

Glastonbury Festival 2019 - Access guidance for traders

Glastonbury festival has been awarded the Gold level of Attitude is Everything's Charter of Best Practice in recognition of our commitment to making the festival as accessible as possible.

We now have hundreds of Deaf and disabled customers, artists and crew on site every year, all of whom make use of traders.

It is essential that all traders on site consider access to their services in order to provide the best possible service. The following guidance covers a range of topics that we ask you to consider and to make plans for accordingly.

Access routes:

- Any created route (i.e. barrier-surrounded queue system) must be a minimum of 1.2m wide in order to allow for access by wheelchair users.
- No unnecessary barriers or ground surfaces (i.e. steps or cargo pallets) should be added to access routes that might impact access for people with mobility or sensory impairments.
- All access routes should be clearly sign-posted as appropriate. Dedicated accessible entrances / routes should be marked with the universal wheelchair symbol.
- Any constructed ramp should be a minimum of 1:12 in gradient.

Bars and Counter

- All traders that provide level or ramped access to a bar or counter should have a lowered section when the planned bar or counter is higher than 850mm. If a lowered bar or counter is not practical or safe, an adjustment should be made to enable people to view price lists and place orders easily. In practice, this might involve having staff able to take orders directly by coming in front of the bar or counter, taking money, and returning with drinks and change.
- The surface of any lowered counter section should be raised no more than 850mm from floor level.
- Where possible a recess should be included beneath the lowered counter section to allow users of wheelchairs to wheel right up to it.
- Any recess underneath a counter should be:
 - Height from floor level: 700-750mm
 - Width: at least 600mm
 - Depth underneath counter: 400-500mm
- All lowered bars/ counters should be positioned at the ends of bars and counters.

Assistance with Customer Choice

- Where drinks, food or merchandise lists are able to be provided, please ensure that you have black print on white background, laminated, large print (min. 18pt) menus available and/or on the bar or counter.
- Please consider that where appropriate picture-based menus make choosing items far more accessible for some people on site.

For further information and advice on the festivals access facilities for Deaf & disabled festival goers and/ or Deaf & disabled crew/ traders etc. please contact – accessibility@glastonburyfestivals.co.uk