

**Ty Madoc Farm Ltd.**  
**Merthyr Cynog**  
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## Ty Madoc Farm Ltd – Accessibility Policy

**Approved By:** Board of Directors  
**Issue Date:** Sept 2024  
**Updated:** January 2026  
**Review Date:** January 2029



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## 1. Statement of Commitment

Ty Madoc Farm Ltd is committed to creating an environment that is welcoming, inclusive and accessible to all.

We recognise that accessibility is about more than physical access. It includes communication, attitudes, information, sensory environments and the removal of barriers that may prevent individuals from fully participating in our activities.

We aim to ensure that customers, visitors, staff, volunteers and contractors are treated with dignity and are able to access our services as independently as possible.

## 2. Legislative Context

This policy reflects our responsibilities under the Equality Act 2010, particularly the duty to make reasonable adjustments for disabled people.

We understand accessibility as an ongoing responsibility rather than a one-time adjustment.

## 3. Scope

This policy applies to all aspects of Ty Madoc Farm Ltd's operations, including:

- Orchard and farm visits
- Retail and on-site sales
- Events and festivals
- Employment and volunteering
- Digital communications and online content
- Supplier and contractor engagement

## 4. Our Commitments

Ty Madoc Farm Ltd will:

### a) Physical Access

- Consider accessibility in site layout and event planning.
- Provide clear signage and practical information about terrain, surfaces and facilities.
- Make reasonable adjustments wherever feasible within the constraints of a working rural farm environment.
- Clearly communicate any physical limitations in advance so visitors can make informed decisions.
- We acknowledge that as a historic rural site, some areas may have uneven ground or natural terrain. Where full physical access is not possible, we will explore alternative ways for individuals to participate.

### b) Communication and Information



- Provide information in clear, straightforward language.
- Respond to accessibility enquiries in advance of visits or events.
- Ensure key policies and information are available on our website.
- Make reasonable efforts to provide information in alternative formats upon request where practicable.

#### c) Events and Public Engagement

- Design events with inclusivity in mind, including consideration of seating, rest areas and accessible toilet provision where possible.
- Work with partners and suppliers who share our commitment to accessibility.
- Clearly communicate facilities in advance of events.

#### d) Employment and Volunteering

- Promote fair and accessible recruitment processes.
- Consider reasonable adjustments for staff and volunteers.
- Encourage open conversations about support needs in a respectful and confidential manner.

## 5. Responsibilities

a) Management is responsible for ensuring accessibility is considered in planning and decision-making.

b) Staff and volunteers are expected to act in a supportive, respectful and helpful manner toward all visitors.

c) Suppliers and event partners are encouraged to uphold accessible practices when working with Ty Madoc Farm Ltd.

## 6. Continuous Improvement

We recognise that accessibility is a journey. As a small rural enterprise, we will take proportionate and practical steps to improve access over time.

We welcome feedback from visitors and community members to help us identify barriers and improve our approach.

## 7. Review

This policy will be reviewed at least every three years, or sooner if operational changes require it.