

THE MENOPAUSE WELLNESS CENTRE

Accessibility Statement

Making our website and services easier for everyone to use

LAST UPDATED

August 2026

The Menopause Wellness Centre wants as many people as possible to be able to use our website, understand our information and access our services.

1. Our commitment

We aim to provide an inclusive and welcoming experience for disabled people and for anyone who may need information or services presented differently. We consider accessibility when creating website content, documents, booking processes, online sessions and face-to-face services, and we will make reasonable adjustments where they are needed and practicable.

This statement applies to www.menopausewellnesscentre.com. Third-party platforms used for payments, programme delivery, video calls, messaging or embedded content have their own accessibility arrangements.

2. Accessibility standard and current status

We use the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA as the standard we are working towards. WCAG is an internationally recognised set of recommendations for making digital content more perceivable, operable, understandable and robust.

The website has not yet undergone a full independent technical accessibility audit. We therefore do not claim that every page or function fully conforms to WCAG 2.2 Level AA. We are continuing to review the site and improve issues we identify or that visitors report.

3. What we aim to make possible

We aim for visitors to be able to:

- navigate the main website using a keyboard as well as a mouse or touchscreen;
- zoom text and pages without losing important information or functionality;
- read content presented with clear headings, meaningful link wording and a logical structure;
- use sufficient colour contrast and understand information without relying on colour alone;
- access meaningful alternative text for informative images;
- use the site on desktop, tablet and mobile screens;
- pause or avoid unnecessary moving or flashing content; and
- understand information written in straightforward language.

Your browser, operating system or device may also offer accessibility features such as text resizing, zoom, colour adjustment, screen reading, voice control or keyboard navigation.

4. Known limitations and third-party content

Some parts of the website or connected services may not yet provide the same level of accessibility. These may include:

- third-party payment, booking, contact-form, map, social media or embedded content;
- the external app used to deliver personalised Meno Move exercise programmes;
- older downloadable documents that may not be fully structured for screen readers;
- videos or other media supplied through external platforms that may not always include captions, transcripts or audio description; and
- occasional mobile layout, focus-order or keyboard-navigation issues created by website platform components.

Where a third-party system creates a barrier, please tell us. We will consider whether we can correct the issue, provide the same information or service another way, or help you use an alternative process.

5. Alternative formats and reasonable adjustments

If you cannot access information or complete an action on the website, contact us and tell us what you need. Depending on the request, we may be able to provide information in a different format, explain it by telephone or video call, assist with a form or booking, use a different communication method, or agree an adjustment for an online or face-to-face session.

Please include the page, document or service involved, the difficulty you experienced, the format or adjustment that would help and your preferred way for us to respond. You do not need to disclose a diagnosis, but enough information about the barrier will help us find a suitable solution.

We will not charge you for a reasonable adjustment. What is reasonable will depend on the individual circumstances, the effectiveness of the proposed adjustment and the resources available to a small business.

6. Physical access to face-to-face services

Face-to-face coaching and classes take place at different venues in Sidmouth and Newton Poppleford, and workplace sessions may take place at a client's venue. Physical access, parking, toilets, lighting, acoustics and other facilities vary between locations.

Please contact us before attending if you have mobility, sensory, communication or other access requirements. We will provide the information we have, speak with the venue where appropriate and consider reasonable adjustments or an online alternative. We cannot guarantee that every third-party venue will be suitable for every access need, so advance notice helps us explore the available options.

7. Reporting an accessibility problem

We welcome feedback because it helps us identify barriers we may have missed. To report a problem or request help, contact:

Email: sharon@menopausewellnesscentre.com

Telephone / WhatsApp: 07791 973321

Website: www.menopausewellnesscentre.com

We aim to acknowledge an accessibility enquiry within five working days and provide a response or an update within ten working days. Some technical changes or arrangements involving a third-party provider may take longer, but we will keep you informed.

8. If you are not satisfied

Please contact us first so we have an opportunity to understand the problem and try to resolve it. If you believe you have experienced disability discrimination or have not received a reasonable adjustment, you can obtain information and support from the Equality Advisory Support Service (EASS):

Website: www.gov.uk/equality-advisory-support-service

Telephone: 0808 800 0082

Textphone: 0808 800 0084

9. How this statement was prepared

This statement was prepared in August 2026 alongside the redevelopment of The Menopause Wellness Centre website. It is based on a review of the planned website content and layouts and the accessibility principles in WCAG 2.2. It is not the result of a full independent technical audit or formal WCAG conformance assessment.

We will review this statement when the website changes materially, when an accessibility issue is identified, or at least annually. The next scheduled review is August 2027.