

Out and about

Shops

Information 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.

Shops

Shops have an obligation under the Equality Act to ensure you can access information on what is for sale in the shop. For example, if you are unable to read price tags or other important information, such as food ingredients or clothing labels, you can ask a member of staff to assist you.

Useful skills

- Effective communication
- Negotiation skills
- Writing clearly
- Record Keeping

Ways to assert your legal rights

- 1.** If a shop does not make a reasonable effort to communicate with you and ensure you can access all the information you need, they have likely breached your rights under the Equality Act. If this is the case, you should inform the owner or manager of the shop.
- 2.** If you're not happy with the shop's response, 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](#)