



Why We Are Sharing Our Experience

At PIWS, we believe everyone should be able to enjoy Wales with confidence.

This form allows disabled people and those living with long-term health conditions to share their experiences, celebrate good practice and provide helpful suggestions that may improve future visits for others.

You can leave this form with the venue, email it to PIWS, or submit your feedback online.

How to Submit This Form

Choose the option that's easiest for you:

- | | |
|--|--|
| ☐ Leave it with the venue | ☐ Upload it directly to the venue listing on: www.piws.co.uk |
| ☐ Email it to: admin@piws.co.uk | ☐ Scan the QR code below and complete online |

About Our Visit

Venue Name: _____ **Location:** _____

Date of Visit: _____

Type of Venue

- | | |
|---|--|
| ☐ Accommodation | ☐ Activity Provider |
| ☐ Restaurant / Café | ☐ Retail / Shop |
| ☐ Visitor Attraction | ☐ Other _____ |

About Us

Accessibility needs relevant to this visit:

- | | |
|---|---|
| ☐ Mobility impairment | ☐ Dementia |
| ☐ Wheelchair user | ☐ Long-term health condition |
| ☐ Visual impairment | ☐ Mental health condition |
| ☐ Hearing impairment | ☐ Hidden disability |
| ☐ Autism / Neurodivergence | ☐ Prefer not to say |
| ☐ Learning disability | ☐ Other _____ |



DISABLED VISITOR FEEDBACK FORM

What Helped Make Our Visit Enjoyable?

- | | |
|--|--|
| ☐ Easy-to-find information before visiting | ☐ Step-free access |
| ☐ Accessible parking | ☐ Accessible seating |
| ☐ Clear signage | ☐ Quiet space |
| ☐ Welcoming entrance | ☐ Good communication |
| ☐ Accessible toilet facilities | ☐ Flexible approach to customer needs |
| ☐ Helpful staff | ☐ Accessible accommodation |
| ☐ Understanding of my/our accessibility needs | ☐ Other _____ |

What Made Us Feel Welcome?

Was there a member of staff, service, facility or feature that made a positive difference to our visit?

Are there any changes that could make the experience even better for future visitors?

Overall Experience

How welcoming did we find this venue?

- | | |
|------------------------------------|---|
| ☐ Excellent | ☐ Satisfactory |
| ☐ Very Good | ☐ Room for Improvement |
| ☐ Good | |



DISABLED VISITOR FEEDBACK FORM

Would You Recommend This Venue to Other Disabled Visitors?

☐ Highly Recommend

☐ Worth Contacting Before Visiting

☐ Recommend

☐ Not Sure

Help Others Visit with Confidence

Your experience can help other disabled people, carers, families and people living with long-term health conditions make informed choices about where to visit.

Continue the Conversation Online. Scan the QR Code to:

☒ Share additional feedback

☒ Upload photographs

☒ Recommend accessible venues

☒ Celebrate great customer service

☒ Share accessibility improvements

☒ Help create a more accessible Wales

 **Photos help tell the story.**

If you can, please share photographs showing features that helped your visit or opportunities that could improve future experiences.

Message to the Venue

Thank you for listening to the experiences of disabled visitors.

Every step taken towards greater accessibility helps create a more welcoming experience for visitors, residents, families and communities across Wales.



www.piws.co.uk