

We know the form can look daunting, but it is designed to be simple and flexible. You can print it in advance, and it auto-saves so you do not have to finish in one go – just return to your profile later. Photos and videos are powerful, and not every access feature will apply to your venue, so simply share what is relevant.

There are three sections:

1. Venue information and photos

General information about your venue.

2. Accessibility features

Accessible facilities and details about your venue.

3. Contact details page

Contact details for publishing.

Section 1 - Venue Information and Photos

Venue name *

Venue description *

A brief description of your venue and what you do.

Main venue category *

For example a museum, theme park, station or coffee shop.

Subcategories

Please select up to 3 additional categories or facilities that your venue has. For example a museum may have a cafe.

Main photo *

This will be your venue's main photo and will be shown in search results and reviews.

Photos, Videos, Audio *

You can upload up to 20 photos, videos or audio clips. Please include photos that show useful accessible features, such as entrances, toilets or parking as well as general venue photos.

Section 2 - Accessibility Information

Please detail accessibility features, services and activities for your venue. If you select Yes to a section, further options will appear as well as a free text box.

Disabled access

How do people get in and around your venue?

Does your venue have access for disabled visitors? Yes / No

Disabled access facilities *

Select all options that apply.

Single level venue	Venue is on a single level, step-free and with no raised thresholds.
Drop Off Point	A safe drop-off point is located within 50 metres of the accessible entrance. Drivers may be required to park in a standard space if staying on site. The drop-off point should have clear signage and a firm, level surface.
Lift to all areas	The venue is on multiple levels and has a lift (standard passenger lift, wheelchair platform lift, or stairlift) that provides access to all public areas. Lifts should be large enough for wheelchair users, clearly signposted, and regularly maintained.
Lift to some areas	The venue is on multiple levels and has a lift (standard passenger lift, wheelchair platform lift, or stairlift) that provides access to some public areas. Lifts should be clearly signposted, and information about areas without lift access should be made available to customers.
Seating at regular intervals	On larger sites seating should be provided at 50 metre intervals to support visitors who need to rest.
Step-free access to most areas	Can your customers enter and move around all or most key areas without encountering any steps or stairs that could pose a barrier to wheelchair users? A minimum requirement is that guests can access an accessible toilet and at least one food and beverage outlet, where available.
Wheelchair-accessible food and beverage outlet	The outlet can accommodate wheelchair users and others with mobility impairments. It will typically have features such as ramps or lifts to facilitate step-free entry and exit, wide doorways with a minimum width of 750mm (800mm Scotland and Ireland), wide aisles to allow manoeuvrability and accessible seating areas with tables at appropriate heights.
Wheelchair-accessible viewing area	This is a designated space, with step-free access, that is specifically designed to accommodate wheelchair users and others with accessibility requirements, providing them with an optimal vantage point to view performances, presentations, or activities.
Step-free route with firm surface from car park to entrance	The route from the parking to the entrance should be step-free providing level access suitable for a wheelchair user. The route may include access by ramp or lift. The route should have a firm and reasonably smooth surface to accommodate wheelchair users and others with accessibility requirements i.e. no cobbles, bare earth, sand or unbonded gravel.

Step-free entrance	Step-free entrances provide level access suitable for a wheelchair user. There should not be any raised thresholds. The entrance may include access by ramp (temporary or permanent) or lift. If your step-free entrance is not your main entrance, you should only select this feature if the alternative entrance is welcoming to customers. Other entrances, such as for staff or through kitchens, should not be included.
Accessible retail space	The retail space is step-free, with wide aisles and clear circulation space so disabled customers can move around easily. Counters should be at an accessible height, and staff should be available to provide assistance if required.
Additional details	Add more information about your venue's accessibility.

Parking

Do you offer accessible parking options for disabled visitors? Yes / No

Parking options *

Select all options that apply.

Electric Vehicle Charging	There is an electric vehicle charging point that is step-free, has a firm surface, and allows enough space for a wheelchair user to manoeuvre safely around the vehicle and access the charger. The charging equipment should be at a reachable height for wheelchair users.
Dedicated off site parking	Designated accessible parking bays are available on street or at an external car park within 50 metres of the main entrance or an alternative step-free entrance if applicable.
Dedicated on site parking	Designated accessible parking bays are available on-site within 50 metres of the main entrance (or a step-free alternative entrance if applicable). Bays should be clearly marked and have enough space for disabled customers to safely transfer to and from their vehicle.
Additional details	Add more information about your venue's parking options.

Transport

Is your venue near accessible public transport options? Yes / No

Transport options *

Please select all options that apply.

