|  |
| --- |
| **ACCESS FAQ’s CRIB SHEET\*** |
| *\*The below is only supposed to act as guidance, a suggestion of what you could say regarding the access provision at your event. All events are different, and how you articulate what you can provide will differ depending on the nature and/or scale of the event. Remember, the most valuable thing you can do is to be open and honest about the accessibility provision so that visitors are able to make informed decisions.*  |
| **Have the provision** | **Don’t have the provision** |
| ***Accessible Toilets***  |
| An accessible toilet is available at this event. It is located \*describe location of toilet\*. | Unfortunately, an accessible toilet is not available at this event. The nearest publicly accessible facility is located \*insert number\* metres away. The address is: \*insert address\*.  |
| ***Assistance Dogs*** |
| We look forward to welcoming you and your registered Assistance Dog or ESA to this event. Water bowls will be available to borrow at the \* insert location\*, and a designated ‘relief’ area will be located \*insert location description\*. | Due to \*insert reason\* [there are only a few reasons why this response would be acceptable – assistance dogs are legally protected in public spaces], we are unfortunately not able to safely recommend that Assistance Dogs or ESAs are welcome at this event. We understand that this represents a major barrier to participation for some of our visitors, but if you’d like us to organise a sighted guide to support you at this event, please do not hesitate to contact us at \*insert email address\* or give us a call on \*insert phone number\*. |
| ***Audio Description*** |
| Audio description at this event will be provided by \*insert name of AD\*. You will be able to access this service by either picking up a headset from \*insert location\* on arrival or connecting onto the Sennheiser system using your own handheld device and the MobileConnect App, available to download here: \*insert link\*. | We are unfortunately not able to provide audio description at this event, but we encourage you to browse our ‘what’s on’ page for future events that offer this provision. |
| ***Baby Change Facilitates***  |
| Baby changing facilities are available at this event. They are located \*describe location of baby changing table\* and free nappies are available to pick up from \*insert location if applicable\*. | Unfortunately, baby changing facilities are not available at this event. The nearest publicly accessible facilities are located \*insert number\* metres away; the address is: \*insert address\*. |
| ***Blue Badge Parking*** |
| \*Insert number\* blue badge parking bays are available on site at this event - they are located \*describe location\*. We are unfortunately not able to reserve parking bays for visitors ahead of the event; all parking provision is available on a first come first served basis. | Unfortunately, we do not have any blue badge parking bays available on site at this event. The nearest provision is located \*insert number\* metres away. The address is: \*insert address\*. |
| ***British Sign Language (BSL) Interpretation***  |
| British Sign Language (BSL) interpretation at this event will be delivered by \*insert name of BSLI\*. They will be positioned \*insert where they will be located\*. | We are unfortunately not able to provide British Sign Language (BSL) interpretation at this event, but we encourage you to browse our ‘what’s on’ page for future events that offer this provision. |
| ***Changing Places Toilet***  |
| A Changing Places toilet is available at this event. This includes a toilet with retractable grab rails, an electric ceiling track hoist, and a height adjustable, adult- sized changing table. If you’re planning to use this facility, please don't forget to bring your own sling with you to use the hoist. | Unfortunately, a Changing Places toilet is not available on site at this event. The nearest publicly accessible facility is located \*insert number\* metres away. The address is: \*insert address\*. |
| ***Chill Out Room/Tent***  |
| A chill out room, staffed by \*insert provider\*, will be available to visitors at this event. This will include soft furnishings, low level lighting, fidget toys, colouring supplies, ear defenders, and a black out tent. You are free to use this facility whenever you like and if you need support to navigate to this area, please do not hesitate to ask a member of our wonderful front of house team; they’ll be happy to help. | We are unfortunately not able to provide a dedicated chill out room at this event, but we encourage you to browse our ‘what’s on’ page for future events that offer this provision. Our front of house team will also be on hand at the event to support any visitor who may need a break away from the main event, so please do not hesitate to ask if you need additional support. |
| ***Food and Drink*** |
| You are more than welcome to bring your own food and/or drink to this event. We politely ask that you please do not bring anything that is stored within a glass container and that you leave metal cutlery at home. Alcohol is also not permitted. | Due to \*insert reason\* we are unfortunately not able to permit visitors to bring their own food and/or drink to this event unless it represents a medical necessity. If this is the case, please ensure all liquids are contained within sealed plastic bottles, and that cold food is stored within small, see-through plastic bags. Hot food, food stored within glass containers, alcohol and metal cutlery is not permitted under any circumstances on site at this event. |
| ***Hearing Loop*** |
| A hearing loop will be available at this event. To connect onto this provision, you will either need to pick up a receiver from \*insert location\* on arrival, switch to ‘T’, or use your own personal handheld device and the MobileConnect App to access the Sennheiser audio enhancement system. | We are unfortunately not able to provide a hearing loop at this event. We apologise that we haven't’ been able to remove this barrier to participation this time around, but we encourage you to browse our ‘what’s on’ page for future events that offer this provision. |
| ***Prayer Space*** |
| A prayer/quiet space is available for visitors at this event. Should you wish to use this space, please speak to a member of our front of house team; they’ll be happy to direct you. | We unfortunately do not have room to provide a dedicated prayer space at this event, but should you have a need for privacy please speak with our front of house team and they will try their best to find you a suitable space. |
| ***Seating***  |
|  | Due to the nature of this event, only limited seating will be available. You are more the welcome to bring your own chair with you, and our front of house team will try their best to find a suitable option for those with mobility needs, however, the provision of seating cannot be guaranteed.  |
| ***Visual Story*** |
| A visual story, created by our friends at \*insert provider\*, will be available for this event. Please return to this web page on \*insert date\* when the visual story will be available to view and print. | We are unfortunately not able to provide a visual story for this event, but we encourage you to browse our ‘what’s on’ page for future events that offer this provision. You are also more than welcome to ask us any access-related questions that are not answered on this webpage. Please contact us at \*insert email address\* or give us a call on \*insert phone number\* - we’ll try our best to help. |
| ***Wheelchair Access*** |
| The venue for this event is fully wheelchair accessible.Also include if relevant:* The wheelchair accessible entrance is located \*insert details\* and access to the \*insert floor\* is via a lift that is located \*insert details\*.
* The ground condition on site is \*insert description\* (e.g., firm grass, mixed sized gravel) and a limited number of self-propelled all terrain wheelchairs with MTB tiers are available for visitors to borrow who would benefit from being able to transfer into a more robust wheelchair.
 | \*Detail specific areas of the venue that aren't wheelchair accessible e.g., stage, toilets, bar etc.\* We understand that this represents a major barrier to participation for some of our visitors, and whilst we will have our wonderful front of house team on hand to support in whatever way they can, we know this won’t be enough to make attendance possible for everyone. We apologise that we haven't been able to remove this access barrier at this event. |

Created by Jay Millard Consultancy (jaymillard@protonmail.com)