

Out and about

Pubs and restaurants

Accessible to me but refused access



**RIGHT TO
PARTICIPATE**

Useful knowledge

The Equality Act 2010 requires service providers, including shops, pubs, restaurants, art galleries, museums and theatres to make reasonable adjustments, if asked, to ensure that disabled people can use those services.

This can include providing additional support or assistance, providing a ramp to ensure wheelchair access, or making information available in alternative formats, such as braille or easy-read.

If you need reasonable adjustments that do not appear to be available, you will have to ask for them yourself. However, the Equality Act also requires service providers to think ahead and develop adjustments they think disabled people using their services are likely to ask for. Failure to make reasonable adjustments, particularly when you ask for them, is a form of discrimination.

Speaking to or writing to the owner or manager of a service is often the best way to ensure your access needs will be met. If you know what kind of adjustments you need, it is usually easier to get them implemented.

Pubs and restaurants

There may be some circumstances where you could be denied entry to all or part of a space on health and safety grounds. This does not necessarily constitute discrimination, provided all reasonable attempts have been made to eliminate disproportionate risks for disabled people.

However, some pubs and restaurants may be overzealous in refusing access on the grounds of health and safety. For example, if you're denied entry because staff assume you won't be able to safely evacuate in the event of a fire, even though there are adequate means of evacuation, you're likely to have been discriminated against. Disabled people have the same rights as non-disabled people to take risks. In many circumstances you have a right to decide for yourself how much of a risk you're willing to accept.

Useful skills

- Effective communication
- Negotiation skills
- Writing clearly
- Problem solving
- Decision making
- Record-keeping

Ways to assert your legal rights

1. If you're denied access on health and safety grounds, or on other grounds, that you believe discriminated against you, you can complain to the pub or restaurant owner. For example, if you're denied entry to a restaurant because staff think that having a disabled customer will somehow be detrimental to other patrons, it's likely that you've been discriminated against.
2. If you're not satisfied with the response, you can take them to court. You should seek legal advice before doing this. There are strict time limits for taking legal action under the Equality Act. You have six months minus one day from the date of discrimination to make your claim in the County Court. A court can allow a claim out of time in limited circumstances. You can claim for compensation, and a legal order for the service provider to make the reasonable adjustments you had asked for but been refused.

You can get more help from

The [Equality Advisory & Support Service \(EASS\)](#) runs a free helpline assisting individuals with equality and human rights issues across England, Scotland and Wales.

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| Telephone | • 0808 800 0082 |
| Text phone | • 0808 800 0084 |
| Email | • through websites form |