



Disability Rights UK

Out and about

Pubs and restaurants

Menu not accessible



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

Pubs and restaurants have an obligation to make sure you can use the premises, including ordering food. If you can't read the menu, ask if there are alternative formats, or have a member of staff read the menu to you.

Useful skills

- Effective communication
- Negotiation skills

Ways to assert your legal rights

1. If reasonable adjustments are not made so you can access the menu, speak to or write to the manager or owner of the pub or restaurant. Firmly but politely tell them what reasonable adjustments you need, how they have been denied and how the pub or restaurant can be more accessible to you and other disabled people in the future. You might be able to do this when

your request for adjustments is turned down, or you else you may have to do so at a later date.

You may also want to consider seeking [injunctive relief](#)

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

- Telephone** • 0808 800 0082
- Text phone** • 0808 800 0084
- Email** • [through websites form](#)