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Accessibility Guidelines For Public Events

Liepāja
2027
European Capital of Culture

Official partners:

Kuldīga Region
South Kurzeme Region

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Introduction

As the European Capital of Culture in 2027, Liepāja carries the responsibility of **creating a cultural experience accessible to all**. These Accessibility Guidelines are both a practical tool for organisers and a clear statement: culture in our city is created for everyone. They help ensure that events and activities do not exclude part of society, but instead become **spaces where people with diverse needs, experiences, and perspectives can meet and connect**.

The importance of these guidelines reaches beyond everyday organisational tasks – they are part of the long-term legacy of Liepāja 2027. **The accessibility solutions introduced today will benefit the future, making the city's cultural spaces, infrastructure, and events more inclusive.** In turn, this fosters a sense of belonging among residents and trust among international visitors, strengthening Liepāja's image as an open, empathetic, and forward-looking city that upholds European cultural and human rights values.

Every individual has the right to take part in social and cultural life – to attend a theatre performance, listen to a concert, join a conference, or enjoy a festival. This right must not be denied because of disability or functional impairment. Accessibility is not only about removing physical barriers – it is an expression of respect, inclusion, and empathy. It is the conscious choice to **value every person as an equal member of society**.

These guidelines provide organisers with a roadmap for introducing clear, practical, and targeted solutions that allow **everyone to be present** – physically, emotionally, and informatively. They draw on **international human rights standards** and **Latvian national legislation** and clarify how **different needs shape participation in cultural events**.

Of course, it is not always possible to meet every Criteria perfectly – limited space, resources, or weather conditions may pose challenges. That is why **alternative solutions** matter most. The essence of accessibility is not technical perfection, but the will to adapt, include, and find ways forward.

For example, if a sign language interpreter is unavailable, **real-time subtitles or a written summary** can be offered. If an induction loop cannot be installed, **wireless sound amplifiers** can serve people with hearing impairments. If a quiet room is impossible, a **calmer area nearby may provide relief**.

More important than flawless compliance is the **care and flexibility** with which solutions are sought. In this way, every participant – regardless of hearing, vision, cognitive, or mobility ability – **will feel welcome, included, and valued**.

Accessibility is thus a bridge between diversity and equality – not only a matter of legal compliance, but a path to a genuinely inclusive society where **no one is left behind**.

These guidelines help organisers assess and address barriers while pointing towards the goals needed to create truly inclusive events.

How to use the guidelines?

Approach them as a flexible tool. They are not rigid rules, but support for finding the right solutions. The core principle is the commitment to ensure everyone can participate in cultural and social life, even when conditions are less than ideal.

The guidelines serve as a practical aid in planning, running, and evaluating events. They highlight potential barriers, outline necessary adjustments, and provide tools for assessment. They support the creation of accessibility plans, checklists, and clear visitor communication. They also assist municipalities, suppliers, and partners – for example in procurement or staff training – ensuring a shared understanding of inclusive practice and promoting long-term cultural and social inclusion.

These guidelines also cover costs to consider when planning an event, alongside a checklist that helps identify which solutions different groups may need. The main part presents accessibility alternatives for cultural events in various formats, with references for further detail. Finally, organisers can use the event accessibility questionnaire – a planning tool that ensures comprehensive solutions and clear communication.


















Description of Accessibility Solutions

















Ensuring General Accessibility at Public Events

Certain aspects of accessibility must be respected regardless of an event's scale, location, or format. These are universal principles that safeguard equal opportunities and prevent unjustified exclusion of people with functional impairments.

To ensure accessibility is systematic and in line with regulatory requirements, the key criteria for organising an inclusive event are outlined below. They address not only the physical environment, but also the accessibility of information, communication, and the support measures needed to guarantee full participation for people with disabilities.

No.	Criteria	Target group	Criteria description
1.	All announcements about events or meetings include accessibility information – marking whether the event is accessible.	     	<p>Announcements clearly state:</p> <ul style="list-style-type: none"> • whether the venue is accessible to persons with various types of functional impairments (e.g., mobility, visual, hearing, cognitive); • what accessibility options are provided (e.g., accessible no-barrier paths, special parking spaces, amenities, induction loops, sign language interpretation, etc.); • availability of information in alternative formats (e.g., easy-to-read language, audio format, or digitally accessible format); • whether potentially triggering visual or sound effects (e.g., rapid flashes of light, unexpected noises), violent or sexual scenes are used; • the contact person's phone number/email address for the event, where people with specific needs can obtain additional information or request the necessary support measures (e.g., assistant services or seat reservations).












