

TRADER SURVEY

[INSERT FESTIVAL NAME] want to ensure all customers are able to access goods and services. This questionnaire is intended to ask you to consider what you can do to make your stall accessible.

Access Routes	Yes/No	Comments
Are there any queuing routes? (e.g. barrier-surrounded queue systems) If so ensure a minimum width of 1.2 m		
Are there any steps, cargo pallets or other barriers that might affect access for people with mobility or sensory impairments?		
Are you able to set up a dedicated accessible entrance or fast-track queuing system for customers with the festival's disabled access accreditation?		
If a permanent access route is not possible, would you be able to provide one on request?		
Are access routes signposted with the universal wheelchair symbol?		
Level Access		
Is there level access to your serving counter (e.g. no steps)?		
If stepped is it possible to ramp the access? Bear in mind that all ramps should be a minimum 1:12 in gradient?		
If there is no step-free access and no way to make it accessible, can you ensure staff step out from behind the counter and provide a personalised service to customers unable to access the stall?		

If your bar or counter is higher than 850mm, are you able to have a lowered section? (see 'Guidance for lowered bars', overleaf)		
Are you able to have menu boards placed on the ground or the base of your stall?		
Are you able to produce large print laminated menus for customers who would find it hard to see the menu at the back of the stall or at ground level? (We recommend these be black text on white background and minimum 24pt font)		

STALL NAME: _____

SIGNATURE: _____

DATE OF SIGNING: _____

EVENT DATE: _____

CONTACT TELEPHONE INFO: _____

Guidance for lowered bars

- All traders that provide level or ramped access to a bar should aim to have a lowered section when the planned bar or counter is higher than 850mm.
- The surface of any lowered counter section should be raised no more than 850mm from floor level.
- Ideally a recess of 300mm should be included beneath the lowered counter section to allow wheelchair users to wheel right up to it.
- An easy way to achieve this is to make use of a standard height table at the end of a bar or counter if not building a custom section.
- All lowered bars should be signposted as required to assist with customer navigation through crowds. Any signage should include the words "Lowered Bar" and the universal wheelchair symbol. Ideally this signage should be located above the bar, to allow for the best possible sight-lines.
- If a lowered bar or counter is not practical or safe, an adjustment should be made to enable people to view price lists and place orders easily.
 - This should form the basis of a policy for how staff should identify and respond to any individual for whom the bar or counter height poses a barrier to them being able to make choices or place an order.
 - In practice, this might involve having staff able to take orders directly by coming in front of the bar or counter, taking money, and returning with drinks and change.