

Recommendations to help

Organisers and service providers in the events sector to better welcome people with disabilities

(Festivals - seminars - trade fairs - shows)



Foreword



People with disabilities need to share festive and leisure moments with their friends and family. Help them by providing infrastructures and reliable information.

This document offers advice on how to make events open to the public more accessible, so that people with disabilities can take full advantage of the activity on offer.

Presentation and needs of people with disabilities



Hearing disabilities

Hearing impairment is a partial or total loss of hearing. It corresponds to a bad perception or an absence of perception of certain sounds. A distinction is made between:

- **Mild hearing loss:** resulting in poor perception of words.
- **Moderate hearing loss:** only loud speech is understood. The hearing aids reproduce almost the entire message if the sound environment is not too noisy.
- **Severe hearing loss:** sounds are perceived without the possibility of distinguishing them. The prosthesis improves the distinction of the sounds but does not allow the whole message to be reproduced. Lip reading is an important aid.
- **Profound hearing impairment:** "sign language" is the means of communication.

Intellectual disabilities

The World Health Organisation (WHO) defines intellectual disability **"is when a person has major difficulty or delay in acquiring skills across most developmental areas** including motor skills, communication and speech, social interaction, and cognitive skills".

Text/image signage and Easy-to-Read documents are among possible supportive tools.



Motor disabilities



Motor disability covers all disorders that can lead to partial or total impairment of motor skills, particularly of the upper and/or lower limbs (difficulties in moving around, maintaining or changing a position, picking up and handling, performing certain gestures).

Accessibility consists of a pathway that can be followed without assistance, and of the possibility to benefit from services with the best possible autonomy.

Visual disabilities

Visual impairment corresponds to an insufficiency or absence of image perception that persists after treatment (optical correction, surgery, drug treatments, etc.). The damage may be to the eye, the optic pathways or the occipital cerebral cortex. The pathology may be congenital or acquired.

Oral and Braille aids with appropriate (tactile) devices are welcome, as is human assistance.

Mental health problems

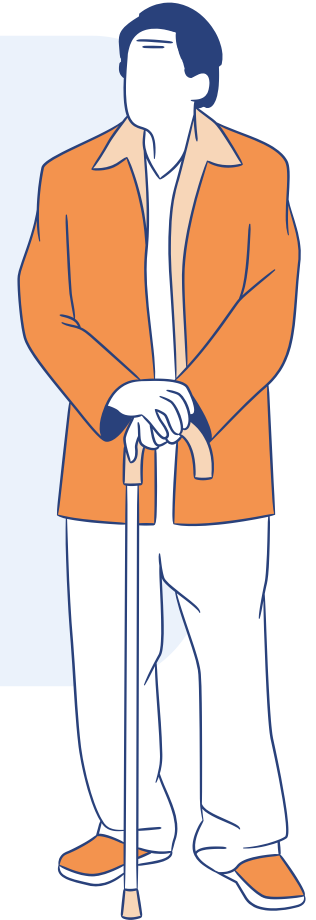
Psychological disability is defined as a mental pathology leading to mental, affective and emotional disorders, i.e. a disturbance in the personality, without having consequences on the intellectual functions.



Objectives

Implementing these recommendations should make it possible to accommodate all people with disabilities.

This includes pregnant people, families with prams, the elderly, etc.



Information on social media

All information about the event should be posted on social media to allow people with disabilities to not only get information but also to organise their visit and participation with a maximum of practical details.



[ISTO document on digital accessibility in tourism](#)



Identification of means of transport to the event

- **Reserved parking spaces** with a possible shuttle bus if the venue is far from the car park.
- **Presence of parking areas for adapted vehicles.**
- **Public transport (bus - train): accessible lines.**





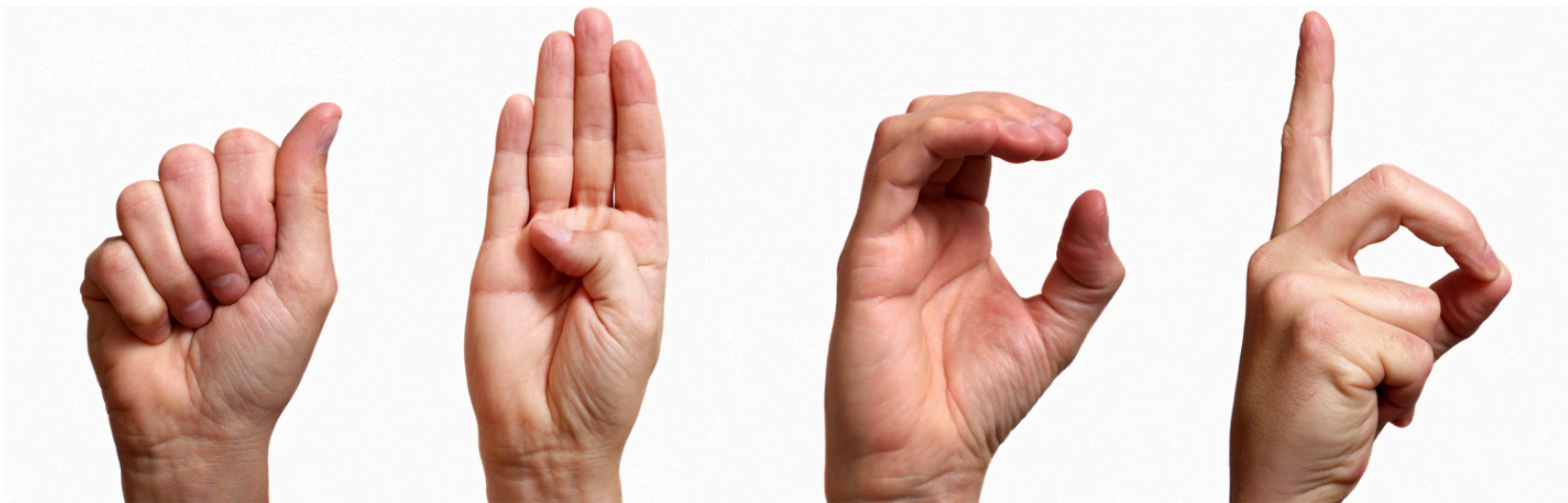
- **Staff should be trained** to communicate with customers in a non-stigmatising way in order to identify those who need assistance in the event of an emergency evacuation.
- The organisation should adopt a method to **inform staff of the presence of visitors requiring assistance.**
- For people with visual difficulties, **there should be well lit pathways** in order to avoid any additional danger.
- **Weather conditions** (high temperatures, heavy rains, etc.) **must also be taken into account** in order to cover all eventualities.