No.	Criteria	Target group	Criteria description
2.	Special parking spaces are provided		<p>Special parking spaces are intended for vehicles used by persons with disabilities to ensure convenient and safe access to buildings and public places. Special parking spaces should account for 10% of all parking spaces.</p> <p>Access is provided without obstacles (with lowered curbs at the transition to the pedestrian path). For more details, see here.</p>
3.	Doors meet accessibility requirements	   	<p>Accessible doors must ensure free and easy movement for people with various types of functional impairments, including wheelchair users, people with mobility aids, or strollers. The door opening must be at least 90 cm wide to ensure easy entry and exit.</p>
4.	Ramps	  	<p>In line with best practice and regulatory standards, the slope of a ramp should not exceed 8% (1:12), with the preferred gradient being 5% (1:20) to ensure ease of use without undue effort. The ramp must be at least 120 cm wide to allow sufficient space for manoeuvring. Continuous handrails should be installed on both sides at a height of 85 – 90 cm to provide support and safety. The surface must be non-slip, particularly in wet conditions, and transitions to adjacent floors or coverings should be smooth, without raised edges.</p>
5.	Special toilets		<p>Regardless of visitor numbers, every event must provide an accessible toilet. The route to it should be barrier-free and located no more than 100 m from the event site. Where an accessible toilet is available, it must be equipped with support handles on both sides of the toilet, a manoeuvring space of at least 150 cm in width next to it, and a minimum of 80 cm of free space on one or both sides. A sink with sufficient clearance underneath for wheelchair access is recommended.</p>

No.	Criteria	Target group	Criteria description
6.	Entry with a guide dog or service dog	 	<p>People with disabilities have the right to attend public events accompanied by a guide dog or service dog. These specially trained animals support orientation, mobility, and safety by helping their owners navigate and warning them of potential dangers.</p> <p>Event organisers may not refuse entry or impose additional charges, as these animals are not pets but essential assistants. This right is safeguarded by Latvian law and the UN Convention on the Rights of Persons with Disabilities.</p> <p>All staff must be aware of this right and respect it. The status of a guide dog or service dog is confirmed by a certificate issued by the Latvian Agricultural Data Centre.</p>
7.	Marked and accessible evacuation routes and safe assembly points for people who need support	     	<p>Clear signs for barrier-free evacuation routes. Make sure these routes are free of equipment and other obstacles.</p> <p>Assembly points must be easily accessible by wheelchair, preferably with contrasting and tactile signs. Assembly points must be located at a safe distance from potentially dangerous areas and must provide adequate support in an emergency.</p>
8.	Signs easy to understand	   	<p>Signs should be placed in visible, logical locations, such as entrances, intersections, and important functional areas (e.g., toilets, emergency exits, cash registers, information centres). See here for more details.</p>
9.	Staff are trained	   	<p>Staff must be able to communicate with people with disabilities or functional impairments and know how to help them.</p>

Communication

In order for all people, regardless of their functional abilities, to be able to fully participate in events, access to various communication channels and formats must be ensured. This section summarizes the most important conditions for planning and organizing events so that communication is accessible to everyone. This includes both technical solutions (e.g., microphones, subtitles, audio description) and access to printed and digital materials in various formats. It is also important to provide support services and personnel, such as sign language interpreters or guide dogs.















Accessible communication is not just a technical requirement – it is a prerequisite for equal participation in society. A responsible approach to communication accessibility helps to create an environment where everyone feels heard, understood and included.

No.	Criteria	Target group	Criteria description
10.	Microphone available	 	If a microphone is used during the event, it should be wireless so that it can also be used by people who are seated (e.g., in a wheelchair). If a discussion is planned in which people with mobility impairments will participate, a headset microphone is preferable.
11.	Subtitles for video material	 	Films and video materials have subtitles that allow people with hearing impairments to understand the content. Subtitles can also be provided on smart devices.
12.	Alternative printed materials	  	Printed materials are available in alternative formats upon request – electronically, in large print (at least 18 pt font) or in Braille.
13.	Hearing aids	 	At events with 50 or more participants, hearing aids (audio systems) are provided for persons with hearing impairments. The location where hearing aids are available is clearly marked with the appropriate accessibility symbol.
14.	Sign language interpreter		Sign language interpretation must be provided at events with 500 or more participants, as well as in cases where the need for a sign language interpreter has been specifically requested.
15.	Audio description		Visual materials must have an audio description so that the information is also accessible to people with visual impairments. For more details, see here .

Transport and Getting to the Event

To ensure that everyone can travel to an event comfortably and independently, accessibility must be considered from public transport stops or parking areas through to the venue itself. This section outlines the key elements of accessible transport and routes: inclusive public transport, clearly marked parking spaces, barrier-free access to entrances, and a visible, easy-to-understand signage system. These measures help remove barriers and enable people with different functional impairments to reach the event safely and independently.

Transport and access solutions are a vital part of an inclusive environment. A well-planned and carefully executed access route shows respect for visitors' needs and supports equal participation in cultural events.

