

Various times daily, please speak to Guest Services on the Resort for details. First aid if required is available via our security team out of these hours.

A doctor is available on Resort at various times daily at Minehead and Skegness. This service is not available at Bognor Regis. Please call 0845 070 4748 for further information.

Bognor Regis - Bognor Memorial Hospital is ¼ mile from Resort (A&E is open Mon – Fri 9 – 5).

Chichester Hospital is 7 miles from Bognor Regis Resort and has full A&E facilities.

Minehead - Minehead Hospital is 1 mile from Resort (minor A&E facilities).

Skegness - Taunton Hospital is 25 miles away (full A&E facilities).

Only at Skegness. You need to book through Dialysis Travel on 01932 855999. Please let the team know 1 week before arrival.

Only at Minehead. You need to bring your own dressings and a letter from your doctor or nurse. Only the NHS medical centre can change dressings during their opening hours. No First Aiders or Butlins team members are trained or allowed to change dressings – please contact NHS team prior to arrival.

Only at Minehead. Arrangements can be made for a NHS district nurse to come to Resort and do dressing. No First Aiders/Butlins team members are trained or allowed to change dressings – please ask your doctor to contact the local NHS team prior to arrival.

Only at Minehead. You must write to the NHS medical centre on Resort 2 weeks before arrival. No First Aiders/Butlins team members are trained or allowed to do this.

No.

No.

**Call 0845 070 4748 for further information.**