

Hi

No this is not a complaint, this is to give praise where it's due!

Yesterday (Friday) at lunchtime I was in Looe for a visit, I am not on holiday, I live just outside of Bude and had to go to Derriford Hospital early Friday morning with my Husband. All went well at the Hospital so we decided to enjoy our day and visit Looe. We think, from being small children to now, that we have either visited or been at Looe for holidays on and off for some 50 years now. We saw a poster for the Looe Festival at the end of this month and thought we could come down for a day during that week and enjoy the festivities. So I popped into the TIC to find out if you had a programme of events so we could choose which day to come. I had to wait for 2 other people to be served.

The 1st lady was asking about beaches at Looe, she seemed to think there should be more beaches...? Your lady behind the desk was very polite and repeatedly told the lady the beach at the end on the harbour was THE beach. It's a lovely beach, I've made sandcastles on it many many times! This lady was not impressed, she didn't want to go far she said but wanted other beaches. Your lady kindly offered to show her a map of the coastline etc. but again the lady was just getting agitated and in the end said "oh just give me the map, I've got people waiting for me!" she left. The 2nd was a man, I won't call him a Gentleman. "Yes Sir, can I help you?" this man thrust himself at the desk, with his fists on the desk, thrust his face at your lady and went into a rant about "your so called town not providing facilities for the disabled! No disabled toilets, no dropped kerbs, no help with steps to get into shops". He ranted on telling your poor lady it was disgusting and didn't she know that 60% of your visitors were disabled and it was a disgrace that there was nothing for them!!! He was loud, rude and threatening, your lady remained calm and polite, I don't know how! I left the office because I wanted to tell him what I thought of him and his behaviour but I felt it would only make matters worse.

Now, I would like to make some comments on all this.

My husband is now disabled, he needs a walking stick, he cannot feel under his feet, he gets tired and he sometimes needs a toilet. He does fine in Looe thank you very much! The roads and paths are uneven but it's an old fishing village and that's what we come to see as does the bulk of your visitors. There are shops with steps, there are also plenty with very easy access and I've even brought him to Looe when he was in a wheelchair and if I can help him manage (he weighs twice my weight) I am sure any other disabled person can manage a step! There are places to sit on along the harbour and at the end by the sea, there are lovely views or the crab fishing etc. to watch while you have a rest. There are disabled toilets and although I don't use them myself my husband tells me they are absolutely fine! The shopkeepers are friendly and helpful.

I would like to pass on my praise to your lady. I have had to deal with rude and angry people in my job, it is sometimes very hard to bite your tongue and remain calm and polite. She did.

Also, since living down here, we are constantly amazed at how some visitors behave while they are here. To earn your crust to see you through the winter, you folk put up with an awful lot!

We did have a lovely visit, we always do even in the depths of winter and we will keep on coming! So a big thank you from me and my Hubby!

Kind Regards

Mrs Chris Evans