

Accessibility Statement

Lucy & Phil Limited

Accessibility Statement

1. Our Commitment

Lucy & Phil Ltd is committed to ensuring that our website, digital services and customer communications are accessible, inclusive and easy to use for everyone.

We believe that every individual should be able to access information about our business and services regardless of disability, age, technology or personal circumstances.

We are committed to continually improving the accessibility and usability of our website in line with recognised accessibility standards and best practice.

Accessibility is a core part of our commitment to equality, diversity and excellent customer service.

2. Scope

This Accessibility Statement applies to:

Our website

Online quotation forms

Contact forms

Customer communications

Digital documents published on our website

Downloadable PDFs

Online booking systems

Digital customer services

3. Accessibility Standards

Lucy & Phil Ltd aims to meet the requirements of:

Equality Act 2010

Public Sector Bodies (Websites and Mobile Applications)

Accessibility Regulations 2018 (where applicable as recognised best practice)

UK GDPR

Web Content Accessibility Guidelines (WCAG) 2.2 Level AA

Although we are a private company, we voluntarily work towards recognised accessibility standards to ensure an inclusive experience for all users.

4. Our Accessibility Principles

We aim to ensure our website is:

Perceivable

Information is presented in ways that users can easily see, hear and understand.

Operable

Navigation is simple and can be completed using a keyboard, mouse or assistive technology.

Understandable

Content is written in clear, professional language with logical page structures and consistent navigation.

Robust

Our website is designed to work with modern browsers, assistive technologies and a wide range of devices.

5. Accessibility Features

Where reasonably practicable, our website includes:

Clear page headings

Consistent navigation

Responsive mobile design

Readable font sizes

Logical content structure

Keyboard navigation support

Alternative text for meaningful images

High colour contrast

Clearly labelled forms

Accessible buttons and links

Descriptive page titles

Error messages designed to help users complete forms successfully

Compatibility with common screen readers

6. Alternative Formats

If you are unable to access information on our website, we will provide information in an alternative format wherever reasonably possible.

This may include:

PDF documents

Microsoft Word documents

Large print

Plain text

Telephone assistance

Email support

Requests will be handled promptly and without additional charge.

7. Assistive Technologies

We aim for our website to be compatible with commonly used assistive technologies, including:

Screen readers

Voice recognition software

Screen magnifiers

Keyboard-only navigation

Browser zoom functionality

Speech-to-text software

8. Website Compatibility

Our website is designed to function across modern browsers including:

Google Chrome

Microsoft Edge

Mozilla Firefox

Apple Safari

It is also designed to operate across desktop computers, tablets and mobile devices.

9. Known Limitations

We recognise that some areas of our website may require ongoing improvement.

Examples may include:

Older PDF documents

Third-party embedded content

External websites linked from our pages

Third-party booking or payment systems

Where accessibility issues are identified, we will seek to address them as part of our continual improvement programme.

10. Third-Party Content

Our website may include links to third-party websites or services.

Lucy & Phil Ltd cannot guarantee the accessibility of external websites that we do not own or control.

11. Feedback and Accessibility Requests

We welcome feedback regarding the accessibility of our website.

If you experience any difficulty accessing information or using any part of our website, please contact us.

When reporting an issue, please include:

The webpage address (URL)

A description of the issue

The device and browser you were using (if known)

Any assistive technology being used (if applicable)

We will investigate your request and aim to provide a response within five (5) working days.

12. Continuous Improvement

Lucy & Phil Ltd is committed to continually improving accessibility through:

Regular website reviews

User feedback

Accessibility testing

Staff awareness and training

Updating digital content

Improving downloadable documents

Monitoring changes to recognised accessibility standards

Accessibility forms part of our wider commitment to quality, customer service and continual improvement.

13. Equality and Inclusion

Accessibility is closely linked to our Equality, Diversity & Inclusion Policy.

We are committed to ensuring that no individual is disadvantaged when accessing our services because of disability, age, language, technology or other protected characteristics.

14. Policy Review

This Accessibility Statement will be reviewed annually or sooner where:

Website functionality changes significantly

Accessibility legislation changes

New accessibility guidance is issued

Significant accessibility issues are identified

Contact Us

Lucy & Phil Ltd

✉ Email: support@lucyandphilltd.co.uk

☎ Telephone: 01753 463799

🌐 Website: <https://lucyandphilltd.co.uk>

If you require information in an alternative format or wish to report an accessibility issue, please contact us using the details above. We are committed to responding promptly and making reasonable adjustments to ensure our services remain accessible to everyone.

Lucy & Phil Ltd Commitment

At Lucy & Phil Ltd, accessibility is more than a legal consideration—it is part of our commitment to delivering inclusive, professional and customer-focused services. We strive to ensure that every customer, employee, supplier and visitor can access our information and services with dignity, independence and confidence.

Signature:



Position: Managing Director

Date: 27/ 08/2026

Review: 27/08/2027