

Disability and Discrimination Act

WARSASH TENNIS CLUB will adopt this act without discriminating against disabled people generally. It does not matter if the service in question is provided free, or in return for payment. Disabled people include any adult or child who has a physical or mental impairment which has an effect which is substantial, adverse and long-term on his or her ability to carry out normal day-to-day activities.

It is unlawful to discriminate against a disabled person:

- in refusing to provide or deliberately not providing any service which you provide to members of the public
- in the standard of service you provide
- in the terms on which you provide a service

There are only limited circumstances in which you may be able to justify treating a disabled person less favourably.

As from October 1999, service providers have had to make reasonable adjustments to improve the accessibility of their goods, facilities or services as far as disabled persons are concerned. Specifically, they have had to take such steps as is reasonable to:

- provide an auxiliary aid or service if it would enable disabled people to make use of their goods, facilities or services (e.g. provision of information on audio tape to assist those with a visual impairment)

Disability Discrimination Act – obligations of service providers

If premises have a physical feature which makes it impossible or unreasonably difficult for disabled people to make use of services, a service provider has to take reasonable steps to:

- remove the feature;
- alter it so that it no longer has that effect;
- provide a reasonable means of avoiding it; or
- provide a reasonable alternative method of making the services available.

Examples of these are widening a doorway; providing a permanent ramp for a wheelchair user; relocating light switches, door handles or shelves for someone who has difficulty in reaching; providing appropriate contrasting décor to assist the safe mobility of a visually impaired person; installing a permanent induction loop system and providing tactile buttons in lifts.

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