



Reconnect and Create Ltd Accessibility Policy

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At Reconnect and Create, we are committed to creating welcoming, inclusive, and supportive spaces where everyone feels valued, respected, and able to participate fully.

Accessibility is at the heart of our work. One of our facilitators has lived experience of mobility needs, and we understand first-hand how important thoughtful planning and inclusive design are when creating meaningful experiences.

Our Commitment

We aim to ensure that our events, retreats, and communications are accessible to as many people as possible.

We are committed to:

- Choosing venues with step-free access and accessible facilities wherever possible
- Providing clear, detailed information in advance
- Offering flexible, supportive participation
- Adapting activities where reasonable
- Listening to and learning from our community

Our goal is for every guest to feel comfortable, confident, and supported from the moment they book to the moment they leave.

Physical Accessibility

We actively prioritise venues that offer:

- Step-free access
- Accessible toilets (where available)
- Suitable parking or drop-off points
- Clear, well-lit pathways

The majority of our venues are fully wheelchair accessible.

Occasionally, some outdoor or nature-based elements may include uneven ground, slopes, or areas that are not fully accessible. We will make reasonable adjustments and efforts to adapt the access arrangements where we can, but it is not always possible. Where this applies, it will always be clearly stated in advance so you can make an informed decision.

Sensory, Neurodiversity & Mental Wellbeing Support

We recognise that accessibility extends beyond physical access.

Our events are designed to be supportive of a wide range of needs, including:

- Autism
- ADHD
- Anxiety
- Sensory sensitivities
- Mental health conditions
- Fine motor skill challenges

We aim to provide:

- Calm, low-pressure environments
- Clear instructions and gentle pacing
- Flexible participation options
- Quiet spaces where possible
- Supportive, non-judgemental facilitation

One of our facilitators is a trained teacher with experience in adapting activities to meet diverse learning and support needs.

Communication & Information

We strive to provide information in clear, accessible formats.

This includes:

- Plain-language event descriptions
- Advance details about venues and activities
- Clear booking and contact processes
- Opportunities to ask questions before attending

If you require information in an alternative format, please let us know.

Support Before and During Events

We encourage guests to share any access needs, concerns, or questions with us in advance.

This allows us to:

- Discuss suitable adjustments
- Plan appropriate support
- Recommend suitable events
- Ensure a positive experience

During events, facilitators are available to offer individual support where needed.

Reasonable Adjustments

We are committed to making reasonable adjustments wherever possible, including:

- Adapting craft techniques
- Modifying activities
- Adjusting seating or layouts
- Allowing additional breaks
- Offering alternative participation options

All requests are considered sensitively and confidentially.

Our Limitations

While we strive to be as inclusive as possible, some natural environments and historic or rural venues may present unavoidable barriers.

Where limitations exist, we will always communicate this clearly and honestly.

Feedback and Continuous Improvement

We welcome feedback on accessibility and inclusion.

Your experiences help us improve and shape our future events.

If something has worked well — or could be improved — we would love to hear from you.

Contact Us

If you have any questions about accessibility, or would like to discuss your individual needs, please contact us before booking.

We are always happy to have an open, supportive conversation.

Contact Us

Email: hello@reconnectandcreate.co.uk

Website: www.reconnectandcreate.co.uk

Phone:

Hannah: 07917 583344

Marie: 07949 269149 (Designated Safeguarding Lead)

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