

Out and about

# Pubs and restaurants

Premises not accessible



**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

Like other services, pubs and restaurants have an obligation to make reasonable adjustments for you to access them. This can include modifying premises, providing a portable ramp to clear steps, ensuring that there is an accessible toilet and that you can use it, or providing other adjustments.

## Useful skills

- Effective communication
- Negotiation skills
- Writing clearly
- Being able to keep track

# Ways to assert your legal rights

1. If you're unable to access the pub or restaurant, or are denied other reasonable adjustments, you should contact the manager or owner of the pub or restaurant. Tell them their premises are not accessible and/or their staff are not making reasonable adjustments. When speaking to the manager or owner, be polite and firm and make concrete suggestions of possible about what they should do. This makes it more likely they'll make the adjustments you need. For example, if the step into a restaurant is too high, suggest what kind of ramp they should install.
2. If a pub or restaurant refuses to let you in because of your disability, that is likely to amount to a breach of your rights under the Equality Act. If this is the case, you should inform the owner or manager.
3. In the above cases, if the pub or restaurant is part of a chain, you can escalate your request or complaint to their head office. This is because the head office can make decisions and change policies affecting all of their stores. If the reasonable adjustments you need are introduced across all of a chain's restaurants, disabled people all over the country will benefit.

Download [restaurant complaint letter](#)

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

4. If you're not happy with the response of the pub or restaurant, you can take them to court. You should seek legal advice before following this route. There are strict time limits for taking legal action under the Equality Act. You will have six months minus one day from the date of discrimination to make your claim in the County Court. A court can allow an out-of-time claim in limited circumstances. You can claim for compensation and a legal order for the service provider to make the reasonable adjustments you originally asked for.

## 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](#)