No.	Criteria	Target group	Criteria description
16.	The event takes place near accessible public transport, and information about public transport is provided.	    	<p>The event description must include information about public transport, indicating whether it is accessible and how far away the nearest stop is.</p> <p>Accessible public transport is transport that is equipped with a ramp or lift for people in wheelchairs and has a special space for wheelchairs.</p>
17.	Access to the event venue is free and unobstructed, preferably accessible via a common-use road.	   	<p>A barrier-free route to the event venue ensures full, safe, and independent access for all visitors, including persons with functional impairments (e.g., mobility, visual, hearing, or cognitive impairments), from the nearest accessible transport stop or parking lot to the event venue. For more details, see here.</p>
18.	A logical and clearly visible signage system has been established	    	<p>An accessible signage system for the event ensures that all visitors, including people with various types of functional impairments, can easily find and understand the way to the event venue. For more details, see here.</p>








Outdoor Events








Outdoor events provide a valuable opportunity to bring together diverse audiences and encourage participation in cultural, sporting, and community activities. To make these events truly inclusive, careful planning is needed to ensure accessibility for people with different functional impairments.

Because outdoor events often take place in natural settings, parks, squares, or other public areas where infrastructure may be limited, particular attention must be paid to surface quality, mobility options, sanitary facilities, clear signage, and the presence of support staff. It is also important to consider the use of assistive devices, access to information in alternative formats, and the possibility of requesting personalised support when required.




A well-planned outdoor event must not exclude anyone on the basis of visual, hearing, mobility, or other impairments. Accessibility in this context is not an added convenience but a matter of fundamental rights – a demonstration of respect and a commitment to equal participation for all.



Movement within the Event Area

No.	Criteria	Target group	Criteria description
19.	Freedom of movement within the event area	   	Barrier-free paths with a minimum width of 1.5 m must be provided throughout the event area. Communication cables are covered, and equipment is located outside the paths used by spectators.
20.	Hard cover on spectator movement routes or accessible routes for people with mobility impairments	  	Events held outdoors must provide safe movement for people with mobility impairments. Temporary coverings must be used on sections of sand, grass, uneven paving or unstable surfaces.








No.	Criteria	Target group	Criteria description
21.	Dangerous areas are cordoned off and marked with warning signs	    	To ensure that all visitors, including persons with functional impairments, can move around and stay in the event area safely, all dangerous or potentially dangerous areas are clearly cordoned off and marked with understandable warning signs. See here for more details.
22.	Fences or other crowd control barriers are positioned to ensure an accessible route	 	Fences or crowd control barriers are positioned so as not to obstruct the movement of people with disabilities and to ensure a continuous, sufficiently wide and obstacle-free route.

Spectator Areas







No.	Criteria	Target group	Criteria description
23.	There is a raised platform for people in wheelchairs		At events without seating, raised platforms with clearly marked and reserved spaces for wheelchair users and their companions must be provided, ensuring a direct view of the stage or main event area. These platforms must have barrier-free access via a ramp or lift and should be positioned close to evacuation routes.
24.	Wheelchairs or benches renting option		In order to ensure that the event is accessible to as many people as possible, consider the need to rent or obtain a wheelchair or portable bench free of charge. This option is offered at events where seating is not provided. For more details, see here .
25.	Designated places for wheelchair users		Designated areas for wheelchair users should be located in different zones with different price categories (not only on the periphery or at the edge). Each wheelchair user should be given the opportunity to have an accompanying person next to them or very close by. For more details, see here .

No.	Criteria	Target group	Criteria description
26.	Seats in the front rows are reserved for people with hearing impairments	 	Seats for deaf and hard-of-hearing visitors should be located near the stage to ensure a clear view of the sign language interpreter, as well as unobstructed visibility of the speaker for lip-reading. Where required, these seats can be reserved in advance. If subtitles or other visual translation tools are provided, seating must be arranged to ensure clear visibility. Additional solutions, such as induction loops to enhance sound perception through hearing aids, should also be made available where possible.

Amenities

No.	Criteria	Target group	Criteria description
27.	Catering areas must be accessible	 	The route to the dining area must be barrier-free. Tables should be arranged to allow at least 90 cm of clear space between them for easy movement. A portion of the tables must be 70 – 80 cm high and 60 cm deep to accommodate wheelchair users comfortably. Assistance should be available for individuals who are unable to carry their food independently.
28.	Accessible rest areas	  	At least some seats should have armrests to assist people with mobility impairments and seniors in standing up. Seating surfaces should be flat and firm, not overly soft. Canopies or sunshades should be provided to protect individuals with health vulnerabilities – such as heart conditions, heat sensitivity, or older adults – from direct sunlight.
29.	Children's play areas	 	At larger events, it is recommended to provide children's play areas or activity zones. These should be separated from movement routes and, ideally, shaded during summer. Play areas may include childcare services, but if they do, staff must be trained to support children with behavioural disorders or disabilities. Service must not be denied to any child on the basis of a disability.