Airport	There is an airport nearby that provides step-free access, accessible facilities (including toilets), and assistance for disabled passengers. Air travel options from this airport should be suitable for disabled travellers.
Bus Station or Stop	There is a bus station or stop nearby that has step-free access, accessible boarding areas, and suitable facilities for disabled passengers. Bus services from this location should be accessible to disabled travellers.
Ferry port	There is a ferry port nearby that provides step-free access, accessible facilities (including toilets), and assistance for disabled passengers. Ferry services from this port should be suitable for disabled travellers.

Train station	There is a train station nearby that provides step-free access, accessible facilities (including toilets), and assistance for disabled passengers. Train services from this station should be suitable for disabled travellers.
Tram stop or station	There is a tram station or stop nearby that has step-free access, accessible boarding areas, and suitable facilities for disabled passengers. Tram services from this location should be suitable for disabled travellers.
Underground Station	There is an underground station nearby that provides step-free access, accessible facilities (including toilets), and assistance for disabled passengers. Underground services from this station should be suitable for disabled travellers.
Additional details	Add more information about your venue's nearby transport options.

Accessible toilets

Does your venue have accessible toilets for disabled visitors? Yes / No

Toilet options *

Select all options that apply.

Changing places toilet with shower	A Changing Places toilet with a shower includes an adult-sized changing bench, toilet, sink, hoist, and a shower. This facility should be registered on the Changing Places website and clearly signposted.
Closomat toilet	A Closomat toilet is a wash-and-dry toilet that cleans the user with water and then dries them with warm air, offering greater independence for disabled customers. The toilet should be installed, maintained, and signposted for public use.
Changing places toilet	A Changing Places toilet includes an adult size changing bench, toilet, sink and hoist. This facility should be registered on the Changing Places website.
Accessible toilet	An accessible toilet should have as a minimum: - step-free access; - a manoeuvring space of 1500mm x 1500mm; - an outward opening door, where possible, with a minimum width of 750mm (800mm Scotland and Ireland); - a transfer space on at least one side of the toilet with a drop-down grab rail on the transfer side; - horizontal grab rail positioned on the wall adjacent to the toilet; - an emergency assistance alarm within reach from the floor. Accessible toilets should never be used as a storage space and the transfer space next to the toilet should be kept clear.
Additional details	Add more information about your venue's toilets.

Overnight accommodation

Does your venue provide accessible overnight accommodation? Yes / No

Overnight accommodation options *

Select all options that apply.

Emergency alarm with vibrating pillow pad	A vibrating pillow alarm is a portable device that alerts deaf guests to a fire or other emergency scenario when sleeping. It uses listening technology to vibrate the pillow when the audible alarm sounds.
---	--

Assistance dog facilities	Facilities are available for assistance dogs, such as water bowls, toileting areas, and waste bins. These should be located on a firm, level surface, be easy to access, and be clearly signposted for customers.
Ground floor bedroom with en-suite bathroom	There is a bedroom available on the ground floor with an en-suite bathroom. Both the bedroom and bathroom should have step-free access, a firm and level floor surface, and door widths suitable for disabled customers.
Profiling beds	A profiling bed is available. Profiling beds allow the head and/or foot of the bed to be raised or lowered to suit the user's needs. The bed should be maintained regularly and staff should be trained to operate it safely if required.
Standard bathroom with separate shower unit	At least one standard bedroom has a bathroom with a separate shower unit or wet room, rather than a shower over a bath. Stand-alone showers or wet rooms are often easier to access for disabled customers who cannot step over a bath.
Wheelchair-accessible bedroom with an adjoining or connecting bedroom	At least one of the wheelchair-accessible rooms in larger properties should be connected to an adjoining room (which can be a standard room) via a directly linked door.
Adapted wheelchair accessible kitchen	A wheelchair-accessible kitchen should have as a minimum: - step-free access - a minimum door width of 750mm (800mm Scotland and Ireland) - Height adjustable / lowered worktops and sink - Cupboards within easy reach for wheelchair users - Kitchen appliances which can be easily accessed by wheelchair users.
Wheelchair-accessible accommodation unit	Wheelchair-accessible accommodation units may be caravans, lodges, tents etc. and should have as a minimum: - step-free access; - a manoeuvring space of 1500mm x 1500mm; - a minimum outward opening door width of 750mm (800mm Scotland and Ireland); - access to an accessible bedroom and bathroom / washroom facilities. - step-free access - a manoeuvring space of 1500mm x 1500mm - a minimum outward opening door width of 750mm (800mm Scotland and Ireland); - access to an accessible bedroom and bathroom / washroom facilities.
Wheelchair-accessible bathroom with roll-in shower	A wheelchair-accessible bathroom with a roll-in shower should have as a minimum: - step-free access; - a manoeuvring space of 1500mm x 1500mm; - a minimum outward opening door width of 750mm (800mm Scotland and Ireland); - roll-in shower with no obstacles e.g. enclosures; - a transfer space on at least one side of the toilet; - grab rails by the toilet, washbasin, shower, bath; - an emergency assistance alarm (required for hotels only).
Wheelchair-accessible bathroom - bath only	A wheelchair-accessible bathroom (bath only) should have as a minimum: - step-free access; - a manoeuvring space of 1500mm x 1500mm; - a minimum outward opening door width of 750mm (800mm Scotland and Ireland); - bath with transfer seat; - a transfer space on at least one side of the toilet; - grab rails by the toilet, washbasin and bath; - an emergency assistance alarm (required for hotels only). The bath may also have a hand-held or fixed shower head.

