



Glastonbury Festival - Access Policy for Traders

Glastonbury festival is committed to be an inclusive event that everyone can attend and enjoy.

We ask that any trader or contractor attending the festival also commits to this policy.

A team from the organisation Attitude is Everything will be onsite assessing all areas of the festivals access to ensure we continue to meet our Gold Level Status.

We ask that all traders on site consider the access of their units in order to provide the best possible service. The following guidance covers a range of topics that we would like all traders to plan for accordingly.

COUNTERS & BARS

- All traders must provide a level or ramped access to a counter/ bar.
- All traders with counters/ bars higher than 85cm must provide a lowered section for wheelchair users. This would ideally be at a height of 70-75cm.
- Where possible a recess should be included beneath lowered counters to allow users of wheelchairs to wheel right up to it. A counter with a recess would need to be at least 60cm wide with a recess depth of 40-50cm.
- If level or ramped access is not possible and/ or a lowered counter is not practical or safe an adjustment should be made to enable people to view menus and place orders easily. In practice, this might involve having staff able to take orders directly by coming in front of the counter/ bar, taking money, and returning with food/ drinks and change.
- All lowered counters/ bars should ideally be positioned at the ends of counters/ bars.
- High level signage should be used to inform wheelchair users approaching counters/ bars where lowered accessible sections can be found. These should be hung above the lowered section

Examples of signage used at Glastonbury;



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.
- Where possible dedicated accessible entrances / routes should be available. These should be sign posted with the universal wheelchair symbol.
- Any constructed ramp should be a minimum of 1:12 in gradient.

MENU/ PRICE LIST

- Ensure that any menus and prices lists are available in large print on the counter/ bar. These should be in black text on white background, laminated in a minimum font size of 18pt.
- Please consider that where appropriate picture-based menus make choosing items far more accessible for some people on site.

If traders would like further information and/ or guidance on ensuring they are accessible the Access Team is happy to assist with this. Please contact – access@glastonburyfestivals.co.uk