

TOP 10 TIPS TO IMPROVE ACCESS TO YOUR VENUE FOR DISABLED AND OLDER PEOPLE

- 1) Think about the location of advertising boards or promotional displays. Ensure where possible aisles are easy to navigate for wheelchairs, people with walking sticks and parents with young children.
- 2) Provide seating for older and disabled people, who may not be able to stand in a queue for long periods of time. (If these chairs are folded away, advertise it is available).
- 3) Have pen and pad ready to deal with deaf people or those with speech impairments.
- 4) Don't be afraid to ask disabled/older people if they need any assistance to access your services/products.
- 5) Produce leaflets (such as menus, price guides) in large print and advertise them as being available.
- 6) Providing level (step free) access and easy to open door (some disabled people and older people may not be able to open your door) into your venue, permanent level access is preferred but a removable ramp may be suitable - if a customer cannot get in, you may not make the sale
- 7) If level access is impossible, what alternative service is offered? (Bell at front door or pavement service).
- 8) Ensure signage within the venue uses plain clear easy to read symbols and words with good colour contrast for people with visual impairments and literacy issues.
- 9) Disability awareness training for front line staff - are staff comfortable dealing with disabled customers?
- 10) Consider the range of services you provide and discuss with your staff how different disabled people (such as those with limited mobility or visual impairments or deafness) can access the service.