



# *Accessibility Statement*



**Effective Date: 09/01/2025**

## **Introduction**

Moon Awakening is committed to providing an accessible and inclusive experience for all our clients and customers. We believe that everyone should have equal access to our services, regardless of their abilities or disabilities. This accessibility statement outlines the measures we have put in place to ensure that our services are accessible to everyone.

## **Our Commitment to Accessibility**

We aim to make our services available to all individuals by addressing the diverse needs of our clients. We continuously assess and improve our facilities, website, and communication methods to ensure we offer the best possible experience for everyone, regardless of disability or impairment.

## **Physical Accessibility**

- **Location:** Our treatment space is located at 2 Spring Park Avenue, Shirley, CR0 5EG. We strive to make this location accessible to people with mobility impairments, including those using wheelchairs or with other mobility aids. This location includes step-free access and an accessible bathroom. If you require assistance in accessing our premises for an appointment, please contact us in advance, and we will do our best to accommodate your needs.
- **Treatment Rooms:** Our massage treatment rooms are designed to accommodate clients with mobility issues. We are happy to adjust the treatment table height or provide any additional support you may need during your visit.

## **Website Accessibility**

Our website, [www.moonawakening.co.uk](http://www.moonawakening.co.uk), is designed with accessibility in mind. We strive to meet the standards of the Web Content Accessibility Guidelines (WCAG) to ensure our content is accessible to everyone. We aim to provide clear and easy-to-read information.

If you experience any difficulty navigating our website or accessing information, please do not hesitate to contact us, and we will be happy to assist you.



## **Communication Accessibility**

We are committed to ensuring that all communication with clients is accessible. If you need assistance with communication, please let us know, and we will provide alternative formats, such as large print or an accessible digital format.

We are also open to providing support for those who prefer to communicate via email, phone, or in-person, depending on your needs.

## **Feedback and Contact Information**

We value your feedback and are always looking for ways to improve our accessibility. If you have any suggestions or encounter any accessibility issues with our services or website, please contact us at:

**Phone:** 07398 521754

**Email:** moonawakeningmassage@gmail.com

We are committed to reviewing our accessibility statement regularly to ensure that we continue to meet the needs of all our clients.