

Accessibility Policy for Traders Glastonbury Festival 2025

Glastonbury festival is committed to being an inclusive event.

With so many Deaf, disabled, and neurodivergent festival goers, crew, and performers on site every year **it is essential that all our traders consider how to ensure their stall/venue is accessible.**

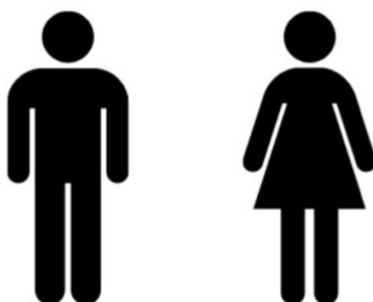
The festival works with [Attitude is Everything](#), who support us in ensuring the festival is inclusive and accessible. During the show they will be assessing all areas of the site, including the markets and bars, to ensure the festival is meeting the standards required.

The festival caters for a wide range of disabilities and would like to remind you that not all disabilities are visible.

SOME DISABILITIES LOOK LIKE THIS



SOME LOOK LIKE THIS



The following guidance covers a range of topics that you **must** consider and wherever possible implement.

Step Free Access

- Wherever possible traders must provide a step free experience for Festival goers. This applies to all trader and food stands.
- Any trader venue/ structure with a raised level must offer a ramped entrance/ exit. (Please see the ramps section below for more information)

Entrances and Access Routes

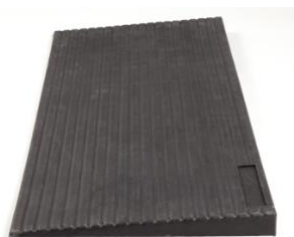
- Entrances into stalls should be kept clear and be a minimum of 1.2m wide to allow for access by wheelchair users.
- No unnecessary barriers such as A boards or display stands should be put in access routes, as these might impact access for people with mobility or sensory impairments.
- Any created route (i.e. barrier-surrounded queue system) must be a minimum of 1.2m wide to allow for access by wheelchair users.

Ramps

- Any raised venue/ structure must offer a ramped entrance/ exit. This applies to raised areas in front of food stands/ units.
- Any constructed ramp must be a minimum of 1:12 in gradient.
- Ramps should have solid handrails running from the bottom/start of the ramp all the way to the top of the ramp.
- Kickboards must run all the way along the edges of the ramp to prevent wheelchair wheels or walking sticks etc going over.
- To prevent ramps from being slippery, they must have a textured/ grippy surface – roof felt can be used.

Flooring

- Wooden flooring or floor coverings such as track mat/ tiles create a 'lip' which can be difficult for wheelchair users and can be a trip hazard for people with a mobility or visual impairment.
- If flooring must be used ensure you have ramped entrances and exits with a width measuring a minimum of 1.2m. Rubber threshold ramps can be used (pictured below) or similar ramps can be made using plywood.



- Make sure any flooring used is flat and doesn't have uneven areas creating trip hazards.
- Ensure any flooring used is non-slip.

Counters

- Counters that are over 850mm are not accessible for wheelchair users. If a counter is over 850mm whenever possible a lowered section should be included.
- 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 of:
 - Height from floor level: 700-750mm
 - Width: at least 600mm
 - Depth underneath counter: 400-500mm
- Lowered counters should ideally be positioned at the ends of counters where access is easier for people to get to.
- Lowered sections must be kept clear at all time, and should not get used for storage.
- If a lowered counter is not practical or safe, an adjustment must 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 counter, taking payment, and returning with the order.

Seating Areas

- If tables and seating are also provided within/ by your stall/ unit, ensure routes are kept clear and are wide enough for wheelchair users to access.
- Make sure there are spaces around tables for wheelchair users.

Large Print Price Lists

- Drinks, food, or merchandise price lists must be provided in an easy-read format on the counter.
- These price lists should be in a simple text (Arial) in a minimum size of 18pt. They must be printed in black on a white background and laminated.
- Picture based menus can also make choosing items far more accessible for some people.
- Price lists should be placed on the counter and in other easy to see areas of your stand.

Be Friendly and Inclusive

- Ensure your team are always on the lookout for customers who may need extra assistance and help regardless of whether they think the person has a disability. Remind your team, most disabilities are not visible.

- By asking someone if they would like assistance, you give the customer the opportunity to discuss their requirements with you.
- Have a sign that clearly explains how a customer can ask for additional help if it is required.
- **Be patient** – Remind your team that some people need a little more time than usual for everyday tasks such as finding items or paying. Patience, kindness and offering extra help will make all the difference to some customers.