

# An invitation from



## FREE Seminar Welcome All

24 March 2010 Wareham  
9.30am - 4.30pm

**This session is tailor made for anyone who welcomes customers with mobility or sensory disabilities. It provides a wealth of practical advice and cost effective solutions to enhance service quality for customers with disabilities and special needs.**

### Introduction

why it matters to be accessible to all - there are benefits all round

### A positive approach

removing barriers, finding confidence, understanding disabilities in its many guises

### Effective communication

learning to deal effectively with speech, hearing, learning and visual impairments.

### Improving accessibility

practical, low or no-cost advice on how to make your premises more user friendly

### Disability Discrimination Act

knowing your responsibilities

**Brought to you by Dorset New Forest Tourism Partnership on behalf of Destination Dorset\*, co-funded by the SW Regional Development Agency.**

\*[www.dorsetdmo.co.uk](http://www.dorsetdmo.co.uk)



**Bookings and more details:**

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