Safety

No.	Criteria	Target group	Criteria description
30.	Accessible first aid stations	   	<p>First aid stations should be located in accessible places, ensuring access for people with various functional impairments. Signs indicating their location should be clear and easily visible.</p> <p>First aid stations must have the possibility to communicate using alternative means of communication (SMS, WhatsApp, video calls, etc.).</p>
31.	Separate quiet zones (sensory rest areas) should be provided for individuals at risk of sensory overload, such as people with autism.	 	<p>Quiet zones provide a place for individuals to take a break from noisy or crowded environments. These areas should be accessible, separated from excessive noise and visual stimuli, and equipped with seating and subdued lighting.</p> <p>Clear signage must be displayed, and information about the availability of quiet zones should be included in the event programme.</p>






Indoor Events

Indoor events such as conferences, seminars, concerts, exhibitions, or meetings offer greater control over the environment, making it easier to ensure equal access for all participants. Nevertheless, careful planning is required to enable people with different functional impairments to move freely, access information, participate in discussions, and feel comfortable and safe.









Accessibility encompasses not only the physical environment – such as threshold-free entrances, wide aisles, lifts, and accessible restrooms – but also information, clear signage, technical equipment (microphones, projectors, hearing systems), and access to support when needed. Individual seating, adequate lighting, good acoustics, and appropriate safety measures are also essential.

By providing accessible venues, organisers demonstrate a conscious commitment to inclusivity, ensuring everyone can participate regardless of ability. Accessibility is not merely a technical or formal requirement; it is a tangible expression of society's values in practice.




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No.	Criteria	Target group	Criteria description
32.	Accessible entrance		An accessible entrance is one that is level with the pavement or equipped with a ramp or lift. The door width must be at least 80 cm, with a minimum of 150 cm of clear, horizontal manoeuvring space in front of the door. The ramp gradient must not exceed 8% (preferably 5%). Information on how to request assistance should be provided at the lift. If the building has multiple entrances, at least one must be accessible and clearly signposted. Carrying people upstairs is not permitted.
33.	Glass doors are marked	 	To ensure visibility and reduce the risk of collisions, glass doors and large glass panels must be clearly marked at eye level. This requirement is particularly important for people with visual impairments, but it is also essential for the general safety of all visitors, as unmarked transparent glass can be difficult to notice in time.
34.	Stairs and thresholds are marked with contrasting warning lines	 	To assist people with visual impairments in navigating the space, stairs and thresholds should be marked with contrasting warning lines. These visual cues help identify changes in height and reduce the risk of trips and falls. To ensure safe movement for all users, particularly those with visual, mobility, or balance impairments, stairs must be made of non-slip materials or fitted with anti-slip strips, which also function as contrasting warning lines.

Movement Paths

No.	Criteria	Target group	Criteria description
35.	The premises are easily accessible to everyone	 	Aisles must be designed so that they are easy to navigate for people in wheelchairs, people with walkers, people with white canes, or people accompanied by an assistant. For more details, see here .
36.	Tactile guide strips to the hall, information point, bathrooms, lifts, and exit	 	Tactile guide strips are special floor elements with a raised surface that help people with visual impairments to determine direction using their feet or a cane. They are typically made from contrasting, durable material and use a linear grooved pattern to indicate movement ("go") or a dotted pattern to indicate stopping ("stop"). For more details, see here .
37.	Logical, understandable, clearly visible signs	 	Logical signage must be arranged in a structured way that aligns with how people naturally perceive space and directions. Signs should be placed at entrances and intersections and must accurately reflect the layout of the venue – for example, if a sign points left, the destination must indeed be to the left. Signage should also be sequenced to guide visitors step by step (e.g., first "Entrance," then "Information Point," then "Hall"). For more details, see here .
38.	All floors and levels are accessible	 	Movement between floors should be ensured by elevators or lifts, with ramps provided where there are level differences. See here for more details.

Audience Seating

No.	Criteria	Target group	Criteria description
39.	Accessible areas for wheelchair users		The auditorium must include reserved spaces for wheelchair users, distributed both horizontally and vertically across the seating area. Each space should measure at least 90 x 140 cm, with a minimum access width of 90 cm, and must be reachable without the use of stairs. A place for an assistant should be available nearby. Whenever possible, these spaces should be located close to an accessible evacuation route.
40.	Support for people with hearing impairments and deaf people		Subtitles are an important tool for people with hearing impairments. Subtitles for the Deaf and Hard of Hearing (SDH) are particularly valuable, as they provide additional information beyond spoken words, such as sound effects and speaker identification. For more details, see here .
41.	Support for people with visual impairments and deaf people		Where possible, films and visual materials should include audio description to ensure access for people with visual impairments. All event-related materials must also be available in an electronic format compatible with screen readers, with alternative text provided for photographs. In addition, adapted seating closer to the stage or screens should be offered to support the participation of visually impaired visitors.





