

Viney Hill Christian Adventure Centre

Equality, Diversity & Inclusion Policy

Approved by Board of Trustees April 2026

Next review April 2029

Policy Change Log

Section/Page	Change Summary	Reason for Change	Updated by / Date	Approved by / Date
All Sections	Updated Policy	Improved to be more Customer Facing	T Paragreen 03.04.2026	Trustees Approval 15.04.2026

Equality, Diversity & Inclusion Policy

Our Commitment and Approach

At Viney Hill Christian Adventure Centre, we are committed to creating a place where everyone feels welcome, safe, and valued. We believe that every person is made in the image of God and has inherent worth. We celebrate diversity and we are committed to ensuring that all guests are treated with dignity, fairness, and respect.

We aim to provide an environment where:

- Everyone can participate fully in our activities and experiences
- Differences are respected and valued
- Barriers to access are reduced wherever possible

Who This Applies To

This policy applies to:

- All guests and group members
- Group leaders and visiting organisations
- Day visitors and residential guests
- Anyone accessing our facilities, activities, or services

Our Approach

We recognise that every group and individual is different, and we will work with you to support your needs wherever we can.

We are committed to:

- Treating all guests fairly and with respect
- Providing an inclusive and welcoming environment
- Making reasonable adjustments wherever possible
- Listening and responding to individual needs
- Challenging inappropriate behaviour or discrimination

Inclusion in Practice

We encourage planning ahead to

- Encouraging groups to share any additional needs in advance
- Working with group leaders to understand specific requirements
- Making reasonable adjustments where possible

Equality & Fair Treatment

All guests will be treated equally, unless specific adjustments are needed to ensure fair access and participation. We do not tolerate discrimination on the grounds of:

- Age
- Race, ethnicity, nationality or cultural background
- Religion or belief
- Disability or additional needs
- Gender or gender identity
- Sexual orientation
- Marital or family status

Activities & Accommodation

We are keen to facilitate the following actions and values: -

- Adapting activities to support different abilities where we can
- Providing guidance on suitability of activities
- Supporting group leaders in managing their group inclusively
- Continuing to improve accessibility across the site
- Being honest and transparent about any limitations

Respectful Behaviour

We expect all guests and visitors to:

- Treat others with kindness and respect
- Value differences and avoid discriminatory behaviour
- Follow guidance from staff where needed

We will not tolerate

Where concerns arise, we will take appropriate action in respect of

- Bullying, harassment, or intimidation
- Discriminatory language or behaviour
- Actions that make others feel unsafe or unwelcome

Christian Faith & Ethos

As a Christian centre, our values shape how we welcome and care for others.

- We welcome people of all faiths and none
- We respect individual beliefs and backgrounds
- We expect mutual respect between all guests.

Raising Concerns

We will always aim to listen carefully, take concerns seriously and resolve issues quickly and fairly. Where needed, concerns can be handled through our Complaints Policy.

If you feel that you or someone in your group has been treated unfairly or excluded, please

- Speak to a member of staff as soon as possible
- Speak to your Group Leader

Our Ongoing Commitment

Our aim is simple: to create a place where everyone feels they belong and can fully enjoy their time at Viney Hill. To this end we will be: -

- Committed to continuous improvement
- Listen to feedback
- Regularly review our practices and facilities
- Train staff to support equality, inclusion and diversity