



Inclusion & Access quick guide for eat:Festivals Traders

Have you read the eat:Festivals Everyone is Welcome Statement? 20% of the UK population is registered disabled, of which ½ of these have mobility impairment. Not every difference is visible. People are disabled by societal, attitudinal and environmental barriers foremost, rather than their impairment. We can all help remove barriers to create a more inclusive experience at our festivals.

eat:Festivals will not tolerate any form of discrimination on any grounds including gender, sexuality, race, religion or belief, wealth, class, health, age, neuro-divergence, or physical disability.

We are proud of the way the producers who trade with us welcome visitors. There is great value in selling face-to-face, for engendering trust, providing great service and bringing joy back to our food buying.

This quick guide is a compilation of observations and advice from the traders, visitors and secret shoppers who have taken part in eat:Festivals since we established. If you have anything to add to this, please do tell us at hello@eatfestivals.org. Everything we do together is a work in progress.

Layout: Do you serve visitors over a counter or do you invite them in to your stall? Is there room for a person with overweight, or using a wheelchair or mobility vehicle? Or pushing a buggy? Does the height of your counter impede the way you communicate with customers who are shorter, or sitting? What can you do to serve these customers better? Can you step forward from your stall easily?

Trailer access: Do you use a ramp or steps for customers? How can someone with impaired mobility get your attention? Can you provide a service bell or a light they could reach? How will you welcome & serve them?

Surrounding area: We plan so that dropped curbs, ramps and level access are clear within the festival footprint. If your pitch is near a step, or seating, or ramp, or dropped curb, can you adjust your layout & signage to help visitors keep it clear? Do you provide tables? Are they wheelchair accessible? Do you know where the nearest wheelchair accessible or Changing Places toilet is?

Interaction: Can you communicate with a wheelchair user without making them crane their neck? Can you see all wheelchair users from where you stand/sit? How do they get your attention?

Queue interaction: Are there visual cues you could use to help encourage your queuing or thronging customers to prioritise wheelchair users, disabled or frail persons? [ask for one of our ISA stickers] Could you invite them to jump your queue? How would you do this?

Information & Display: Can you provide a holdable printed Menu & Price List [showing allergens] to give to disabled visitors with a visual, hearing or mobility impairment? It should be printed in accessible font, min 16pt. Do you regularly tell customers about your values or production process? Is any of that information able to be conveyed on a banner or high contrast visual display? Could you include a QR code for your website?

Conversation: Does your produce or service require quite a lot of explanation? Have you asked [in your application] to be in a quieter area, away from music, to help hearing impaired customers?

Humanity: you are here because you are you, then comes your brilliant produce. Please bring your whole self. If you identify with any group or are an ally to any discriminated minority, we hope you'll find it a safe space in which to show your solidarity. eat:Festivals is run by two queer neuro-divergent women who see the value in connecting with other humans, and in nurturing diversity. It is our differences that make us stronger together.