Museums and Exhibitions

Special attention must be given to the **accessibility of museums and exhibition spaces**, as visitors attend individually and at varying times. People with disabilities may arrive at any moment, not only at fixed hours, which means accessibility must be guaranteed at all times.





This includes not only physical access to buildings and exhibitions but also clear, **understandable information in multiple formats**. Examples include exhibition descriptions in easy-to-read language, Braille, or audio; tactile materials for visitors with visual impairments; listening devices and sign language interpretation for visitors with hearing impairments; accessible routes and lifts between floors; and trained, responsive staff.

Modern museums increasingly use **digital technologies** such as interactive screens, mobile apps, virtual or augmented reality, multimedia guides, and sensors. These tools can enrich the experience, but it is **vital to ensure they are accessible**. Interfaces must be simple and clear, with sufficient contrast; alternative controls should be available for people with mobility impairments; options to adjust font size, contrast, or enable audio mode must be provided; and technologies requiring fine motor precision or complex navigation should be avoided.






Accessible technologies in museums are not merely innovations – they are essential support tools that allow people with disabilities to fully perceive, understand, and enjoy the cultural content on offer.

No.	Criteria	Target group	Criteria description
42.	Information is accessible and understandable	 	Accessible and understandable information in museums is not only a tool for inclusion, but also a way to enrich the experience for every visitor. See here for more details.
43.	The exhibition is arranged in accordance with accessibility requirements	 	When designing an exhibition in line with accessibility requirements for wheelchair users, people who are deaf, blind, or visually impaired, as well as visitors with mobility or sensory impairments, several key criteria must be considered. Particular attention should be given to aisle width, the direction and intensity of lighting, and the placement and height of exhibits. See here for more details.

Amenities

No.	Criteria	Target group	Criteria description
44.	Quiet or sensory room		A designated quiet room or adapted environment should be provided where visitors can relax, calm down, and reduce sensory overload during the event. This is a vital accessibility feature for people with mental disorders, autism spectrum conditions, mental health difficulties, as well as those who may experience anxiety, stress, or discomfort in noisy and rapidly changing surroundings. The room should be free from bright lighting and intrusive noise and equipped with comfortable seating.
45.	Accessible café	  	If not all rooms in the building are fully accessible, the café must be located in an accessible area. It should also include low tables (75 – 85 cm high) to ensure ease of use for wheelchair users.

Safety

No.	Criteria	Target group	Criteria description
46.	Security alarm	    	The security alarm system must include both an audible signal and a clearly visible visual light signal. Evacuation routes must be barrier-free, clearly marked with signs, and kept free of any obstructions at all times. In multi-storey buildings, evacuation chairs must be available to ensure the safe evacuation of people with mobility impairments. Emergency contact numbers must be prominently displayed and easy to read.
47.	Trained staff		Staff must be able to communicate with people with disabilities or functional impairments and know how to help them in specific situations.

Examples of Accessible Technology in Museums

When planning the introduction of new technologies, it is essential to consult with users themselves – people with disabilities – at the earliest stage. This ensures that the chosen solutions genuinely meet their needs.

Museums worldwide are increasingly adopting digital tools to make content more diverse, personalised, and accessible to different audiences, including visitors with disabilities. Below are some practical examples and solutions that could also be implemented in Latvia:

- **Mobile apps with customisable settings**

Many museums now offer apps with audio guides, video guides in sign language, and text transcripts. Users can adjust the font size and contrast, or switch to audio mode.

Example: The Louvre Museum (France) [app](#) includes accessibility modes such as “low vision” and “easy-to-read” options.

- **Interactive touchscreens with accessible interfaces**

Touchscreens with large icons, audio output, and alternative control options (such as physical buttons or cursor input) enable people with mobility or visual impairments to use them effectively.

Example: National Museums Liverpool (United Kingdom) [website](#) feature interactive displays with tactile markings and audio guidance.

- **Proximity sensors**

Sensors that activate information automatically when a person approaches an exhibit are particularly useful for those who may struggle with conventional screens or control devices.

Example: “Dialogue in the Dark” (Germany), where [exhibits](#) are experienced entirely through sound and touch in complete darkness.

- **Tactile exhibits and 3D models**

Specially created 3D models and tactile replicas allow people with visual impairments to explore shapes, structures, and textures through touch.

Example: [The Smithsonian Institution](#) (USA) uses 3D printing to create tactile versions of collection objects.

- **Video and multimedia with captions and sign language**

All video material should include subtitles and, wherever possible, sign language interpretation, greatly improving accessibility for deaf and hard-of-hearing visitors.

Example: [The Rijksmuseum](#) (Netherlands) offers sign language video translations as part of its digital tours.

