

Glasgow 2014 Access Statement Emirates Arena and Sir Chris Hoy Velodrome

Information for Spectators with Accessibility Requirements

Introduction and how to use

This guide is designed to assist people with accessibility requirements attending the Badminton and Track Cycling.

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 security screening areas
- Security screening
- Distances from security screening areas to the venue entrance
- Spectator Plazas (e.g. toilets, Information Points, wheelchair storage, concession areas, merchandise and baby changing facilities)
- Seating bowls/arenas
- Accessible communication aids (e.g. British Sign Language (BSL) and Audio Description (AD))
- Links to the Glasgow 2014 Essential Venue Guides (which include information on accessible transport options)

Our Accessibility team – general assistances

- 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 pushing service;

- a wheelchair loan service;
- Access to a BSL interpreting service;
- sighted guiding for visually impaired people; and
- provision of assistive communication aids (e.g. hearing enhancement headsets, portable counter loops and pocket talkers for people with hearing impairments).

Abbreviations/technical terms

BSL	British Sign Language
AD	Audio Description
1:14	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.).
PSA	Pedestrian Screening Area
Discreet PSA	Small tent for people who request to be searched in private
WTMD	Walk through metal detector
BOH	Back of house
FOH	Front of house
Overlay	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

- The Emirates Arena and Sir Chris Hoy Velodrome is located in Glasgow's East end, approximately 4 miles from the city centre.

Challenges

Given the temporary nature of the Games and the large numbers of visitors attending, it should be noted that there will be exceptions to best practice standards where there are conflicting demands.

For example:

- **Public safety**- routes will be very controlled. Resting benches will not be provided in locations where crowd safety takes precedence.
- **Food and drink concessions**- catering counters will not meet best practice dimensions.
- **Accessible toilets**- Some temporary toilets in the external spectator plaza 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.
or
Where alteration to a feature is ultimately the responsibility of the venue owner/operator.

Transport

- Please refer to [Accessible Transport](#) for information on Blue Badge Parking and accessible transport to the venue.

Routes

Dalmarnock Rail Station to venue entrance

- The walking route from Dalmarnock Rail Station to the venue entrance is 800m along the Clyde Gateway.
- The route is flat and even.
- The route has a number of dropped kerbs.
- There is tactile paving at all controlled crossing points.

- Crossing points have tactile paving.
- There will be a small number of benches along the way.

Taxi Set-Down Point (Bartholomew Street)

- The distance from Bartholomew Street to the venue entrance is approximately 800m.
- The venue can be reached by boarding the nearby accessible shuttle outside Dalmarnock Station.
- Portable ramps will be provided to reach the accessible shuttle.

Accessible set-down point to PSA

- This is along the last 60m of the approach from Dalmarnock Station.

Toilets (outside the venue)

- At least one toilet will be provided near Dalmarnock Station.
- The toilet will have less than 1.5m x1.5m manoeuvring space.

Venue entrance/PSAs

- The venue entrance is along the Clyde Gateway but slightly set back.
- There are some security bollards with a tarmacadam ramp in between the bollards.
- All spectators must pass through a PSA.
- A number of PSAs will be provided to keep queuing times 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 x 2050 mm high.

Personal items/medical dependencies

- The WTMDs will detect metal items, e.g. personal oxygen concentrators, insulin pens/syringes, prosthetic limbs, implants (such as cochlear implants) and pacemakers.
- You can walk through safely.
- If you feel uncomfortable doing so, please make the security staff aware of any personal device(s) and you will be requested to be searched via an alternative 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, represented by a hearing loop symbol.

Discreet PSAs

- This is available should you wish to be searched in private.
- The discreet PSA will include a chair for easy communication and rest support.

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.
- You must re-enter the venue through a PSA.

Spectator Plaza

Access routes

- On entering the spectator plaza you will see a number of concessions, merchandise, first aid facilities and the spectator information point.
- Wheelchair storage is located next to the Spectator Information Point.
- The spectator plaza is flat and even.
- There will be a small number of benches provided within the plaza.
- The benches will have a sign asking people to offer their space to those with limited mobility.
- No tables and chairs will be provided.

Toilets

- Toilets will be provided in the Spectator Plaza however these have a turning radius of less than 1.5 x1.5m.

Spectator concourse

- Access to the spectator areas on the upper level is by external stairs or by external lift.
- There is one external lift.
- The lift has the capacity to hold 2 wheelchairs.
- There is a small number of lifts on ground floor within the building. Access to these lifts is at the discretion of the Venue management team and will depend on crowd flows.
- You must be escorted through to the internal lifts as this is a BOH area.

Mobility buggy

- There will not be a mobility buggy provided at this venue.

Wheelchair storage

- Spectators who have arrived using a wheelchair may have purchased a standard seat ticket and wish to transfer to a standard seat.
- The Accessibility team will agree with you on the storage of your wheelchair.
- Storage for wheelchairs will be provided away from the spectator seats in a temporary tent near the spectator Information Point.
- A system will be in place allowing users to retrieve their wheelchair either during or after the session.
- The method of retrieval will be advised by the Accessibility team.

