**Covid-19: Supporting your disabled customers**

**10 tips from Euan's Guide, the disabled access charity**

**1. Share Information**

* Keep your disabled access information up to date.
* Make sure it includes your Covid preventative measures.
* Make your disabled access information easy to find on your website.
* Share it for free by listing on Euan’s Guide.

**2. Make it easy to visit**

* Offer different ways to book and a way to get in touch.
* Offer bookable companion tickets.

**3. Consider parking and transport**

* Make sure people can still use your accessible parking spaces.
* Include parking and transport details in your pre-arrival information.
* Check if there have been any changes that could impact someone arriving by car, taxi, public transport or on foot.

**4. Are your changes accessible?**

* One way routes do not always offer level access for wheelchair users and it can be hard for a visually impaired person to know, understand and follow the route.
* Wheelchair users won’t be able to use hand sanitiser that is too high or only operated by a foot pedal.

**5. Be visible and vocal**

* Staff can be hard to spot, so introduce yourself and offer assistance.
* Position staff near points where social distancing might be hard to limit the number of people.

**6. Look after your queues**

* Use this as an opportunity to communicate changes and answer any questions.
* Try to offer shelter and seating if and when it is required.
* Offer assistance to people who might need priority.

**7. Talk about toilets**

* People want to know if your toilets are open.
* Let people know if your accessible and Changing Places toilets are open.
* If they are shut or if you don’t have one, let them know where the nearest ones are.

**8. Check your signs**

* Signs need to be large with contrasting text and background colour.
* Cover or remove any inaccurate signs.
* Remember that not everyone will see and understand your signs, so be supportive.

**9. Know the face covering guidelines**

* The Government has identified individuals who are exempt from wearing a face covering.
* People who are exempt should not be denied entry.
* Signs that incorporate the exemption message can help people feel welcome.

**10. Make your information accessible**

* Providing information in a range of formats helps to ensure everyone understands it.
* Videos and pictures help people know what to expect.

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