

# Glasgow 2014 Access Statement Mountain Biking- Cathkin Braes

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## Information for Spectators with Accessibility Requirements

### Introduction and how to use

This guide is designed to assist people with accessibility requirements attending the Mountain Biking at Cathkin Braes.

It offers information about the venue's facilities and services so that spectators can plan their trip to the venue accordingly.

Services and facilities which are not available will also be highlighted.

The information within the Guide includes:

- Accessibility assistance from transport set-down points
- Distances, gradient and quality of surface on recommended routes
- Wayfinding
- Distances from the above points to the security screening areas
- Security screening
- Distance from security screening areas to the venue entrance
- Spectator areas- (e.g. toilets, information points, wheelchair storage, concession areas. merchandise and baby changing facilities)
- Spectator seating areas
- Accessible communication aids (e.g. Audio Description)
- Links to the Glasgow 2014 Essential Venue Guides (which include information on accessible transport options)

### Our Accessibility Team- general assistance

- Glasgow 2014 will provide a trained Accessibility Team at this venue and others.
- The team will wear green high visibility vests marked "**Accessibility team**"
- On request, the team will provide:
  - a wheelchair loan service;
  - sighted guiding for visually impaired people; and
  - distribution of assistive communication aids

## British Sign Language (BSL)

British Sign Language interpreting will not be provided at this venue

## Abbreviations/Technical Terms

<b>BSL</b>	British Sign Language
<b>AD</b>	Audio Description
<b>1:14</b>	The general measurement of a slope gradient where a path will rise one metre for every 14 m travelled in a horizontal direction (also 1:12, 1:15, 1:20, etc.).
<b>PSA</b>	Pedestrian Screen Area
<b>Discreet PSA</b>	Small tent for people who request to be searched in private
<b>WTMD</b>	Walk through metal detector
<b>BOH</b>	Back of house
<b>FOH</b>	Front of house
<b>Overlay</b>	Design layout, or fit-out, required by Glasgow 2014 to make the building suitable to function as a Games venue.

## Emergency evacuation

An emergency evacuation plan has been prepared for each venue during the Games which specifically considers the needs of disabled people.

## Location

Cathkin Braes Country Park is located South East of Glasgow City Centre.

The site is an existing natural outdoor facility.

There will be significant overlay required meaning that the ingress or egress may be different for our client groups during the Games

## Transport

Please refer to [Accessible Transport](#) for information in connection with Accessible Parking and Accessible Transport to the venue.

## Challenges

Cathkin Braes is an existing natural facility located in the countryside.

A number of routes will not be accessible for wheelchair users and people with limited mobility. The opportunity for inclusive design will be restricted.

For example:

- **Public safety**- routes will be very controlled. Resting benches will be restricted in locations where crowd safety takes precedence.
- **Gradients**- Routes are either very steep or the terrain is uneven
- **Catering/Refreshment vans**- catering counters will not meet best practice dimensions
- **Accessible toilets**- Some temporary toilets in the external spectator areas will not meet best practice dimensions.
- **Costs**- Where it would be impractical to provide a relatively expensive feature which will have no place in legacy mode.

## Routes

### Ardencraig Road – venue entrance

- The main walking route from Ardencraig Road does not have good access for people with limited mobility. Refer to “Transport” if you require an accessible shuttle.
- This route is a steep track through the trees into the country park
- The track is a forest path with occasional slippery patches
- The track varies in width from 400-600mm

- There will be very few benches along the way

### **Accessible Parking – Venue entrance**

- The Accessible Parking is at Castlemilk High School
- This is a distance of approximately 2.5 miles from the accessible entrance to the venue along Cathkin Road
- There will be an accessible shuttle from the High School to Cathkin Road on the south side of the park.

### **Accessible Setting Down Point**

- The set-down point for people with accessibility requirements is along Cathkin Road
- This is a BOH entrance to the venue
- The set-down point is approximately 30m from the venue entrance
- This road will be closed for other non official use

### **Toilets (outwith the venue)**

- There will be no toilets provided immediately outside the venue.

### **Venue Entrance/PSAs**

- All spectators must pass through a Pedestrian Screening Area (PSA)
- A number of PSAs will mean that queuing times will be kept to a minimum. Immediately after passing through the PSA, you must present your ticket for inspection.

### **PSAs**

#### **Width of PSAs**

- WTMDs will generally be 760mm wide x2050mm

### **Personal Items/Medical Dependencies**

- The WTMDs will detect metal items

- Example of these are personal oxygen concentrators; insulin pens or syringes; prosthetic limbs; implants (e.g. cochlear implants); and pacemakers.
- You can walk through safely but if you feel uncomfortable about this you should make the security staff aware of such personal devices and you will be requested to be searched by a different appropriate method.
- If you are a wheelchair user, you may be required to pass through a wider aisle and undergo a pat down search.
- Care will be taken to wand people with a disability, particularly where the person identifies an area which is sensitive, painful to the touch, or difficult to move.
- A small number of PSAs will have an induction counter loop for people with hearing impairments.
- The counter loop will have a hearing loop symbol

### **Discreet PSA**

- There will not be a Discreet PSA for people with accessibility requirements
- If you wish to be searched in private, please make this known to the security staff and you will be escorted to an appropriate facility

### **Pass Out**

- If you need to leave the venue for a reason related to your disability, you will be permitted with exception to exit the venue.
- Re-entry to the venue must be through a PSA.