Wheelchair charging points

- Wheelchair charging points will not be provided at this venue therefore we advise that you prepare in advance and consider good battery management for your own welfare.
- If you experience problems with your powered wheelchair or mobility scooter at the venue, please speak with one of the Accessibility team members.

Toilets (within venue)

- Accessible toilets are located on the upper spectator concourse of the main building, approximately within 45 metres of most points (measured horizontally).
- The manoeuvring space in most of the accessible toilets 1.5 x 1.5 m.
- There are horizontal and vertical handrails and a small hand rinse wash hand basin.
- The handrails have good contrast with the walls.
- The male toilets have handrails at urinals and in the main cubicles.
- The accessible toilets have emergency pull cord alarms.
- There is a shelf provided for placing of colostomy bags and other personal items.

Changing Places facility

- There is a Changing Places Facility in the venue.
- The facility is located in a BOH area.
- The area is approximately 10 m².
- It is equipped with a hoist and padded changing bed.
- The toilet is within a cubicle and does not share the same open space as the changing bed.
- The hoist does not cover the toilet.
- If you require use of this facility, please speak with a member of Spectator Services at the Information Point to be escorted to it.
- Carers are advised to take a sling suitable for individual requirements.

Baby changing

- Baby changing facilities will be provided within a number of toilets by means of a fold down plinth with safety straps.

Spectator seating

Access to spectator viewing (upper level)

- The Spectator Services team will direct you to the Badminton Arena on one side of the concourse or to the Veldodrome on the other side.
- This will also be identified by signage.

Seating category

There are two main seating categories:

- Wheelchair Access Seating
- Easy Access Seating

If you require a seat with additional leg space on the end of a row, or close to toilets for a reason related to your disability, this should be already captured on your ticket.

You must inform our ticket line by calling **0808 161 2014**.

Viewing position (wheelchair users)

- Elevated viewing is generally provided over the FOP.
- The spectator viewing balustrade is glazed (approximately 1.1m high) with a steel handrail on the inside.

Viewing position (Easy Access ticket holders)

- Easy Access Ticket holders will be seated in an area specific to their ticket purchase.
- The Ticketing team has completed a process which looks at individual needs (limited mobility, hearing impairment or visual impairment) in order to determine seating locations.
- Some sections of the Badminton hall are steep with no ballustrades.
- Every reasonable effort to seat people with limited mobility at the end of rows, or in seats where they are required to be close to toilets etc. has been made and will continue to be managed at every session.

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

Whilst every effort has been made to offer a clear view of the field of play, the following features will be located in front of spectators:

- Microphones;
- Advertising corrals;
- Press/photography; and
- Technical officials.

Assistive technology/hearing enhancement

- Standard commentary will be provided in ear for people with a hearing impairment.

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.
- 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 on loan along with a receiver to pick up in-venue technology. Glasgow 2014 will not be providing 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

- A BSL remote interpreting service will be provided through the use of tablet technology at the Spectator Information Points.

Captioning

- There will be no captioning provided at this venue.

Audio Description (AD) for visually impaired people

- AD will be provided at this venue for track cycling.
- AD will also be provided for the semi-finals and the finals of Badminton.
- Please refer to [Assistive Technology](#) for more information.

Video screen

- A video screen will be provided to assist all spectators in their enjoyment of the sport.

Auxiliary services

Sighted guide service

- A sighted guide service will be available at this venue.
- Please ask about accessing this service at the Information Point.

Assistance dog spending area

- This will be located in the Spectator Plaza.
- The area will have low fencing surrounding the toilet area and will be equipped with a water bowl.
- Part of the Dog Spending Area will be covered in an organic material such as wood chips.
- 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.
- If you require access for your dog to use this area, please ask at the Spectator Information Point or ask a member of the Accessibility Team.

Cable covers

- Glasgow 2014 has made every effort to contain cables using cable bridges.
- There may be a need to contain cables along the ground of some routes using cable covers with a slight ramped profile.
- Cable covers will contrast well against the floor so that people with visual impairments are 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.
- The Accessibility Team will provide a wheelchair pushing service.
- A wheelchair loan service will be provided.

- Concessions are provided in the spectator plaza (e.g. merchandise, catering facilities).
- No tables and chairs in the Spectator Plaza.
- A small number of rest benches are provided within the Spectator Plaza.
- Portable counter loops for people with a hearing impairment are provided at key information points.
- Accessible toilets are limited in size in the Spectator Plaza.
- Assistance Dog spending area will be provided
- Spectators will be required to enter by upper level using external stairs or external lift.
- Assistive hearing technology to listen to standard commentary will be available.
- AD will be available. Must be pre-booked.
- BSL interpretation will be available as a remote service using tablet technology (one to one communication only).