

Venue Access Information Guide

For small venues or premises that do not hold live events.

What to include on your Accessibility page

1. Introduction

- A short statement on behalf of the venue to welcome disabled customers.

The introduction text is a chance to communicate your venue's ethos when it comes to being inclusive.

2. Contact Details

- A named person as a point of contact and their job role, i.e. 'Access Lead'
 - Email
 - Phone
 - Postal
- Estimated response time
- Community feedback: "We welcome feedback from our disabled community. Please contact our Access Lead."

Aim to provide a named person and have that person be responsible for all access-related communications. This greatly reassures customers and assists in providing continuity of customer service. We recommend access-related queries should be responded to within 5 working days.

3. Premises Description

- Premises building accessibility, including:
 - Entrance: is it step-free? If not, the number of steps, whether there are handrails and whether there is colour contrast.
- For premises with a portable ramp or alternative entrance: describe how visitors can contact staff on arrival.
- Service points
- Key policy details
- Provide photos and/or videos of the entrance

Provide accurate and honest information about how people can move around the premises. If the premises does not have full step-free access, share this to support visitors to prepare.

4. Toilets

- Describe toilet provision, whether accessible or not.
 - Describe route and provide distance from any key visitor areas to the toilets.
 - Provide photos of your toilet provision

If you have an accessible toilet on site, check all internal fittings to ensure they meet Approved Document Part M guidance. If you do not have an accessible toilet on site, signpost customers to the closest accessible toilet.

5. Travel Guide

- Provide any relevant information about:
 - Accessible parking.
 - Taxi and drop-off arrangements.

- Nearest accessible public transport hubs or stops (i.e. bus stops or train stations).

Provide distance to nearest accessible public parking and provide information about any restrictions on Blue Badge parking. Consider the most accessible drop-off location and public transport stops for your venue and describe route including distances.

6. Arrival Guide

- Opening times
 - Provide all relevant info related to daytime opening and any standard opening times for gigs.
- Arriving at the venue
 - Describe what customers should expect upon arrival at the venue – who will direct them, who they should approach if they have any questions etc.
 - Describe any early entrance options for customers who may request it as part of their access requirements (i.e. to avoid moving through crowds or busy spaces).
- Ticket collection & information points
 - Describe access route from entrance to ticket collection or information point.
 - Describe what customers will need with them to collect tickets, if the event is ticketed.
 - Describe the process for booking PA/ Essential Companion tickets at no extra cost.

Customers can be anxious about arrival, particularly if they have tickets to collect or need further information. Describing the process in advance alleviates this and cuts down on direct customer enquiries.

7. Customers with Medical Requirements

- State that you welcome attendees who need to bring medicines, food or drink to manage a medical condition, or medical equipment.
- Invite people to contact you if they have any concerns.
- Describe any services on site or who to approach in an emergency.

Staff should be briefed on the policies and procedures in place. All venues are legally obliged to set up systems to ensure that people can gain access with the necessary medical supplies. It is important that self-management of conditions is not questioned by staff in an inappropriate manner i.e. door staff questioning why someone with Type 1 diabetes wishes to bring a glucose drink into a venue or refusing entry to someone with an Epi-Pen to manage potential anaphylactic shock.

8. Assistance Dogs

- Describe policy and facilities available.

9. Sensory and Creative Access

- Information about the sensory environment, including:

- Loud music, announcements or other high noise levels
 - Flashing, strobe or rapidly changing lighting
 - Strong smells from food preparation, cleaning products or other sources
 - Busy periods when spaces may be crowded or noisy
 - Quiet areas or spaces available for people needing a break
 - Sensory-friendly sessions, adjusted opening times or alternative ways to access services
- If offered, communicate in advance:
 - Captioning
 - BSL interpretation
 - Audio enhancement systems such as induction loops, infrared or FM systems
 - Audio description
 - Relaxed performances
 - How visitors can access and use these services

Next Steps

1. Schedule a team meeting

- Arrange some dedicated time to consider access and your venue.
- Include people responsible for the website, customer service and on-site production.
- Use this document as an agenda for discussion

2. Edit the template

- Use this document to create a guide to your premises' accessibility.

3. Make a dedicated page on your website or a downloadable file from your social media page for your access information

- We recommend calling this page 'Accessibility Info' alongside a suitable image such as the internationally recognised wheelchair-user symbol: ♿
- Make this a standalone webpage that is easily found from the front page of your website, rather than a section of a long FAQ.