Training of employees

- For any kind of event, it would be advisable to **hire an accessibility coordinator** to ensure the coordination between all the teams of the event.
- **All the teams present at the event**, including those providing services (ticketing, information points, catering and so on), **must be trained in reception.**
- **All teams or the organisation must offer support services** (associations, volunteers) **or assistance during the event.**

Training of employees

- **Sign language:** if people practice sign language, a means of identification, such as a badge with their level, is necessary; considering that each country has its own sign language, the specific language should be reported on all of the information (websites, documents, badges, etc.) in order to avoid any misunderstanding.
- **This service must be available.**



Signalization



- All signage must include a text associated with an image and use "stick" font(s) (Arial, Verdana, Calibri, etc.):
 - **Directional** (e.g. text with an arrow indicating a direction).
 - **Locational** (e.g. designation of a site, a room, toilets, etc.).
 - **Informational** (display of timetables, written explanations, labels, etc.).

- All signage must comply with the rules in force and be visible, legible and understandable.

Signalization

- **The reception area should have a map** with all the necessary information to find your way around, such as pathways, areas, or services (toilets, restaurants, lifts, stairs, elevators...).
- **If the site is large, this map should be duplicated in several places.**



Exterior and interior pathways

- **Pathways should be accessible** to people in wheelchairs, people with walking difficulties, people with visual difficulties and people who have no difficulty in walking.
- **Stairs, lifts or elevators must comply with current legislation.**



- **The reception area should have a map** with all the information needed to find one's way around, such as routes, areas or services (toilets, catering, emergency exits and, if necessary, the security waiting areas).
- **If a reception desk, part of it should be lowered** for people in wheelchairs or of short stature.
- **If a reception desk is used, it should be equipped with a magnetic induction loop** for people with hearing difficulties.

- Depending on the theme of the event, if the presence of a dog could pose a problem in terms of hygiene or safety, **the organiser must provide a place for the animal to stay** during its owner's visit and indicate this on its website.



→ Assistance tools can be offered (and displayed at the reception and on the website):

- Wheelchairs
- Scooters
- Folding stools
- Helmets
- Or any other typology of comfort tool/equipment...



→ The assistance for the follow-up of the event must be clearly **mentioned** on all communication materials and at the reception desk. They must be demonstrated.

Toilets



- **The location of toilets must be easily identifiable** (map, signage).
- Toilets adapted for people with motor and visual disabilities **must be signposted**.
- **Information must be provided** as to whether they are chemical or "dry" toilets.

Trade fairs - Stands



→ If there is a counter, the stand:

- Must have a counter for people in wheelchairs or short people.
- Must have a magnetic induction loop for the hearing impaired.

→ If the stand has a technical floor, a **PRM access area must be provided with a regulatory slope and step.**

- **When booking, the website must:**
 - be technically accessible to all.
 - offer immediate booking for adapted places to each type of disability (including ones for families).
 - include a dedicated email address and telephone number.
- **The event must have dedicated, identified spaces** with at least one accompanying person's space nearby.
- **Placement assistance is available.**
- **Special equipment such as helmets can be provided.**

Catering - Bar

- **Staff should offer to help** with the choice of drinks and dishes, carrying the tray (if self-service), and seating.
- **Prices must be displayed and legible.**
- For cocktails, **buffets must be accessible** and if there are "stand-up" or high tables, other lower tables and seats must be offered.
- **The charts and menus should be available in large print and, if possible, with pictures.**
- If a bar is present, **part of the counter should be lowered.**



Resources



Resources

- Agència Catalana de Turisme
- AMT-Concept asbl
- Association Tourisme & Handicaps
- Associazione Italiana Turismo Responsabile (AITR)
- Collectif Accessibilité Wallonie Bruxelles (CAWab)
- Commissariat général au tourisme - Région Wallonne



Resources



Kéroul



IMPULSA IGUALDAD



Instituto Distrital de Turismo de Bogotá



Mountains for all



Municipio de San Luis Potosí



ISTO Working Group on Accessible Tourism



Resources

- Poraka Nova
- Promoturismo FVG
- Red Costarricense de Turismo Accesible
- Région Auvergne-Rhône-Alpes
- Région Occitanie
- SERNATUR



Resources

 Turismo Inclusivo Araucanía

 Visit Brussels

 Visit Flanders

 Visit Scotland



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