Wheelchair-accessible bedroom	A wheelchair-accessible bedroom should have as a minimum: - step-free access; - a minimum door width of 750mm (800mm Scotland and Ireland); - an internal circulation space of 1500mm x 1500mm; - emergency assistance alarm (required for hotels only).
Wet room	A wet room is a wheelchair-accessible bathroom where the entire floor area is designed to get wet. It should have as a minimum: • step-free access • a manoeuvring space of at least 1500mm x 1500mm • a minimum outward-opening door width of 750mm (800mm in Scotland and Ireland) • a roll-in shower with no obstacles (e.g. no shower tray lip or enclosure) • a transfer space on at least one side of the toilet • grab rails by the toilet, washbasin, and shower • an emergency assistance alarm (required for hotels)
Hoist	A hoist can be used to transfer someone between wheelchair, armchair, bed, toilet and bathing/showering facilities. For some people a hoist is essential in order to stay away from home.
Additional details	Add more information about your venue's accommodation.

Accessible formats

Do you offer information in accessible formats (e.g., braille, large print, Easy Read)? Yes / No

Accessible format options *

Select all options that apply.

Audio Formats	Information is available in audio format, such as recordings, audio guides, or spoken word versions of printed materials. Audio files should be clear, easy to access, and available in widely supported formats.
Braille	Information is available in Braille format. Braille should be clear, well-spaced, and placed where it can be easily located by blind and visually impaired customers.
Easy read	Information is available in Easy Read format, using simple language and clear images to make it easier to understand for people with learning disabilities or cognitive differences. Easy Read materials should be up to date and available in printed or digital formats.
Hoist for activities	A hoist is available to support disabled customers in taking part in activities, such as sports, swimming, or other leisure experiences. The hoist should be regularly maintained, staff should be trained to use it safely, and its availability should be clearly communicated in advance.
Large print	Information is available in large print format, using clear, high-contrast text and easy-to-read fonts. Large print materials should be up to date and available on request or clearly displayed.
Sign Language	British Sign Language (BSL) interpretation is provided for performances, events, tours, or services. Interpretation should be clearly advertised in advance, and interpreters should be positioned so they can be easily seen by customers.
Additional details	Add more information about your venue's accessible formats.
Accessible services	Are there other services you offer that might be useful for our community?

Accessible services

Are there other services you offer that might be useful for our community? Yes / No

Accessible service options *

Select all options that apply.

Enclosed outdoor area	This is a designated space e.g. a play area or garden which is fully enclosed for guest safety, e.g. with fencing, walls or hedges.
Emergency evacuation plan for disabled people	These consider the specific needs of disabled customers to facilitate their swift and safe evacuation in an emergency.
Assistive listening system - Infrared	An infrared assistive listening system uses invisible light waves to transmit sound to a receiver worn by the user. It should be available in spaces where spoken information is important (e.g. theatres, lecture halls). Signage should clearly indicate where the system is available and how to use it.
Audio Description	Audio description is the addition of narrated information to describe key visual elements of a performance, film, event, or exhibition. It should be delivered live, through headsets, or pre-recorded, so that blind and visually impaired customers can access the visual content.
Quieter table	This should be away from areas of loud noise, such as kitchen entrances and audio speakers.
Designated quiet space or room	A designated quiet space or room is available to provide a calm and tranquil environment for visitors who may need time away from busy or noisy areas, such as autistic visitors or those with sensory sensitivities. The space should have low noise, minimal visual distractions, and clear signage.
Designated quiet times	Specific times are offered where noise levels and activity are reduced to create a calmer environment for visitors with sensory sensitivities, cognitive disabilities, or other conditions that may be affected by busy spaces. These times should be clearly communicated in advance on your website and at your venue.
Disability awareness / equality training	Disability awareness or equality training is provided for all staff, ideally at induction and refreshed regularly, particularly for customer-facing roles. Training should include practical advice on providing a welcoming and inclusive experience for disabled customers.
Emergency alarm with flashing lights	An emergency alarm with flashing lights alerts deaf guests to a fire or other emergency scenario.
Emergency evacuation chair	An emergency evacuation chair is provided to help safely evacuate disabled customers who cannot use stairs in the event of an emergency. The chair should be maintained regularly, staff should be trained in its use, and its location should be clearly signposted.
Fast-track queuing	This is a service for disabled people which allows quicker entry into the venue and access to areas that can involve queuing e.g. rides, minimising the time and stress spent queuing.