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5. Smithsonian Institution. (n.d.). Resources for museum professionals: <https://access.si.edu/museum-professionals>



Checklist

The checklist brings together, in one place, the key accessibility solutions needed by different groups in society. The table highlights which criteria are essential for each group, offering a comprehensive overview of accessibility requirements. We encourage organisers to use this section as a tool for self-assessment and improvement.

No.	Criteria	Mobility impairments	Vision	Hearing	PD*	Children	Seniors	Other
1.	Accessibility info in event description	✓	✓	✓	✓	✓	✓	
2.	Contact info for additional inquiries included in announcements	✓	✓	✓	✓	✓	✓	
3.	Microphone available	✓						
4.	Subtitles for video content			✓			✓	
5.	Alternative formats provided		✓					
6.	Hearing aids available			✓				
7.	Sign language interpreter provided			✓				
8.	Audio description available		✓					
9.	Accessible public transport nearby	✓	✓		✓	✓	✓	
10.	Accessible parking available	✓						
11.	Unobstructed public road access	✓	✓			✓	✓	
12.	Clear signage system	✓	✓	✓	✓		✓	

Outdoor events

No.	Criteria	Mobility impairments	Vision	Hearing	PD*	Children	Seniors	Other
13.	Unrestricted movement in event area	✓	✓			✓	✓	
14.	Dangerous zones marked and secured	✓	✓		✓	✓	✓	
15.	Barriers allow accessible passage	✓	✓			✓	✓	
16.	Wheelchair platform or zones available	✓						
17.	Mobility aids available for hire						✓	
18.	Reserved front seating for hearing-impaired			✓				
19.	Accessibility info at ticket points	✓	✓	✓	✓	✓	✓	
20.	Accessible catering areas	✓	✓				✓	
21.	Accessible rest areas	✓				✓	✓	
22.	Play areas for children available					✓		
23.	Accessible toilets provided	✓	✓					
24.	Accessible evacuation routes and points	✓	✓		✓	✓	✓	
25.	First aid available		✓	✓	✓		✓	
26.	Sensory rest zones designated				✓			

Indoors events

No.	Criteria	Mobility impairments	Vision	Hearing	PD*	Children	Seniors	Other
27.	Accessible entry point	✓	✓				✓	
28.	Easy navigation throughout venue	✓	✓				✓	
29.	Full-level accessibility	✓					✓	
30.	Wheelchair-accessible zones available	✓						
31.	Support for hearing-impaired/deaf			✓				
32.	Support for visually impaired/blind		✓					

Museums and exhibitions

No.	Criteria	Mobility impairments	Vision	Hearing	PD*	Children	Seniors	Other
33.	Clear and accessible information	✓	✓		✓		✓	
34.	Accessible exhibition layout	✓	✓				✓	
35.	Sensory room available				✓			
36.	Accessible café	✓	✓			✓	✓	
37.	Accessible toilets	✓	✓					
38.	Security alarm system installed	✓	✓	✓	✓		✓	
39.	Trained staff available	✓	✓	✓	✓	✓	✓	

*PD = Psychosocial Disabilities

Possible Expenses to Ensure Accessibility for People with Functional Impairments

Not all of the expenses listed below will be required in every case. Organisers must first assess the specific needs of their event and determine how to ensure participation opportunities for different target groups.

1. Adaptation of the physical environment:

- Rental or construction of ramps at entrances;
- Temporary lifts (particularly in cultural or historical buildings);
- Installation of additional handrails, safety barriers, and barrier-free access routes;
- Additional benches or seating for people with mobility difficulties.

2. Accessibility of sanitary facilities:

- Rental of mobile accessible toilets;
- Improvement of existing facilities (e.g. installation of support handles).

3. Accessibility of transport and mobility:

- Creation of dedicated parking spaces or temporary markings;
- Construction of barrier-free paths or adapted surfaces (e.g. wooden decking on sand or grass);
- Provision of transport services for people with disabilities (e.g. adapted minibuses).

4. Accessibility of information:

- Preparation of materials in easy-to-read language;
- Printing in large print or Braille;
- Conversion of information into audio format;
- Development or adaptation of accessible websites and mobile applications.

5. Provision of communication support:

- Fees for sign language interpreters;
- Real-time captioning (stenotype or automated transcription) services;
- Rental of listening support systems (e.g. FM systems or induction loops).

6. Staff training and support:

- Training staff to work effectively with people with disabilities;
- Provision of additional staff (assistants, escorts, information providers);
- Preparation and installation of accessible signage (contrasting, tactile, and Braille elements).

7. Accessibility of technology:

- Adaptation of interactive screens or audio guides;
- Rental of software or hardware (e.g. subtitling tools, screen readers).

8. Adaptation of communication materials to digital and physical formats:

- Captioning of video content and provision of sign language versions;
- Preparation of alternative formats for advertising and informational materials.

