



Glastonbury Festival 2027

Accessibility Expectations for Food Traders

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 food traders share responsibility for supporting this commitment.

Applicants must read the following guidance carefully and consider accessibility when planning their catering unit, 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 document if selected. Any associated equipment, staffing, training or adjustments should be included in the planning and delivery of the proposed catering unit.

Successful food traders will be expected to:

- Meet the Festival's accessibility requirements throughout the build, operation and breakdown of their unit;
- 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, food traders may be assessed to ensure the required standards are being met.

Accessible Service and Queuing

If selected, all food traders will be expected to:

- Keep the area around their unit and service point clear of pallets, A-boards, stock and other obstructions.
- Ensure any barriered queueing routes are at least 1.2m wide and accessible to wheelchair users.
- Ensure staff are alert to disabled Festival-Goers who may need assistance, particularly where the counter or menu is difficult to access.
- Offer appropriate assistance when required, such as explaining the menu, taking an order from outside the queue or bringing an order to the customer.
- Display clear signage confirming that assistance is available and encouraging customers to ask staff for help.
- Train and brief all staff so they understand the procedures for assisting disabled customers and provide support respectfully and consistently.

The Festival will provide appropriate downloadable signage for traders to print. Further information will be shared with successful applicants.

Accessible Service Counters

Service counters over 850mm high may be inaccessible to wheelchair users. Applicants should consider how they will provide an accessible service if selected.

Where practical, food units with counters over 850mm should include a lowered section that:

- is no more than 850mm above floor level;
- is positioned where customers can reach it easily;
- is kept clear and is not used for storage; and
- has space underneath to allow wheelchair users to approach the counter.

Where a recess is provided, it should measure:

- **Height:** 700–750mm from floor level
- **Width:** at least 600mm
- **Depth:** 400–500mm

If a lowered counter is not practical or safe, applicants must consider a suitable alternative. This could include staff coming to the front of the unit to show menus, take orders and payments, and deliver purchases. Clear signage should confirm that assistance is available.

Step Free Access & Ramps

If selected, all food traders will be expected to meet the following requirements;

- Units should be step free.
- Any unit with a raised area must offer a ramped entrance/ exit. This applies to raised areas in front of 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.

Flooring Around Food Units

Raised flooring and temporary floor coverings around food units, including trackway, mats and tiles, can create barriers or trip hazards for wheelchair users and people with mobility or visual impairments.

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

- Customer-facing and queueing areas must be flat, stable and free from raised edges or trip hazards.
- Any temporary flooring must be secure, even and non-slip.
- Where customers must cross a raised edge, a secure and suitable ramp at least 1.2m wide must be provided.
- Flooring, mats and ramps must not obstruct accessible routes around the unit.
- All customer areas must be checked regularly, with any hazards addressed promptly.

Seating Areas

Where tables and seating are provided, food traders 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

Food traders will be expected to:

- Display easy-read price lists on the 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.

Be Friendly and Inclusive

If selected, all food traders 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 you are an inclusive trader 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 Traders & their crew

The Festival provides accessibility facilities and services for traders, 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 all traders 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.

Traders 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 traders.