

Inclusivity



We are deeply committed to creating an inclusive and welcoming environment for all of our customers. We believe that every individual should feel valued, respected, and comfortable when visiting our establishment. To ensure inclusivity, we have implemented several measures that prioritise accessibility and foster a sense of belonging for everyone.

We have two dedicated disabled parking spaces

The pub is fully accessible

The patio, shed, large lawn and courtyard are all accessible

All bedrooms are on the ground floor and one bedroom is fully accessible

Our apologies, we do not have hearing loops, however we can accommodate quieter tables - on request

Accessibility is a key focus for us. Although the pub has a history dating back to the early 1700s, we underwent a significant renovation and expansion in 2015/6 with inclusivity in mind. As a result, all areas of the pub can be accessed by individuals with varying mobility needs. We have taken steps to ensure that our entrances, pathways, and facilities are designed to accommodate wheelchair users and individuals with disabilities as much as possible in the garden and on the patio. Our aim is to provide equal access and ensure that no one feels excluded based on their physical abilities.



Beyond physical accessibility, we prioritise creating a welcoming and inclusive atmosphere for all. Our dedicated staff plays a crucial role in this regard. As soon as customers enter through our main doors, they are greeted with genuine warmth, a smile, and a genuine desire to make them feel at ease. Our well-trained team is committed to providing exceptional customer service, ensuring that each person feels welcomed, valued, and respected throughout their visit.

In our marketing, we consider who and how people can access information - often using Alt text on social media and on our website, ensuring we advertise in both free local parish magazines as well as online and offering 'FAQ' buttons on our website with answers to physical disability questions that would otherwise mean guests would have to call to confirm details. All our events are designed so that we don't discriminate against anyone with a disability and everyone feels welcome.



We actively promote a culture of acceptance and respect among our staff and patrons and we have staff with their own access needs. Discrimination of any kind is not tolerated, and we take swift action to address any issues that may arise – though this is a rarity. We strive to foster an environment where diversity is celebrated and where individuals from all backgrounds, cultures, and identities can come together and feel a sense of belonging.

Additionally, we continuously seek feedback from our customers to better understand their needs and preferences. We encourage open communication and actively listen to suggestions and concerns. This enables us to identify areas where we can improve and make necessary adjustments to better cater to the diverse needs of our clientele.

Ultimately, our goal is to create an inclusive space where all customers can relax, feel comfortable, and consider The Brisley Bell their home away from home. We believe that by prioritising accessibility, providing exceptional customer service, promoting inclusivity, and valuing feedback, we try to ensure that every individual, regardless of their background or identity, has a positive and inclusive experience at The Brisley Bell.