



Checklist – Accessible & Inclusive Tourism

Business & Community Event Venues

Contents

Introduction	3
Ensure everyone feels welcome when you host business and community events at your venue	3
Inclusion and Accessibility	4
Checklist	5
Visitor Welcome Guide	6
Pre-event Information & Booking	7
Your Website	9
Wayfinding & Navigation	11
Arrival	13
Customer Service Points	15
Physical Environment	18
Audio-visual Services	20
Toilets & Comfort Facilities	21
Food & Beverage	23
Marketing	25
You and Your Team	27
Hiring Staff	29
Feedback & Continuous Improvement	31

Introduction

Ensure everyone feels welcome when you host business and community events at your venue



To make sure that everyone benefits from a great event experience and becomes an ambassador for your venue, you need to demonstrate a thoughtful, empathetic approach to the varied abilities of event teams and their attendees.

Best practice can help you win repeat event bookings and market your venue effectively to the widest possible audience. However, factors like poor information, inaccessible infrastructure and inadequate customer service can cause frustration for event planners and for participants and attendees on the day.

This checklist is designed to help you assess how ready your event venue is to provide a welcome for all. You can use it to spot oversights and points of friction in the event experience for event organisers, their presenters and their guests. The information you gather as you work through the checklist will become an asset you can share with event organisers to help you win business. It will also help you to identify areas where there is room to improve your offer and its appeal to a wide audience.



Use the checklist to:

- ✓ Guide you through the process of evaluating the accessibility of your venue's communications, infrastructure and customer service.
- ✓ Identify practical changes you can make (from quick wins to more ambitious changes).
- ✓ Benefit from peace of mind and handy reminders of necessary actions as you work on each event.
- ✓ Maintain standards of excellence.
- ✓ Track your progress as part of a process of continuous improvement.

Please note: This action checklist is part of a wider range of resources provided by Fáilte Ireland, and it is aimed at owners and managers of venues that host business and community events. Use it with other resources, including our [Effective Communications Guide](#) and the food and beverage checklist, to make sure that you provide an authentic and inclusive welcome.

For more information, visit [Accessible and Inclusive Business Support Hub](#).

Inclusion and Accessibility

The terms 'accessible' and 'inclusive' are often used interchangeably, and they should go hand in hand. However, they have quite different meanings, and it is important to keep both in mind when you are running an event venue that offers a genuine welcome for all.

'Inclusion' means including and accommodating people so that everyone can participate in and enjoy the experiences you offer.

The word 'accessible' means 'easy to approach, reach, use, and understand'.



Inclusive

An inclusive event venue goes beyond accessibility to actively welcome and accommodate diverse attendees, presenters and organisers. It provides equal opportunities for all to engage and participate, respecting the fact that adjustments may be required to deliver these equal opportunities.

Accessible

An accessible event venue is physically, technologically and socially easy to access, approach, attend, experience and participate in fully.



Improving accessibility and inclusion is a continuous and rewarding process. Some of the actions you identify as you work through the checklist will be quick, simple and affordable fixes. Others – like issues caused by infrastructure or training gaps – may need more time to solve. These more complex actions may also require collaboration with colleagues, managers and other stakeholders, such as event organisers or disabled people's organisations.

Revisiting the checklist frequently will help you stay actively engaged in this process. It will also ensure that you are regularly renewing your commitment to continuously improve your welcome for all. Use the checklist and the wider resources available through Fáilte Ireland to spur you on and chart your progress!



Checklist – Accessible & Inclusive Tourism Business & Community Event Venues

Business Name:

Year:





Visitor Welcome Guide

Each guide should contain practical information about venue facilities and supports available from trained staff. This guide might include:

