



# Our Symbols

What they mean,  
and what you can do

## What it means



### New Difficulty Standing

This is allocated to those whose mobility impairment causes difficulty standing for long periods.



### New Difficulty in Crowds

This symbol is for people who struggle in crowded settings due to neurodivergence, mental health conditions, or other issues that make dense crowds or queues overwhelming.



### Standing and Queuing

*This symbol has been replaced by the 2 new symbols above, allowing venues to offer more tailored and appropriate support.*



### Urgent Access to Toilets

This can mean that they may need to access toilet facilities urgently.



### Level Access

This may mean they are a wheelchair user or that they use a mobility aid such as a rollator that means they would find any number of steps to be an issue.



### Distances

This will mean that they would find anything more than a short distance and a number of stairs to be a barrier due to a mobility impairment.



### Essential Companion

This symbol means they require an essential companion when attending events and venues.



### Visual Information

This is for people who find accessing visual information a barrier.  
This may include people with visual impairments who require alternative formats or guidance.



### Audible Information

For people who have difficulty accessing or processing audible information.  
It may be relevant to deaf people or those with hearing impairments.



### Miscellaneous

This person has needs that aren't covered by the other symbols.

## What to do

- Offer alternative queue systems to avoid them having to stand for prolonged periods
- Find appropriate seating

- Offer to find somewhere away from crowd to wait
- Where crowds/queues are a significant component of the event or venue, offer crowd free spaces/alternative queueing options
- Make customers aware of quiet spaces available
- Alternative versions of shows / attractions

- When seen on a physical Access Card or confirmation email, treat this as a combination of Difficulty Standing and Difficulty in Crowds
- You can also check the validator to identify which of the two are relevant to the customer

- Orientate customer with facilities on arrival. Allow urgent access to any toilet no questions asked: including staff / 'disabled' / accessible
- Consider options for seating near to facilities if required
- Offer alternative queue systems

- Describe availability of wheelchair accessible facilities and be aware of evacuation procedures
- Offer seating and facilities that allows step-free access

- Find short cuts where possible, explain distances involved
- Offer seating that can be accessed easily with minimal steps
- Accommodate potential mobility aids

- Offer assistance / allow additional entry for them to bring their own support
- Concessionary ticket policy for Essential Companions

- Give verbal directions with helpful details and inform them that more support is available
- Provide closer seating
- Provide audio descriptions, larger prints and colour overlays for printed materials

- Make information available visually
- Be prepared to be lip read or be able to use pen and paper for communication
- Provide Hearing loop systems and BSL interpreters

- Ask if there's anything else you can do to support customer / anything you may need to be aware of
- Check with the Access Card team as there will be an additional note in our system as to what this symbol means