

## Accessible Event Guidelines

September 2018

Events should be designed to be accessible for all potential visitors. All aspects of the event should be accessible.

The following guidelines are designed by “Accessible Qatar” initiative to ensure events are accessible and will positively impact people with disabilities, as well as many non-disabled people. We should embrace accessibility and incorporate it into all eventualities to ensure any person with disabilities (PWD) who wants to enjoy/take part in an event can do so with dignity and ease.

### Pre Visit Information

- Pre visit information such as the agenda/programme should be designed to be accessible for people with different disabilities. The agenda/programme may need to be designed in different formats, such as braille or large print.
- The website should be designed to be compatible with accessibility programs on both android and iOS devices.

### Approach & Car Parking

- Regardless of the event location it should be ensured that accessible parking spaces are provided in close proximity to the main entrance to the event.
- Drop off areas should be accessible for all potential visitors. Dropped kerbs may be required to allow transit from car to the pavement.
- Routes from the accessible car parking spaces and drop off should be straight forward with minimal changes in level.
- If there are changes in level the route(s) to the main entrance should be straightforward –
  - Ramps should have a minimal gradient, preferably 1:15 as this allows independent access for wheelchair users.
  - If the ramp is a considerable length, level landing areas should be provided to enable people to rest if required
  - Handrails should be provided on both sides of the ramp
  - The surface of the ramp should be slip resistant to ensure peoples safety
  - Any stairs provided should have colour contrasting step nosings to assist people with visual impairments
  - Stairs should have handrails on both sides and a slip resistant surface.

Note: some of the above may be out of control of the event organiser if they do not own the venue. Under these circumstances it may be required to detail any possible issues within pre visit information.

### Entrances and Reception Areas

- Where possible entrance doors should be automated to allow ease of movement, especially for people using wheelchairs or mobility equipment.
- If automated doors are not possible, push pad entry systems should be considered to enable independent access.
- If revolving doors are the principal entrance doors, standard opening doors should be provided in close proximity.
- The ticket counter/reception counter should have an accessible option suitable for wheelchair users. A lowered counter may be required if the standard counters are unsuitable (too high). The lowered counter should be kept clear at all times and not used to store items/advertise.
- The accessible counter should also incorporate an induction loop system to assist hearing impaired visitors.
- Staff at the accessible counter should be trained in disability awareness to ensure they can assist visitors with a variety of disabilities.
- Clear signage should be provided at the accessible counter indicating that it is suitable for disabled visitors.

### Within the event

- The circulation routes around the event need to be wide enough for wheelchair users to manoeuvre and turn easily.
- Seating areas should be provided within the event to enable people to rest if required.
- Where seating areas are provided, space should be allocated to accommodate seating for wheelchair users and their companions.
- Signage throughout the event should be suitable for people with a visual impairment i.e. it needs to be clear and simple. Where appropriate it should incorporate braille.
- Event information such as the site plan, event leaflets etc should be provided in different formats to cater for different disabilities. Formats could be large print and/or braille (where appropriate).
- Agendas/programmes should be available in accessible formats such as large print and braille (where appropriate).

### Stands/Booths within the event – where applicable

- Any stand/booths within events should be designed to enable access for wheelchair users. If the booth is above ground level a ramp with a reasonable gradient is required.

- Counters and display areas should be designed to enable someone in a wheelchair to view them. If the counter is high, a lowered section should be provided.
- Stands/booths within event space should display materials to ensure people who are short, seated, or standing can view them easily.
- If your stand/booth space with events includes any glass doors or walls they should be clearly marked for safety reasons for someone with a visual impairment.
- The colours used within the stand/booth should be suitable for people with visual impairments. The walls should contrast to the floor and any display stands/counters.
- The stands/booth within the event space should be evenly lit and not create areas of shadow which could be an issue for visually impaired visitors.
- Sufficient lights should be projected on to all display items inside the stand/booth to make them clearly visible for all visitors, especially visually impaired visitors.

**Further details for accessible stand design can be found in our Accessible Stands Guidance document in Accessible Qatar app or website.**

### Entertainment/Performances at events

- Any staging used for events should be accessible for all, including people using wheelchairs. The design of the slope and width of the ramp should be suitable to enable people using wheelchairs to access the stage independently. Backstage areas should also be accessible for all.
  - Note: where events are in rented spaces/venues the event should still be accessible. This may require the event organiser to make reasonable adjustments to the standard facilities.
- If videos/screens are being used at events these should be accessible for all – they should incorporate audio description for visually impaired visitors and sub titles for hearing impaired visitors.
  - Where necessary sign language interpreters should be provided. This is especially important during conferences.
- For outdoor events ensure lighting levels are suitable for all potential visitors to ensure there are no trip hazards.
- In the unlikely event of inclement weather ensure that external pathways/ramps are non slippery.
- External staging/events should follow the same standards as indoor stages.

### Refreshments

- If there are refreshment areas/coffee breaks, these should be designed to be accessible for all. Tables and chairs should be at a height to suit people in both a seated and standing position. Food should be located at a height and location that is reachable by all potential users.
- Buffets can be difficult for some disabled people as they are often busy, with little space to manoeuvre. Wheelchair users and people using mobility equipment may require assistance in carrying their food to a suitable eating place. If buffet type

dining is provided it is important to provide seating to enable people to take a rest if need be.

- It should be ensured staff in these areas understand how to assist disabled people if required.
- If menus are provided, braille menus should also be provided.

### Facilities

- Toilet facilities at the event should have accessible toilets and in close proximity to standard toilet facilities. It is essential that accessible toilets are correctly laid out with the required fixtures and fittings.
- Prayer rooms and ablution rooms should be accessible for all potential visitors.