Description of Accessibility Measures for the Event

The following template may be used during the planning and self-assessment process to evaluate how accessible an event is for different groups in society. Completing this description allows organisers to document the measures taken and identify areas for improvement.

Please describe the measures implemented to ensure accessibility:

Event: _____

Date: _____

Venue: _____

Organiser: _____

	People with visual impairments	People with hearing impairments	People with mobility impairments	People with intellectual disabilities	Families with children in strollers
Before the event					
On site					
Accessibility of content					
After the event					

Additional Explanatory Information on Accessibility Criteria

General Accessibility at Public Events

1. Designated parking spaces

Main requirements:

- Location: As close to the entrance as possible, preferably no further than 50 metres.
- Dimensions: At least 3.5 metres wide, with additional space to allow safe use of a wheelchair.
- Surface: Even, non-slip, and without slope.
- Markings: Clear vertical and horizontal markings, including the "P" symbol for persons with disabilities.

2. Signage at events

- Text on signs must be legible from a distance. A sufficiently large font is recommended (minimum 15 – 20 mm font height for closer viewing areas, larger for distant viewing). Use a clear sans serif font and strong contrast between the text and background (e.g. dark on light or light on dark). Supplement text with easily recognisable pictograms so that signs are also understandable for people with reading difficulties, cognitive impairments, or limited language skills.
- Where possible, provide information in multiple formats, including Braille and audio, particularly at main entrances and information points. Signs should be positioned at a height accessible to both standing visitors and wheelchair users (approximately 120 – 160 cm

above the floor). Clear signage is essential for enabling all visitors to navigate safely and comfortably at events.

3. Audio description

Audio description (also known as video description) is an additional audio track that conveys visual information in films, theatre performances, video materials, or live events. It enables people with visual impairments to perceive and understand content that would otherwise remain inaccessible.

How it works:

Between dialogues or sound effects, a trained narrator describes essential visual details such as actions, gestures, facial expressions, clothing, settings, and movements. This provides a fuller picture of what is happening. Audio description may be delivered as a synchronised recording or as a live commentary.

Example: In a film, between dialogues, the narrator may say: "The woman waves her hand and smiles. Outside the window, snow is falling."

4. Barrier-free paths

Main requirements:

- Smooth, stable, and non-slip surface, free of obstacles, cracks, or stairs without alternatives.
- Minimum width of 1.5 m to ensure comfortable movement for wheelchair users and people using assistive devices.
- No overhanging bushes or branches that may endanger blind or visually impaired people.
- Gradient not exceeding 6 – 8% for ramps and 3% for cross slopes.

- Adequate lighting to ensure safe use by people with visual impairments.
- Safe roadway crossings with lowered kerbs and tactile markings.

5. Accessible signage system

Main requirements:

- Clear visibility: high-contrast colours, sufficiently large size, legible font.
- Logical placement along routes (e.g. from parking areas, public transport stops, and nearby streets to entrances).
- Supplementary pictograms and internationally recognised symbols.
- Tactile and Braille elements for visitors with visual impairments.
- Audiovisual solutions, supplemented with audio or digitally accessible formats where possible.
- Adequate lighting so that signs remain legible after dark.

Outdoor Events

6. Dangerous areas at outdoor events

- The following are considered dangerous zones at outdoor events:
- Unfinished or temporary structures (stages, grandstands, technical areas).
- Terrain with height differences and no protective barriers (e.g. ditches, steep slopes).
- Edges of bodies of water (rivers, lakes, sea, swimming pools).
- Technical areas (electrical cabinets, sound and lighting equipment stands, generators).
- Areas with temporary coverings that may be unstable.

- Zones where heavy equipment or vehicles are in use.

Barriers:

- Solid physical barriers (barrier tape alone is not sufficient; use fences, railings, grids, etc.).
- Barriers must be sufficiently contrasting and visible, including for people with visual impairments.
- Cables or other obstacles on pedestrian routes must be covered or secured.

Warning signs:

- Internationally recognised pictograms and warning text.
- Positioned at a height visible to both standing persons and wheelchair users.
- Where possible, supplemented with tactile or audible warnings (e.g. ground-level warning strips).
- Illuminated when events take place during the hours of darkness.

7. Wheelchair and bench rental

Provision of this service is important for:

- People with mobility impairments who do not use a wheelchair daily but require support in large venues or during extended movement.
- Older people and those with reduced physical endurance.
- Pregnant women or individuals with temporary health conditions.
- Companions and families with children who may need a portable bench for rest.

Rental or collection points should be located at the entrance or another easily accessible location, clearly marked with signage.

Information about this service must be provided in the event description, on the event website, and/or on tickets.

8. Designated areas for wheelchair users

These spaces must meet the following requirements:

- Located on a horizontal surface, without slope, with a firm, stable, and non-slip covering.
- Minimum space per wheelchair: 900 mm x 1400 mm.
- Access route width: at least 900 mm.
- A kerb or safety edge is required if the space is on a raised platform to prevent accidental rolling.