- ✓ Information about access and emergency exits from the building.
- ✓ Illustrated details about infrastructure (e.g. function room access and features, lift access, and the accessibility of stage areas). Be sure to include outdoor spaces (e.g. details of paths, terrain, outdoor dining areas).
- ✓ Practical supports (e.g. microphones for presenters, induction loops, and wheelchair provision).
- ✓ Information about food and beverage provision that is clear on support for people with specific dietary needs.
- ✓ A list of supports available from trained staff (e.g. some staff may have completed Dementia-inclusive, disability awareness and/or Autism awareness training and/or have sign language skills).
- ✓ Information on any accessible rooms and catering for overnight guests.
- ✓ Spaces available to event delegates who may need quiet or privacy.
- ✓ Information on accessible transport options to your accommodation, including:
 1. Accessible public transport and car hire options.
 2. Licensed taxis services that can reliably accommodate wheelchair users and people with assistance dogs, including Autism assistance dogs.
 3. Parking and/or drop-off points (include distances if disabled parking options are not immediately outside the venue entrance. Also indicate where roofed or underground parking and drop-off is available).¹ If you don't have easily accessible parking, share details of the nearest accessible parking spaces.
- ✓ Information about accessible facilities (e.g. Changing Places facilities) or where to locate them nearby.²
- ✓ A list of available accessibility equipment and details of reputable suppliers should visitors need to hire specific equipment you do not have. Examples of assistive equipment include ear defenders, walkers and wheelchairs. Details of reputable care providers will also be helpful.
- ✓ Details of accessible services in your locality (e.g. accessible accommodation, attractions).

This document will be really valuable to your event team and to organisers, helping them to communicate accurate information to others.

¹ For guidance on what sufficient parking means, see the guidelines on 'Access to the Built Environment' by the Irish Wheelchair Association.

² Changing Places facilities are designed to accommodate people with complex disabilities, and they are different from mainstream accessible toilets. For example, they include both a hoist and a height-adjustable changing bench. See the 'Universal Design Guidelines for Changing Places Toilets' developed by the Centre for Excellence in Universal Design and the National Disability Authority, available at [Centre for Excellence in Universal Design](#).

Pre-event Information & Booking

To ensure good governance, completion and review of these actions is the responsibility of the person who is the Task Owner.

Use the following options to indicate task status in Completed column: **Y = Yes, N = No, P = Partly or A = Active**

If Action is not completed, use the Notes column to provide more detail.

Action	Task Owner	Completed (Y/N/P/A)	Notes
Have you gathered or updated your venue's accessibility information in a single document to create a handy Visitor Welcome Guide for your event team and people who are thinking about booking events with you? For more information, view our guidance page at the beginning of this section.			
Does all promotional material specify the name and details of the person who can take enquiries about the accessibility of your venue or event? Do you incorporate learnings from the enquiries they receive into your general information for presenters and attendees?			
Is information about your accessible facilities on third-party websites and booking channels up to date?			

Action	Task Owner	Completed (Y/N/P/A)	Notes
Do you offer a few different ways for people to contact you to enquire about holding an event at your venue (e.g. telephone, email, text messages and the Irish Text Relay service which is available for use by D/deaf people and people with speech impairments)? ³			
Do you share your venue's Visitor Welcome Guide and your information about accessibility in your local area with people who enquire about holding an event on your premises as part of your information pack?			
Do you invite the potential booker to identify any needs or preferences they or their team members, may have so you can communicate and collaborate with them effectively (e.g. a booker with caring responsibilities may only be available to respond to enquiries on certain days)?			
Do you ensure you inform event organisers/attendees if any of your accessible facilities and services change or become unavailable between registration and their visit (e.g. if a lift will be undergoing maintenance)?			

- 3 The Irish Text Relay Service enables people who are D/deaf, hard-of-hearing or speech-impaired, to make and receive calls independently through type and read, type, and speak and type and listen supports. Find out more at [Irish Text Relay Service](#).

Your Website

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Action	Task Owner	Completed (Y/N/P/A)	Notes
Does your website meet the standards set out in the international Web Content Accessibility Guidelines (WCAG2)? ⁴ You may need to seek advice from your site designer here, but simple steps towards compliance include providing alternative text for all images. ⁵ Training in web accessibility is also available via Fáilte Ireland's Business Hub and learniFI (Fáilte Ireland's learning platform), where live learning and self-paced courses are available. ⁶			
Are the values of accessibility and inclusion clearly reflected in your website's content (text, imagery) and in information you share via third-party websites? How are you making this judgement call (e.g. are you seeking feedback from users)?			
Do you provide detailed and accurate information on the venue's accessibility (e.g. site map, visual room plans, details about outdoor areas, complete with useful measurements and photos) both as part of a Visitor Welcome Guide and within the 'Planning your visit' section of your website?			

⁴ IA Labs, 'What's New in WCAG 2.2?', available from [IA Labs](#).

⁵ Review services are available (e.g. [Vision Ireland Lab's accessibility review service](#)).

⁶ Find resources at [Live Learning](#) and Fáilte Ireland's learning platform, [learniFI](#).

