



ACCESSIBILITY AND INCLUSIVITY

At Toast Stays, we believe that everyone deserves to feel welcome, comfortable, and considered when they travel. We are committed to making our accommodation and services as inclusive and accessible as possible, and we recognise that this is an ongoing process that takes both care and commitment.

Due to the nature of many of our properties—particularly within Durham city where historic architecture often means steps, narrow doorways, or stair-only access—full physical accessibility is not always possible. However, we are actively working towards providing clearer access information on our listings so that all guests can make informed choices. Where we are able to offer more accessible layouts or step-free access, we aim to highlight these in a helpful and transparent way.

Alongside this, we are reviewing our website to improve digital accessibility, making it easier for guests using assistive technologies such as screen readers or keyboard navigation to browse and book independently. We want the online experience to feel just as welcoming and easy to navigate as the stay itself.

Inclusivity sits at the heart of Toast Stays. We welcome guests from all backgrounds—travelling for work, leisure, recovery, or relocation—and aim to support a wide range of needs with warmth, flexibility, and respectful communication.

If guests have specific access requirements, we encourage them to reach out to us directly so we can provide personalised support wherever possible.

At Toast Stays, accessibility is more than a feature—it's a value we are committed to improving on, step by step.