



attitude
is everything

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improving deaf and disabled people's **access to live music**

www.attitudeiseverything.org.uk

Festival Factsheet – Food Bars and Merch

The merchandise stall was not up a load of steps this year! T-shirts were displayed up the side of a tent from the ground upwards.

The Silver award of Attitude is Everything's Charter of Best Practice features the target:

Extend access policies to partners

In a festival context, one area this applies to is food, bar and merchandise operators working on site.

For the purposes of this factsheet, we will consider:

- marquee-based bars
- merchandise tents
- vehicle-based food outlets

• Access to the bar

The lanes to queue for bar tokens were too narrow for my wheelchair, but when staff saw me coming they widened them temporarily.

- Approaching the tent
 - Level surface on approach
 - Hard or compacted surface if possible

- If queues are barriered, they should be a minimum of 1.2m wide in order to allow the passage of wheelchairs if you don't have a dedicated lane.
 - Clear signage to indicate best access route.
- Access to the bar
 - We recommend that lowered bars / hearing looped bars are placed at the extreme ends of any bar surface, to allow for the best possible access through anticipated crowds.
 - If you have barriered queues, the queue to the section of the bar with access provisions could be signposted from outside and lead straight to that section.
- Provisions for people with hearing impairments
 - Having black print on white background, laminated, large print drinks menus on the bar that can be pointed at easily is another low cost way of improving access, and benefitting all customers.
- Signage:
 - Any lowered counter should be clearly signed, with "Lowered Bar" and the universal wheelchair symbol. Ideally this signage should be located above the bar, to allow for the best possible sight-lines.
 - The location of the lowered bar should be sign-posted outside the tent, to allow customers to minimise their journey through a crowd to get to it.
- Personal service in absence of lowered counters
 - If a lowered counter is not practical or safe, an adjustment should be made to enable people to view price lists and place orders.
 - This should form the basis of a policy for how staff should identify and respond to any individual for whom the bar height poses a barrier to them being able to place an order.
 - In practice, this might involve having staff able to take orders directly by coming in front of the bar, taking money, and returning with drinks and change.

• Access to the merch tent

- Level of sales table
 - Height: 800-850mm.
 - Depth: 600-1000mm (Reach to centre of surface 500mm max)
 - Ideally a Recess beneath counter:

Height: 700-750mm
Width: at least 600mm
Depth: 400-500mm
- Position of merchandise
 - Placed as near to front edge as possible, with staff on hand to pass forwards items located further back
 - If clothing is hanging from the side of a tent, ensure that examples of merchandise are hung close to the ground to enable access by a person using a wheelchair.
- Personal Service Policy – see guidance above

• Access to the food vendor

Loud music and no dropped counters = v difficult to communicate when in chair.

The fact that the majority of food vendors at a festival may be housed in vehicles might suggest that access is not possible. However, this is not the case. The guidance for bars listed above might apply according to the set-up.

• Other factors to consider:

- Some people require food to be blitzed up in order to safely swallow it.
- Picture-based menus make choosing food far more accessible for some people
- Menus on a board are not accessible to all people – menus that can be handed out, including large print, would help to ensure that people who have a vision impairment can make independent choices.
- Best Practice would be to stock a menu written in Braille in anticipation that the stall might be visited by a blind person who reads Braille.