Action	Task Owner	Completed (Y/N/P/A)	Notes
Do you provide information on and links to accessible transport options to your accommodation, using the information you have gathered for your Visitor Welcome Guide? Is this information regularly updated (e.g. when timetables change).			
Do you include hotels that have accessible bedrooms in any accommodation directory you provide? If you link attendees to destination websites for this information, have you ensured that accessible accommodation is available?			
Is the information you provide about the destination in general equally useful to all attendees? For example, in a list of restaurants or attractions, do you indicate their levels of accessibility (e.g. suitability for wheelchair users, accessible menus)?			
Do you provide a list of available accessibility equipment and details of reputable suppliers should visitors need to hire specific equipment you do not have? Examples of assistive equipment include ear defenders, walkers, and wheelchairs.			

Wayfinding & Navigation

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Action	Task Owner	Completed (Y/N/P/A)	Notes
Is clear external signage provided, including to an accessible entrance if the main one does not provide step-free access? Where possible, the main entrance should be accessible.			
Is signage installed at a height visible to wheelchair users?			
Is signage easy to interpret (adequate font size, strong colour contrast, clear symbols)? ⁷			

7 Centre for Excellence in Universal Design, 'Signage Design', available from [Centre for Excellence in Universal Design](#).

Action	Task Owner	Completed (Y/N/P/A)	Notes
Do you offer to guide disabled attendees to event spaces and do you offer an orientation tour?			
Where people have requested additional support in advance, are details, directions, or equipment shared discreetly?			
Have you developed a set of standard Emergency Evacuation Plans (EEPs) for the safe evacuation of people with disabilities? Are they reviewed at regular intervals (e.g. twice a year).			
Do you ask all event attendees, presenters and staff if they require any assistance with evacuation in an emergency? Discuss the standard options available and agree and record any specific arrangements made with individual people.			

Arrival

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Action	Task Owner	Completed (Y/N/P/A)	Notes
Are sufficient accessible parking spaces available to match capacity and is a drop-off point provided in line with Irish Wheelchair Association guidelines? ⁸ If the venue doesn't have easily accessible parking, have you located the nearest accessible parking spaces and shared this information with event organisers and attendees?			
Do you provide clear internal signage to help visitors orientate themselves throughout the event? ⁹			
Do you provide a well-lit and uncluttered area that is easily accessible from your entrance area and offers seating for attendees?			
Where there is an event registration point, or other point where a queue for access is expected, do you provide some rest seating in this space for people to use as they queue/wait?			

8 For guidance on what sufficient parking means, see the guidelines on 'Access to the Built Environment' by the [Irish Wheelchair Association](#).

9 Centre for Excellence in Universal Design, 'Signage Design', available from [Centre for Excellence in Universal Design](#).

Action	Task Owner	Completed (Y/N/P/A)	Notes
Do you facilitate people with Autism and/or mobility challenges to be excused from queueing?			
Do name badges have a large, clear font and there is an option for them to be worn without attendees having to operate a clip or pin (e.g. do you use lanyards, which can support the sustainability of your event, or stickers)?			
Do you welcome attendees who have trained assistance dogs? This is a legal requirement even if you have a 'no dogs/pets' policy. ¹⁰			
Are staff trained in assistance animal etiquette (e.g. don't touch, talk to, feed or distract)? ¹¹			
Do you ensure that venue staff on duty (reception, technical assistance, and catering staff etc.) have a good understanding of the ways they can help deliver an accessible and inclusive event for event teams and delegates?			

10 In Ireland, there are four organisations that have accreditation with Assistance Dogs International, Inc. (ADI). These are: Autism Assistance Dogs Ireland, Irish Dogs for the Disabled, Irish Guide Dogs for the Blind, and My Canine Companion – Autism Service Dogs. For more information, visit [Assistance Dogs International](#).

11 For more information, see [Guide Dog Foundation](#).

Customer Service Points

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Action	Task Owner	Completed (Y/N/P/A)	Notes
Do you offer a warm welcome to event teams and remind them about sources of information and support available throughout the event (e.g. introduce the event leader to your Accessibility Champion)? An Accessibility Champion is someone who acts as the voice for access and inclusion in your business – they have oversight of all of your accessibility actions and policies (training for Accessibility Champions is available through Fáilte Ireland's Business Supports Hub and learniFI).			
Do reception areas, information points and/or help desks include a lower-level section for people who are using wheelchairs? Where this is not available, is an area with lower-level seating and tables available?			
At bars or shops within or around the venue, are there lower counter tops for wheelchair users or people of short stature?			

