



improving deaf and disabled people's access to live music

Festival Factsheet - Access Information

The website had loads of welcoming information including a particular mention of their welcoming of disabled people. It gave enough information for me to want to go.

We recommend that you build a dedicated Access Information page into your website, and have it clearly linked to from your main page, as a button or in a pull down menu, rather than hidden away, to avoid people having this experience:

Awful. I spent ages searching 'Info' and 'FAQ'. Eventually I found some info under 'Tickets'.

Information should be clear, concise but detailed, and available as a Word document download. Perhaps include a line or two at the beginning that draws from your festival's ethos, and then set things out under headings and focus on providing information in plain English. This is more accessible, and people can browse the rest of your website for more evocative descriptions of what you have to offer!

Take some time to run through all aspects of the festival site, and pull in information from site plans and schedules that might be relevant. This approach would have improved the experiences for these two festival goers:

There was no notice on the website that roads in the area would be totally blocked off and local transport would be diverted. Hence, the only way to leave the festival was to walk a very long distance. My helper fell ill and had to leave early, I was left stranded, miles from anywhere and with no accessible transport. Hence I had a panic attack, which put a bit of a downer on the day.

Template: Access information on your website

- **One line introduction**
- **Contact details for all access enquiries**
Online, by phone and an address
- **Alternative Formats Available – Online**
Have all access info downloadable as a PDF and Word file from the access info page
- **Alternative Formats Available – By Request**
Large Print as a minimum, Braille and Audio upon request
- **Access around the site**
Describe site, surfacing and specific access routes, where possible include photos
- **Parking / Travel**
Parking in relation to accessible campsite, drop-off points and assistance available, accessibility of local public transport
- **Accessible Campsite (if applicable)**
Facilities, location, security, charging points, info tent?, fridge for medication?, campervans/caravans?
- **2 for 1 tickets for personal assistants**
Describe, how and when to apply, evidence needed, sent out or collected on site?
- **Ticket / Wristband exchange**
Location, what you will need to bring with you
- **Viewing Platforms**
Locations, toilets, how gain access, who can gain access (+ 1 PA/companion? More?)
- **Accessible toilets**
Locations, access to stewarded / non-stewarded (see Festival Factsheet – Toilets)
- **Hearing Loop + BSL**
Provision, locations, signage used to identify
- **Assistance Dogs**
Policy on assistance dogs, area provided for toileting / drinking?
- **Strobe Lighting**
General warning if going to be used, info about how and when warnings will be given during / before performances
- **Medical services**
Provision, how find out more info