Infrared Induction Loop	An infrared induction loop system is available to amplify sound and transmit it wirelessly to hearing aids or receivers. Signage should clearly indicate where the system is available and staff should be trained to assist customers in using it.
Relaxed Performances	Relaxed performances are adapted to create a more inclusive experience for autistic customers, those with sensory sensitivities, or learning disabilities. Adjustments may include lower sound levels, gentler lighting, relaxed rules around movement, and a calm space to take breaks.
Scooter Hire	At least one mobility scooter is available for visitors to use, either free of charge or for a small fee. Scooters should be well maintained, fully charged, and staff should be available to explain how to use them safely.
Table service as standard or on request	You may offer table service as standard, or if you normally provide self-service you may offer the option for disabled customers to request table service if required.
Tactile signage	Tactile signage can be read by touch and includes raised print / symbols and/or Braille. Tactile signage should be provided for safety signage and toilet door signage as a minimum.
Touch Tours	Touch tours allow blind and visually impaired customers to explore key features of a venue, exhibition, or performance by touch, often with audio description or a guide. Tours should be led by trained staff and must be bookable in advance where possible.
Wheelchair Hire	At least one wheelchair is available for visitors to use, either free of charge or for a small fee. Wheelchairs should be well maintained, clean, and ready to use, with staff available to explain how to use them safely and adjust footrests or armrests as needed.
Assistive listening system - Hearing Loop	An assistive listening / hearing enhancement system amplifies sound and transmits it wirelessly to a hearing aid, cochlear implant or loop listener that's switched to the hearing loop setting. Signage should be positioned where loops are effective.
Emergency assistance alarm	An emergency assistance alarm alerts people able to give assistance and is typically activated by a red pull cord. For serviced accommodation, the alarm should ring in a staffed area or be linked to a pager carried by the duty manager or other appointed staff member and be responded to. Emergency alarms should be regularly checked and tested, particularly in serviced accommodation.
Additional details	Add more information about your venue's accessible services.

Other services

Are there other services you offer that might be useful for our community?

Wi-Fi	Wi-Fi is available for customers. Details about how to connect (network name, password, and any access restrictions) should be clearly displayed or provided on request.
Carers Discount	A carers discount is available so that disabled customers can bring a companion, personal assistant, or carer at a reduced rate or free of charge. Details of the discount should be clearly communicated on the website, booking information, and at the point of entry.

Map or Floorplan	A map, floorplan, or room plan is available to help customers understand the location of key accessibility features. This may include: • accessible toilets • step-free routes • sensory triggers • positions of furniture and circulation space • door widths and measurements Plans should be clear, easy to read, and available in advance (e.g. on the website) as well as on site.
Online Booking	Customers can book tickets, rooms, or services online. The online booking system should be accessible, including compatibility with screen readers and assistive technology, clear navigation, and the ability to include access requirements when booking.
Tramper Hire	At least one all-terrain mobility scooter (Tramper) is available for visitors to use, either free of charge or for a small fee. Trampers should be well maintained, fully charged, and staff should be available to explain how to use them safely.
Virtual Tours	A virtual tour is available to help customers explore the venue remotely before visiting and to experience areas of the venue they might not be able to access in person (for example, exhibitions on upper floors). Virtual tours should highlight key features, facilities, and routes, and be easy to navigate using assistive technology.
Dietary requirements catered for	Dietary requirements may include: - food allergies or intolerances; - religious dietary restrictions; - specific dietary choices; - food available with softer textures; - food items separated on the plate.
Dedicated disabled access information email address	A direct email address is available for customers to contact the person or department responsible for providing detailed disabled access information. This email should be monitored regularly and published clearly on your website or visitor information.
Dedicated disabled access information phone line	The venue has a dedicated phone line for customers to speak to the person or department responsible for providing detailed disabled access information. This phone line should be staffed during opening hours and listed clearly on the website or visitor information
Additional details	Add more information about your venue's accessible services.
Additional info	Provide more accessibility details. Do you provide access information on your website and/or a third party website?

Further Information

Do you provide access information on your website and/or a third party website?

Do you have an access guide or access statement in a document format (DOC, PDF, TXT etc.)?

Section 3 - Contact information

Enter contact details for publishing.

Venue address *

Website

Phone number

Email

Social media handles

Awards

List any awards that you have received or any ratings/membership schemes that you are part of.

Main contact (not published on website)

Enter main contact details (not to be published on the website)

First name *

Last name *

Email *

Phone *

Role

I certify that I am authorised to submit this information and any photos, video and audio on behalf of the venue named above and agree to Euan's Guide's Terms & Conditions.