Action	Task Owner	Completed (Y/N/P/A)	Notes
Are your volunteers/staff clearly distinguishable from event attendees so people can identify them easily (e.g. wearing name badges and/or upper-body clothing such as distinctive polo shirts or gilets in bright colours, with a clear title on the back and front indicating any specific assistance they can provide, such as seating assistance, technical support, Dementia-inclusive customer service).			
Are all staff aware of, and using the inclusive communication strategies set out in Fáilte Ireland's Effective Communications Guide? Helpful strategies include: • Using plain language and non-discriminatory terms. • Adjusting pace and tone to suit the people you are addressing. • Actively listening to and focusing on the people you are communicating with.			
Do you consider the impact of background music and refrain from playing music in areas where staff interact with customers? Are quiet areas available and clearly identified, and are staff trained to lower music on request?			
Do you provide a means of written communication at key service points to assist D/deaf attendees, if required? A simple pen and paper or handheld white board and wipeable marker pen will be useful.			

Action	Task Owner	Completed (Y/N/P/A)	Notes
Do you provide written information in alternative formats (e.g. digital, large print and easy-to-read versions, QR code) on request? Is information provided in visual format for guests who cannot read or who may have limited fluency in English?			
Will sufficient support staff be available to offer assistance at busy times or transitions between event spaces? When you are evaluating staffing requirements, take into account: - Any specific needs identified in advance (e.g. hearing loop access) or linked to the audience type, where you have a young audience, for example. - Needs that arise on the day (e.g. a person may require help to find their seat or more time with a staff member who can help them to feel relaxed, comfortable, and prepared for an event). - Environmental factors that may drive up demand for support, such as noise levels, how busy an event area is, distances between event spaces; waiting times or limited time for transitions (minimise these factors where you can). - Practical factors (e.g. ticketing checks or safety requirements).			

Physical Environment

Physical environment checks will need to be undertaken in the planning phase for each event, but they will also need to be carried out just prior to and during each event at appropriate intervals.

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Action	Task Owner	Completed (Y/N/P/A)	Notes
Have you checked that external paths are kept clear of obstacles, debris, moss, ice and fallen leaves, and do they have firm, well-maintained surfaces? Have you also checked that any permanent features (e.g. statues) are securely fixed?			
Have you checked that there are no tripping hazards such as loose cables or personal belongings in aisles within your venue?			
Have you ensured that any temporary threshold ramps are suitable for wheelchair users to pass over?			
Do you provide adequate space for people who are using mobility aids to move in between areas, stands and displays? ¹²			
Do you allow attendees to reserve seats if they wish to lipread or be close to an ISL interpreter (in front row/rows), near the toilet or exit?			

¹² Note that the Government of Ireland advises that a 1800mm turning circle is required for wheelchair users and 1200mm minimum circulation space, as per building regulations. See 'Technical Guidance Document M: Access & Use', available from [Government of Ireland](#).

Action	Task Owner	Completed (Y/N/P/A)	Notes
Is it possible for event participants and attendees to reserve access to neck hearing loops if there is no installed loop? Are hearing loop arrangements made clear in advance?			
Is some seating available in spaces where attendees may be standing for any length of time (e.g. exhibition or gallery spaces)?			
Have you checked with the event organiser about any provisions you need to make for attendees who may need to sit with an assistance animal or support worker?			
Do you provide designated quiet spaces, situated away from the main bustle of the event, and possibly a sensory room? Are these spaces easily accessible from public areas?			
Are water bowls available for use by assistance dogs, and do you provide adequate space for assistance dogs between attendee seating, while not obstructing aisles/walkways?			
Have you designated an assistance animal relief area, and exercise area, ideally within the grounds of the event venue or nearby, along with a handwash station for owners? Have you also provided a biowaste bin and some dog-poop bags or a pooper scooper?			
Do you use doormats with colour contrast? Due to issues with depth perception, people with Dementia can experience a distressing 'visual cliff' effect if you use plain black mats.			

Audio-visual Services

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Action	Task Owner	Completed (Y/N/P/A)	Notes
Have you informed event teams of any special effects such as flashing lights, photography, strobe lighting or sound effects involved in services you provide, as they may affect people with epilepsy and tinnitus?			
Have you ensured that technical support staff (internal and external) will consider the needs of event teams, presenters, and attendees with different requirements? Strategies might include: • Checking that presentation visibility and audio are optimised for all attendees. • Delivering support with consideration for the accessibility needs of presenters.			
Are you providing a roving microphone for questions? If this is not possible, have you ensured that presenters will be briefed and reminded to repeat questions before answering?			