At public events, at least 2% of the total number of seats and at least one seat must be reserved for people with disabilities.

For large events, it is recommended to assess demand and provide the option of reserving additional seats in advance.

Indoor Events

9. Movement paths indoors

- Minimum width for one-way traffic: 90 cm; for two-way traffic (two persons): at least 120 cm; for turning spaces (e.g. at doors or intersections): diameter of 150 cm.
- Passageways must be free of steps or steep ramps. Loose carpets should be avoided, as should low objects that cannot be detected with a white cane.

10. Tactile guides

Tactile guides enable people with visual impairments to independently locate essential points within the venue, such as:

- The hall – the main venue or service location.
- Information points – where assistance or directions can be obtained.
- Toilets – a basic daily necessity.
- Lifts – access between floors.
- Exits – crucial in emergency situations.

11. Signage

Signage must be clear, comprehensible, and consistent throughout the venue:

- Text should be concise and simple, e.g. "Toilet" instead of "Sanitary facilities."
- Internationally recognised pictograms should be used (toilet, elevator, emergency exit, etc.).
- Signs across the facility must follow one style to avoid confusion (avoid mixing WC and Toilet).

Text and pictograms must have high contrast. Wall-mounted signs should be placed at eye level (130 – 180 cm above the floor). Ceiling-mounted signs must not be higher than 220 cm.

In critical areas (near elevators, toilets, exits, etc.), Braille and/or tactile signs must be provided, placed 120 – 150 cm above the floor.

This helps getting around for people with visual impairments.

12. Movement between floors/levels

- Elevators: door width at least 90 cm; minimum cabin size 110 cm (width) x 140 cm (depth).
- Lifts: minimum platform size 90 cm (width) x 140 cm (depth); lifting capacity 250 – 300 kg.
- Ramps: width at least 90 cm; slope 5% (up to 12% in exceptional cases).

13. Support for people with hearing impairments and deaf people

- Subtitles should be provided online, synchronised with event content, and clearly legible (sufficient size and contrast). Screens must be visible from various points in the hall.

- Subtitles can also be made accessible via mobile devices (QR code or Wi-Fi platform), though this solution is less convenient as it divides attention between the stage and the device.
- At conferences, seminars, think tanks, and similar events, a sign language interpreter should be engaged, either in person or via an online platform. Their presence must be clearly indicated on event posters and tickets.
- Many people with hearing impairments use hearing aids rather than sign language, making induction loops essential. These reduce background noise and improve clarity of speech. Event organisers should check whether such facilities are available and, where possible, choose venues that provide them.
- As an alternative, seating closer to the stage or subtitle screens should be arranged so participants can read lips and follow facial expressions.

Museums and Exhibitions

14. Accessible and understandable information

Information must be presented in a way that is clear, inclusive, and usable for all visitors:

- Easy to understand – use simple, concise language, short sentences, and clear concepts. Avoid complex terms; add explanations where needed. Preparing an easy-to-read version of the text is recommended.
- Audio guides and tactile materials – audio guides should be available in several languages, with adaptations for a) visitors with hearing impairments (adjustable volume control), b) blind visitors (audio description), c) visitors with perception disorders (easy language versions).

- Tactile exhibits or representations (e.g. models, reliefs) should be included to allow exploration through touch.
- Multisensory approach – combine different senses, such as hearing, sight, touch, smell, and movement, to enhance understanding for children, people with PD, and intercultural audiences.
- Text design: use high contrast (e.g. black on white), minimum size 14 – 16 pt, and a clear sans-serif font.
- Pictograms: consistent, universally recognisable, and easy to understand.
- Texts should be positioned 120 – 150 cm above the floor and duplicated in Braille.

15. Layout of the exhibition

The physical design of exhibitions must ensure accessibility for all visitors:

- Free path: minimum width 90 cm with turning areas at least 150 cm in diameter. Dead-end passages should be avoided.
- Lighting: avoid reflections and glare. Lighting must highlight exhibits without dazzling visitors.
- Exhibit placement: exhibit centres should be 100 – 170 cm above the floor, suitable for both standing visitors and wheelchair users.
- Interactive and tactile objects: should be no higher than 90 cm for easy reach.
- Glass display cases: must include both visual and tactile markings to aid visitors with visual impairments.
- Horizontal stands and interactive surfaces: should be set 70 – 85 cm high, with free space underneath (65 cm high, 45 cm deep) to allow wheelchair access.
- Overhanging objects: must be placed no lower than 170 cm. Lower-hanging objects must be restricted to avoid injury to blind visitors. Tactile warning strips are recommended around glass cases and raised stands.

Explanation of Pictograms



People with hearing impairments



People with visual impairments



Families with children



People with mental disabilities



People with mobility impairments



Pensioners





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