

ANNEX – FEEDBACK FROM GUESTS WITH DISABILITIES

"Ascott Orchard was as beautiful as its people. I got to enjoy comfort within luxury because Ascott stepped forward to champion accessibility! We hope many hotels will join them and say, 'We want you here'."

– *Carole Ann, 47, a wheelchair user with physical disability*



Carole at the wheelchair-accessible reception counter.



Carole exploring the ramp access to the swimming pool deck.

"Thank you Ascott for your warm hospitality and great assurance in making my stay safe and comfortable at Ascott Orchard! A very good collaboration between Ascott and SG Enable. Ascott Orchard is a great place for persons with disabilities." – *Bernard Chew, 54, who has visual impairment*



Ascott associates guiding Bernard around the property.



Bernard exploring the use of in-room amenities with a mobile application that aids persons with visual impairment.

“The staycation experience was pleasant and memorable. The people we met were nice and always ready to help.” – *Megan Tang, 19, who has an intellectual disability*



Megan exploring the sheltered walkway that is linked to the adjacent shopping mall.



An Ascott associate showing Megan the in-room amenities.

