

# The Restoration Hut

*Also working as Maria Farrall Therapy*

## Website Accessibility Policy

*In accordance with the Digital Accessibility (Websites and Mobile Applications) Regulations (DUAA)*

---

### 1. Introduction

---

The Restoration Hut (also working as Maria Farrall Therapy) is committed to ensuring that our website is accessible to everyone, including people with disabilities. This policy sets out our approach to digital accessibility in compliance with the Digital Accessibility (Websites and Mobile Applications) Regulations — also known as the DUAA — which applies to private sector and third-sector organisations providing services in England.

We believe that everyone deserves equal access to mental health and therapeutic support services, and we are committed to removing digital barriers that may prevent people from accessing information about our services.

### 2. Scope

---

This policy applies to the official website of The Restoration Hut / Maria Farrall Therapy, including all publicly available web pages, documents, and digital content hosted on our website.

### 3. Our Accessibility Commitment

---

We aim to meet the Web Content Accessibility Guidelines (WCAG) 2.2 at Level AA as the recognised international standard referenced by the DUAA. Our website is designed with the following accessibility principles in mind:

- **Perceivable** — information and user interface components must be presentable to all users, including those using screen readers or requiring alternative text.
- **Operable** — all functionality must be accessible via keyboard navigation and must not rely solely on mouse or touch input.
- **Understandable** — content must be written in plain English and operate in a predictable way.
- **Robust** — content must be compatible with current and future assistive technologies.

## 4. Known Accessibility Limitations

---

We are committed to ongoing improvement. Where we are aware of any accessibility limitations on our website, we will clearly document them here and provide alternative means of accessing the relevant content or service. As of the date of this policy, known limitations include:

- Some older PDF documents may not be fully accessible. We will work to update or provide accessible alternatives upon request.
- Third-party embedded content (such as booking systems or video) may not meet all WCAG 2.2 AA criteria. We will endeavour to select accessible third-party tools wherever possible.

## 5. Reasonable Adjustments

---

If you are unable to access any part of our website due to a disability or accessibility need, please contact us and we will make reasonable adjustments to ensure you can access the information or service you need. This may include:

- Providing information in an alternative format (e.g. large print, plain text, or audio)
- Offering telephone or in-person consultation in lieu of online processes
- Arranging for a team member to assist you in completing any online forms

## 6. Feedback and Contact

---

We welcome feedback on the accessibility of our website. If you experience any barriers or difficulties, or if you would like to request content in an accessible format, please contact us:

### **The Restoration Hut / Maria Farrall Therapy**

Email: [info@therestorationhut.co.uk](mailto:info@therestorationhut.co.uk)

Phone: 07854953944

Website: [therestorationhut.co.uk](http://therestorationhut.co.uk)

We aim to acknowledge your request within 5 working days and aim to resolve accessibility issues within 20 working days where reasonably possible.

## 7. Enforcement

---

If you are not satisfied with our response to an accessibility complaint, you may contact the relevant enforcement body. Under the DUAA, enforcement is the responsibility of the Secretary of State, with oversight provided through the Government Digital Service (GDS) or designated enforcement authority as specified in the regulations.

## 8. Technical Specification

---

Our website is built and maintained to be compatible with the following assistive technologies:

- Screen readers (including NVDA, JAWS, and VoiceOver)
- Screen magnification software
- Speech recognition software
- Keyboard-only navigation

## 9. Preparation and Review of This Policy

---

This accessibility policy was prepared in good faith based on an assessment of our website carried out by The Restoration Hut / Maria Farrall Therapy.

This policy will be reviewed annually, or sooner if significant changes are made to our website or if the DUA regulations are updated.

**Last reviewed:** June 2025

**Next review due:** June 2026