



improving deaf and disabled people's  
access to live music

[www.attitudeiseverything.org.uk](http://www.attitudeiseverything.org.uk)

Registered Company No. 6397532

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An introduction to the

# Venue and Festival Charter of Best Practice

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## The Charter of Best Practice – An Introduction

Attitude is Everything improves Deaf and disabled people's access to live music by working in partnership with audiences, artists and the music industry to implement a Charter of Best Practice across the UK. Music Without Barriers.

We support the music and events industries to understand Deaf and disabled people's access requirements at venues and festivals by building equality into the strategic process. The ethos of the Charter is that Deaf and disabled people should be as independent as they want to be at live music events.

The Charter is a bespoke service awarded in 3 stages - Bronze, Silver and Gold. Each stage details the criteria for improvements and advises on how to achieve them. We support venues and festivals to create a realistic action plan in order to work through each level of the Charter and aim for the Gold award, by demonstrating an on-going commitment to improving accessibility and achieving best practice.

The Charter brings together Attitude is Everything's knowledge and best practice advice developed over 15 years of working with the music and events industries across the UK. Our aim is to help venue and event organisers to understand the potential access requirements of Deaf and disabled people at venues, festivals and outdoor arts events.

The Charter of Best Practice details the facilities, actions and policies we recommend, clarifies the reasons behind each target, and provides further detail as to how each element can be achieved and the factors that will need to be considered in order to attain the best possible results, in addition it requests venues, festivals and event organisers sign up to 5 expectations and agree to implement them as part of the Charter process.

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# Breakdown of the award

The Charter Award is in 3 stages – Bronze, Silver and Gold.

	Charter for Venues and Festivals	Bronze	Silver	Gold
Pre-Event	Accessible information	✓	✓	✓
	Accessible booking system*	✓	✓	✓
	Personal Assistant Ticket at no additional cost*	✓	✓	—
Event – Environmental	Getting to the Event or Venue	✓	✓	✓
	Box Office or Wristband Exchange*	✓	✓	—
	Accessible Toilets	✓	✓	✓
	Level Access and Physical Access	✓	✓	✓
	Bars and Traders	✓	✓	✓
	Signage	✓	✓	✓
	Viewing Platforms and Areas	✓	✓	✓
	Sponsors, Corporate Areas and Activations	—	✓	✓
	Respite and Sensory Spaces	—	✓	✓
	Accessible Campsite*	✓	✓	✓
	Backstage and Stage Access	✓	✓	✓
Event – Organisational	Access to the Performance	—	✓	✓
	Emergency Evacuation Plans	✓	—	—
	Staff can Describe Access	✓	✓	✓
	Disability Awareness Training	✓	✓	✓
	Consultation and Engagement		✓	✓
Commitment Over Time	Staffing and Volunteers	✓	✓	—
	Ticketing Monitoring and Information*	✓	✓	—
	Ambassador of Best Practice	—	✓	✓
	Long Term Commitment	✓		✓

\* Items of the Charter of Best Practice that are only applicable to ticketed events or where customers camp overnight.

# Expectations for Signing up

## Pre Charter Introduction Meeting

Access Starts Online	<ul style="list-style-type: none"><li>• Produce a draft (non-live) access information webpage following the guidance of Access Starts Online.</li><li>• Email link or draft access information to Attitude is Everything.</li></ul>
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## Post Charter Introduction Meeting

Access Starts Online	<ul style="list-style-type: none"><li>• Produce a draft access information page following the guidance of Access Starts Online</li></ul>
Review Action Plan	<ul style="list-style-type: none"><li>• Commit to revisit, review and update the Action Plan on a yearly basis.</li><li>• Share updated Action Plans with Attitude is Everything.</li></ul>
Commitment to progress	<ul style="list-style-type: none"><li>• From sign off at Bronze level a commitment to move through the Charter levels as far as possible within the limitations of the venue or event.</li><li>• Where a venue or event is unable to progress to Silver or Gold levels the areas of the Charter of Best Practice that can be implemented for subsequent levels are done so.</li></ul>
Monitoring of Ticket Sales	<ul style="list-style-type: none"><li>• Complete Attitude is Everything ticketing questionnaire annually, giving as much information as possible including total ticket sales, accessible sales and other information as requested*.</li></ul>
Charter Logo	<ul style="list-style-type: none"><li>• All venues or events signed up to the Charter of Best Practice will display the Charter Logo and level on their website.</li></ul>
Certificates	<ul style="list-style-type: none"><li>• All venues will display the Charter Certificate at a prominent location within the venue.</li><li>• All festivals and events will display the Charter Certificate within their office.</li></ul>

\*Any information communicated to Attitude is Everything is treated as confidential unless permission is given by venues, festivals or events to be identified directly.