### **Spectator Circulation**

- There is no spectator plaza or concourse.
- Access to the Concession Areas for catering and merchandise is significantly restricted because of the venue's steep gradients.
- Spectators are required to circulate on gravel tracks and grassed areas.
- The sloped tracks have gradients varying from flat to 1:4 with no resting places.
- There are no handrails along the course.
- There are a small number of resting benches dispersed throughout the course

## **Access to Food and Drink Concessions**

- A dedicated waiter service will be provided for spectator ticketholders who may find it difficult to access refreshment areas for reason related to their limited mobility.
- Please ask the Accessibility Team for details of this service.
- The area immediately next to the concessions will have a small number of benches.
- There will be undulations in the ground.
- Trackway will be provided to help minimise the uneven ground.

## **Accessible Toilets**

- There will be a small number of portable WCs provided inside the venue directly behind the accessible viewing area for disabled people and their companions
- The toilets are of the chemical type.
- The toilet complies with the Building Standards turning space requirement of 1.5m x1.5m.
- The toilets do not comply with other technical standards for accessibility.
- There is one continuous horizontal grab rail in each of the portable toilets.

## **Changing Places Facility**

- There will not be a Changing Places facility at this venue.

## **Baby Changing**

- A small number of basic baby changing facilities will be provided within accessible toilets and also male and female toilets
- These are fold down plinths with safety straps

## **Wheelchair/Buggy Storage**

There will be no wheelchair storage facility at this venue

## **Wheelchair Charging Points**

- Wheelchair charging points will not be provided at this venue therefore we urge you to prepare in advance and consider good battery management in the interests of your welfare.
- If you have problems at the venue with your powered wheelchair or mobility scooter, please speak with one of our Accessibility Team members.

## **Spectator Seating**

### **Seating Category**

There are 2 main categories of seating

- Wheelchair Access Seating
- Easy Access Seating

These categories of seating provide a space at the accessible viewing area for people with limited mobility.

You must inform our ticket line **0808 161 2014** if you require a space on this viewing platform.

### **Accessible Viewing Area**

- The accessible viewing area is located on the south end of the venue
- There is an elevated viewing area which has views along the start/finish straight.
- The depth of the viewing area is approximately 3m
- The length of the viewing area is approximately 12m
- There is no spectator rail in front of this viewing area
- The surface is compacted gravel
- Access to food and drink concessions is very restricted from this viewing area due to the steep gradients.
- There will not be a wheelchair pushing service for this venue

## **Family Groups and Companions**

The Ticketing team has made every effort to ensure that small groups/families are not separated.

## **Features along the Field of Play (FOP)**

Whilst every effort has been made to offer a clear view of the FOP, a number of features will be located in front of the spectator front row.

- Speakers
- Advertising Corrals
- Press/photography
- Technical Officials

## **Assistive Technology/Hearing Enhancement**

### **Hearing enhancement technology**

- Glasgow 2014 will provide hearing assistance technology by radio communication aids for you to enjoy the live commentary.
- Multiple channels are available through this system.
- There will not be a fixed induction loop zone, which is normally confined to one or two zones, for people with a hearing impairment. So, if you have a hearing impairment, your ticket purchase will not restrict your seating location.
- Inductive coupler loops, which hook over the ear, will be provided free of charge along with a receiver to pick up in-venue technology. Glasgow 2014 will not provide neck loops; however, the receiver will be compatible with most neck loops.
- If you normally wear a neck loop you can take it into the venue and plug into the handheld receiver.

### **BSL**

- BSL will not be provided at this venue.

### **Captioning**

- Captioning will not be provided at this venue.

### **AD for visually impaired people**

- AD will be provided at this venue
- Please refer to [Assistive Technology](#) for more information.

### **Video Screen**

- A large video screen will be provided to assist all spectators in their enjoyment of the sport.
- The screen is not in the direct line of sight for people seated at the viewing platform

## **Other Auxiliary Services**

### **Sighted Guide Service**

- A sighted guide service will be available at this venue. Please ask at our Information Point on how to access this service.

### **Dog Spending Area**

- A place for assistance animals to use the toilet will be provided.
- A sighted guide service is provided to direct you to this point.
- The area will be semi enclosed and will be equipped with a water bowl and some cleaning equipment, paper towels and the like.
- Part of the Dog Spending Area will be covered in an organic material such as wood chips.
- This will be cleaned regularly
- There will be no directional signage other than a sign fixed to the fence enclosure displaying the words **“Dog Spending Area”** with a dog pictogram.

### **Cable Covers**

- We have done our best to contain cables using cable bridges however there may be a need for us to contain cables along the ground of some routes using cable covers. These have a slight ramped profile.
- Cable covers will have good contrast so that people with visual impairments are made aware of their presence.

## Summary

- Please refer to [Accessible Transport](#) for information on accessible parking.
- There will not be a mobility buggy service at this venue.
- There will not be a wheelchair pushing service for this venue.
- In venue- Some areas will have trackway laid over existing natural grass.
- Spectator plaza is flat but with some uneven spots.
- No tables and chairs in spectator areas.
- Some rest benches along spectator routes.
- A waiter service will be available for people seated on the accessible platform (e. wheelchair users and Easy Access ticket holders)
- Portable counter loops at key information points for hearing impaired.
- Assistive Technology to for hearing impaired people to listen to commentary.
- Audio Description will be available. Must be pre- booked.
- British Sign Language interpreting will not be available at this venue.

**Alternative formats of this document are available on request.**

**Email [contactus@glasgow2014.com](mailto:contactus@glasgow2014.com)**

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**Or call 030 3333 2014.**

**If you wish to use a text relay service, see [www.textrelay.org](http://www.textrelay.org)**