Toilets & Comfort Facilities

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Action	Task Owner	Completed (Y/N/P/A)	Notes
Have you ensured that emergency pull-cords hang to the floor, and have they been tested as part of a regular schedule?			
Are support rails provided at urinals, toilets, washbasins, and on the back of toilet doors, in line with the government's current technical guidance on access and use of the built environment? ¹³			
To assist blind or partially sighted venue users, do any support rails contrast in colour to the wall and do toilet seats have colour contrast with the toilet and floor?			
Is equipment such as a track hoist or a height-adjusted changing table available?			
Where an accessible toilet requires a key or code to gain access (e.g. RADAR key), do you provide clear guidance on the door as to where a key or code can be obtained?			

¹³ See 'Technical Guidance Document M: Access & Use', available from [Government of Ireland](#).

Action	Task Owner	Completed (Y/N/P/A)	Notes
Have you clearly indicated the availability of accessible and unisex facilities using signage that uses easily understood symbols and Braille as well as words?			
Have you clearly indicated baby changing facilities and any private spaces suitable for feeding babies?			
Have you shared information about Changing Places facilities that are available at your venue or nearby?			
Have you designated a quiet space with an electrical outlet that can be used by attendees who need to rest, express breastmilk, or take medication?			
Do you provide storage, when requested, for mobility devices, care equipment, medication, or other essential items? For example, staff may be asked to store crutches or a walker or to refrigerate certain medication. • Do staff have training, as well as facilities, so they can respond appropriately to related requests? • Do you provide clear signage to public areas and clear instructions and/or support so a person can retrieve stored items when needed? • Are there any issues or procedures around the storage of expensive items or equipment?			

Food & Beverage

The following actions are specific to informal business event catering. For information on actions related to dedicated catering spaces or formal dining, such as gala dinners, see the separate food & beverage business action checklist.

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Action	Task Owner	Completed (Y/N/P/A)	Notes
Have you made your own food and beverage team and/or any external contractors aware of your accessibility and inclusion standards and any relevant information that will ensure good service for all?			
Are waiting staff briefed on the food being served and can they accurately describe options and allergens to attendees?			

Action	Task Owner	Completed (Y/N/P/A)	Notes
Do you offer table service and/or assistance with reading dietary information, where required?			
Do you provide easy-grip cutlery, beakers, and straws on request?			
Are allergen/diet-friendly options available for people with food intolerances and auto-immune diseases every time food is offered to other attendees?			
Where buffets and open trays of food will be served, are allergen-friendly options available, and is proper care taken to avoid cross-contamination (e.g. for coeliacs)? See Fáilte Ireland's food and beverage accessibility checklist for more information on allergen safety.			

Marketing

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Action	Task Owner	Completed (Y/N/P/A)	Notes
Have you ensured that the marketing channels you use are reaching people with accessibility requirements? For example: • Have you ensured your marketing materials are accessible to people with disabilities, such as those who are blind or have low vision, by including alt text and captions? • Have you mentioned your Visitor Welcome Guide, or used information about the accessibility and inclusivity of your event, in your online listings?			
Is information provided online in forms that can be read by screen readers (i.e. you do not rely on people being able to read text on images, and you ensure adequate levels of contrast between text and background)?			

Action	Task Owner	Completed (Y/N/P/A)	Notes
Are all print materials designed to meet high standards of accessibility?¹⁴ • Prepare print materials with care, ensuring colour contrast and legibility. • Avoid using small font for details, such as allergens and consider providing a QR code to link to an online, accessible version of the same information. • Ensure all information is accessible before sharing it with others.¹⁵			
Do you regularly promote your accessible facilities and services through your communication channels, including social media?			
Have you let local disabled people's organisations and groups (e.g. Autism support groups) know about any recent improvements in your offer?			
Do you integrate representation of all disabilities naturally in the imagery and text used in your marketing communications? Avoid representing people with disabilities as heroic when they are simply taking part in your venue's activities.			

¹⁴ Centre for Excellence in Universal Design, 'Customer Communications Toolkit', available from the [Centre for Excellence in Universal Design](#).

¹⁵ You can easily make sure a PDF is accessible by running Microsoft's Accessibility Checker before you generate or save your document as a PDF. After you've addressed any issues found by the Accessibility Checker, Microsoft 365 will use that information to create accessibility tags in the PDF. For more information, see [Microsoft Support](#).

