



Glastonbury Festival 2027

Accessibility Expectations for Bar Operators

Glastonbury Festival Accessibility Expectations

Glastonbury Festival is committed to providing an inclusive and accessible experience for D/deaf, disabled and neurodivergent Festival-Goers, crew and performers. All bar providers share responsibility for supporting this commitment.

Applicants must read the following guidance carefully and consider accessibility when planning their bar or venue, including its design, layout, customer service, staffing and staff training. As not all disabilities are visible, staff must understand that customers and colleagues may have a range of different access requirements.

Before submitting an application, applicants should ensure that they can meet the standards outlined in this section if selected. Any associated equipment, staffing, training or adjustments should be included in the planning and delivery of the proposed bar or venue.

Successful bar providers will be expected to:

- Meet the Festival's accessibility requirements throughout the build, operation and breakdown of their bar or venue;
- brief and train all staff on accessibility procedures and inclusive customer service;
- monitor accessibility throughout the Festival and address any issues promptly; and
- work with the Festival's Accessibility Team to make any reasonable changes required.

The Festival works with Attitude is Everything to improve accessibility across the site. During the Festival, bars and venues may be assessed to ensure the required standards are being met.

Step Free Access & Ramps

If selected, all bar operators will be expected to meet the following requirements;

- Bars should ideally be step free.
- Any raised venue/ structure must offer a ramped entrance/ exit. This applies to raised areas in front of bar counters.
- Any constructed ramp must be a minimum of 1:12 in gradient.
- Ramps must 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.

Entrances and Access Routes

If selected, all bar operators will be expected to meet the following requirements;

- Bar and venue entrances must be kept clear and be at least 1.2m wide.
- Any created routes, including barriered queuing systems, must also be at least 1.2m wide.
- Access routes must be kept free from pallets, A-boards, display stands and other obstructions that could affect people with mobility or sensory impairments.
- Where queues are expected, applicants should consider providing a separate, clearly signposted entrance or route for customers with access requirements and the appropriate Access Wristband.
- All staff must be briefed on the location of accessible routes and entrances and who may use them.

The Festival can provide appropriate signage. Further information will be shared with successful applicants.

Flooring and Raised Edges

Raised flooring and floor coverings, including trackway, mats and tiles, can create lips, uneven surfaces and trip hazards for wheelchair users and people with mobility or visual impairments.

Applicants should consider how they will meet the following requirements if selected:

- Any raised flooring must have ramped entrances and exits at least 1.2m wide.
- Threshold ramps must be secure, stable and suitable for their intended use.
- Flooring must be flat, even and free from raised edges or other trip hazards.
- All flooring and access ramps must have a non-slip surface.
- Flooring and thresholds must be checked regularly, with any hazards addressed promptly.

Bars and Counters

A lowered bar is an accessible section of the counter that allows wheelchair users to view price lists, order, pay for and collect refreshments independently.

Applicants should consider how they will meet the following requirements if selected:

- Any bar or counter higher than 850mm must include an accessible lowered section.
- The lowered section must be no more than 850mm above floor level, with sufficient space underneath for a wheelchair user.
- The lowered section must be kept clear of glasses, stock and equipment.
- Festival-provided signage must be displayed clearly above it.

Constructing a Lowered Bar

Top of counters	760mm – 860mm from floor level (so a wheelchair user can reach it)
Base of counter	At least 700mm from floor level (so a wheelchair user fits underneath)
Width of recess	At least 800mm
Depth of recess	At least 500mm

Where to position a lowered bar?

The position of the lowered counter should be considered as part of the overall bar layout. It should:

- have level access and a clear route at least 1.2m wide;
- be easy to reach without passing through particularly crowded areas;
- have enough space for wheelchair users to approach, turn and leave safely;
- be free from obstructions such as ropes, cables and furniture; and
- be clearly visible to staff so customers waiting there are not overlooked.

Where possible, the lowered counter should be positioned towards the centre of the bar rather than at the far end or in an area that may become inaccessible when busy.

Where a lowered bar or counter is not practical or safe, applicants must consider a suitable alternative. For example, staff could come to the front of the bar to show price lists, take orders and payments, and deliver drinks.

Seating Areas

Where tables and seating are provided, bar providers will be expected to:

- Keep access routes clear and wide enough for wheelchair users.
- Provide sufficient space around tables for wheelchair users.

Large Print Price Lists

- Provide easy-read price lists at the bar or counter, using simple Arial text in a minimum size of 18pt, printed in black on a white background and laminated.
- Consider providing picture-based menus to make choosing items more accessible.
- Display price lists on the lowered bar or counter and make them available in other areas of the bar.

Be Friendly and Inclusive

If selected, all bar operators will be expected to;

- Ensure staff are alert to customers who may need additional assistance, whether or not they have a visible disability.
- Display signage confirming that the bar is inclusive and explaining how customers can request help.
- Ensure staff are patient, kind and willing to assist customers who may need more time to find items, communicate or make a payment.

Accessibility Provision for Bar Operators and their Crew

The Festival provides accessibility facilities and services for crew, including accessible toilets and viewing areas, sensory calm spaces and BSL interpretation. Crew members who cannot fulfil their role onsite without support may also apply to the **Crew Essential Companion/ PA Ticket Scheme**.

The Festival expects Bar providers to:

- recruit and employ disabled people inclusively;
- have an appropriate equality, diversity and inclusion policy; and
- provide reasonable adjustments and accessible working arrangements where required.

Providers must tell all crew about the Festival's accessibility provision and how to apply. Anyone requiring these facilities, services or an Essential Companion/PA must complete the **Crew Accessibility Application Form** by the strict deadline. Late applications cannot be accepted.

Application details and deadlines will be shared with successful bar providers.