



Accessibility Policy

JPRESTAURANTS

Accessibility Policy

Introduction

We want everyone to feel welcome at JP Restaurants. Our Accessibility Policy & Guide provides practical information to help guests with disabilities, health conditions, mobility requirements, hidden disabilities, sensory needs and other accessibility requirements plan their visit.

We are committed to making our venues as accessible and inclusive as possible, while recognising that some of our buildings are historic and may have physical limitations. If you have a specific requirement that is not covered in this guide, please get in touch with us before your visit and we will do our best to help.

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Our Approach

Everyone is welcome at JP Restaurants, and we aim to make our restaurants, cafés and accommodation as accessible and inclusive as possible.

We recognise that accessibility means different things to different people. As well as physical access, we want to support guests with disabilities, health conditions, hidden disabilities, sensory needs, assistance dogs and specific dietary requirements.

Some of our venues are located in historic or listed buildings, which can limit the physical changes we are able to make. Where this is the case, we will always do our best to find a practical solution and help make your visit possible.

This policy provides information about accessibility at each of our venues and some of the support available. If you have a specific requirement or concern that is not covered here, please contact us before your visit. We will be happy to discuss your requirements and, wherever possible, make arrangements to help.

Accessibility by venue

Jersey Crab Shack

- Jersey Crab Shack is located at St Brelade's Bay, a short distance from the nearest bus stop and accessible parking facilities.
- Step-free access is available via the pathway through the seaside gardens.
- The main restaurant interior is flat and step-free.
- There is some space for wheelchair manoeuvring, although some areas may not be suitable for larger wheelchairs or walking aids.
- Some seating, including booth seating and tables close to doorways, may not be suitable for wheelchair users or guests with limited mobility.
- If you require a wheelchair-accessible table or an easy-access seat, please let us know when booking so that we can allocate the most suitable table.

- Accessible toilet facilities are available in our sister restaurant, Oyster Box, which is attached to Jersey Crab Shack.

Oyster Box

- Oyster Box is located at St Brelade's Bay, a short distance from the nearest bus stop and accessible parking facilities.
- Step-free access is available via the pathway through the seaside gardens.
- The main restaurant interior is flat and step-free.
- There is some space for wheelchair manoeuvring, although some areas may not be suitable for larger wheelchairs or walking aids.
- Some seating, including booth seating and tables close to doorways, may not be suitable for wheelchair users or guests with limited mobility.
- If you require a wheelchair-accessible table or an easy-access seat, please let us know when booking.
- Accessible toilet facilities are available within the restaurant.

Beresford House

- Beresford House and 8 Beresford Street are located within a listed historic building in Jersey's town centre. A bus stop and accessible on-street parking are located a short distance away.
- The building's listed status means that there are limitations on the structural changes we can make to improve physical access.
- The main entrance is accessed via granite steps.
- For guests with limited mobility, an external lift provides access to the basement, where there is a flat, step-free route to an internal lift.
- The external lift must be operated by a member of our team. Please contact us in advance if you need to use the lift, so that we can ensure someone is available to assist.

- There are some narrow doorways, corridors and entrances within the building, meaning that some areas may not be suitable for all wheelchair users or mobility aids.
- All floors are served by an internal lift, although this is a relatively small lift and may not accommodate larger wheelchairs or walking aids.
- Hotel bedrooms at 8 Beresford Street are generally spacious and should provide room for walking aids.
- Some bedrooms have baths with a relatively high step to access them.
- Bedrooms are not currently equipped with fixed grab rails or other specialist mobility aids.
- If you have limited mobility or another accessibility requirement, please contact us before your visit. We will be happy to discuss the building and your specific requirements and do everything reasonably possible to help.

Assistance animals

Registered assistance dogs are welcome at all JP Restaurants venues.

If you are able to, please let us know when making your booking that you will be bringing an assistance dog. This allows us to allocate the most suitable table and make any necessary arrangements before your arrival.

At Jersey Crab Shack and Oyster Box, unregistered assistance dogs and companion dogs are also welcome on the outdoor terrace.

Dogs and other pets

Only registered assistance dogs are permitted inside our restaurants. Non-assistance dogs are welcome on the outdoor terraces where available, provided they are well behaved and remain with their owners at all times.

If you are bringing a dog to an outdoor area, please mention this when booking so that we can allocate a suitable table.

We want our venues to be comfortable for everyone, and recognise that some guests and team members may have allergies, phobias or other reasons for preferring not to be around dogs. If a dog causes a disturbance or significantly affects the experience of other guests, we may need to ask the owner to remove the dog from the premises.

Other animals should not be brought into our venues, unless they are a registered assistance animal.

Hidden disabilities and sensory needs

We recognise that accessibility needs are not always visible.

Our restaurants can be busy environments, particularly at peak times, with background music, conversation and other activity. If you have sensory sensitivities or a hidden disability, please let us know if there is anything we can reasonably do to make your visit more comfortable.

Where possible, our team can:

- recommend quieter times to visit;
- allocate a quieter or more suitable table;
- answer questions about the environment before your visit; and
- discuss any other reasonable requirements you may have.

Please contact the relevant venue in advance if you have a particular concern. We will always do our best to find a practical solution.

Dietary requirements & food allergies

We offer a range of vegetarian, vegan, dairy-free and no-gluten-containing options across our restaurants and cafés. Relevant dietary information is displayed on our menus and allergen menus.

If you have a food allergy, please read our dedicated Food Allergy Policy & Guide before visiting. This explains our allergen processes, including how we manage allergen information, ordering, food preparation and cross-contamination.

If you have another dietary requirement, such as a requirement for alcohol-free, kosher or halal food, please contact the relevant venue before your visit. We may need to check ingredients or preparation methods with our suppliers, so we ask that you provide as much notice as possible.

We are not able to guarantee that every dietary requirement can be accommodated, but we will always do our best to provide clear information so that you can make an informed choice.

Please kindly note that, for allergen reasons, we unfortunately are not able to allow food to be brought in from off-premises. The only exception is baby food, though we kindly ask that any baby food brought onsite is brought in sealed packaging with the ingredients clearly displayed, and does not contain nuts.

Breastfeeding, baby food & changing

Parents are welcome to breastfeed their babies at our venues.

Where available, our team can also help arrange a more private area if you would prefer one. Please ask a member of the team and we will do our best to help.

We can also provide hot water to help prepare baby formula or to warm baby food pouches. Please speak to a member of our team if you require this.

Changing facilities for babies are available at all sites. Please ask the team for details.

Other requirements

We understand that guests may have accessibility requirements that are not covered by this guide.

If you are unsure whether a venue will be suitable for you, or if there is something specific you need during your visit, please contact us in advance. Providing details of your requirements allows us to give you the most accurate information and, where possible, make arrangements before you arrive.

We welcome feedback about accessibility and inclusion at our venues. If there is something we could do differently to make your experience more accessible, please let a member of our team know.