You and Your Team

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Action	Task Owner	Completed (Y/N/P/A)	Notes
Have you given all staff and people involved in delivering events a copy of your Visitor Welcome Guide so they can see immediately the facilities and services that are available?			
Do all staff wear name badges, and do they make it clear if they can provide specific types of support (e.g. wearing a Dementia-inclusive badge, if they have received appropriate training to show that they can support people with Dementia)? Do name badges have a large, clear font and there is an option for them to be worn without people having to operate a clip or pin (e.g. use lanyards, which can support the sustainability, or stickers)?			
Do you regularly check that all staff, including part-time and seasonal team members, have been provided with tips and guidance on inclusive customer service practices, such as inclusive language use? It is important to ensure that everyone receives a copy of Fáilte Ireland's Effective Communications Guide.			
Does the communication in your team reflect best practice (e.g. do you ask a person what is the best way to help, treat each person with dignity, use respectful language, and use the communication channels and strategies that suit each person best)?			

Action	Task Owner	Completed (Y/N/P/A)	Notes
Are relevant staff trained in the use of the Irish Text Relay telephone service and are they confident about using it?			
Have you identified a member of staff as an Accessibility Champion, and do you encourage others to become ambassadors for accessibility?			
Do you regularly discuss workplace adjustments with your team to ensure you are all responding to each other's needs and identify issues that need to be addressed through more accessible and inclusive policies and procedures?			
Do disabled staff members have personal evacuation plans? Are they reviewed at regular intervals (e.g. twice a year).			
Have you identified knowledge gaps and training needs in your team?			
Do you regularly review opportunities for upskilling available through the Fáilte Ireland Business Hub and learniFI? Your Accessibility Champion can track training levels and opportunities for your team.			

Hiring Staff

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Action	Task Owner	Completed (Y/N/P/A)	Notes
Do you ensure roles at every level of your business are accessible to people with disabilities?			
Are your job adverts and job descriptions accessible and inclusive?			
Do you encourage applications from people with disabilities?			

Action	Task Owner	Completed (Y/N/P/A)	Notes
Are job adverts posted via inclusive websites such as the site for the <u>Open Doors Initiative</u> ?			
Do you provide several ways in which applicants can contact you?			
Do you ensure that evaluation procedures for applicants (e.g. interviews) are fair and inclusive?			
Do you provide an onboarding service so you can learn about employees' needs and identify ways to help them thrive in their roles? Is an onboarding manual used to streamline the sharing of basic information that is useful for all?			
If you hire seasonal or temporary staff, do you have a strategy and procedures in place so that they understand the importance of, and how to deliver, accessible and inclusive services?			

Feedback & Continuous Improvement

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Action	Task Owner	Completed (Y/N/P/A)	Notes
Do you use a meeting or event evaluation survey to gather feedback from event organisers and provide opportunities for attendees to share their views (e.g. via a comment box)? Both positive and negative feedback will give you opportunities to improve your offer for future events.			
Are staff instructed to make note of questions or issues they encounter in relation to accessibility. You can use the data you gather to: • Improve pre-visit information. • Identify practical changes that need to be made (e.g. improved interior signage). • Identify training needs and information gaps. • Inform inclusive policies and procedures.			
Is 'accessibility and inclusion' a standing item in your post-event review meeting with your own staff?			

Action	Task Owner	Completed (Y/N/P/A)	Notes
Have you used your findings to update your venue's plans and practices and inform things like training and staff development plans?			
Have you shared relevant feedback with any relevant stakeholders to support their improvement processes (e.g. external contractors)?			
Where requested, do you provide feedback to event organisers and attendees about how you have responded to their queries? Improving accessibility and inclusion is a process that depends on ongoing dialogue with users and showing that you are willing to listen and learn is a great way to demonstrate a real commitment to providing a welcome for all.			
Have you checked that accessibility and inclusion are embedded in your governance practices, through inclusive policies and procedures, and monitor standards and progress?			

This action checklist is aimed at owners and managers of venues which host third-party events. Please also read the 'food and beverage' checklist for actions that relate to dedicated catering areas and formal dining.

Consider sharing the Visitor Welcome Guide and information you have gathered with your local destination organisation, and agencies or groups that regularly use your venue to help improve the accessibility and inclusivity of events in your area. For training opportunities and further information, visit the [Accessible and Inclusive Business Support Hub](#), and visit [learnIFI](#) for resources, Live Learning and self-paced courses.

