



International Disability Alliance Guide to accessible & inclusive Conferences

This Guide has been developed to support the planning and delivery of conferences that are inclusive and accessible for persons with disabilities. It sets out a series of criteria and that can be applied at every stage of the event cycle, covering the early stages of event design and procurement, through venue preparation and day-of-operations, to the final post-event review. In addition, a series of annexes provide ready-to-use tools, such as sample contract clauses for vendors, briefing notes for staff, and run sheets designed with accessibility in mind. These annexes are intended to make it easier for organizers to put the guidance into practice without needing to start from scratch. A checklist with 'Accessible Conference Basics' is also provided.

The foundation of this Guide rests on four core principles. The first is accessibility, understood as the establishment of standards that allow all participants to use and benefit from the conference environment on an equal basis. The second is inclusion, which requires that all participants are able to fully take part in the conference, not only by being present, but also by engaging in its discussions, networking, and decision-making. The third principle is recognizing the importance of providing reasonable accommodation measures, which ensures that appropriate individual adaptations and solutions are put in place for persons with disabilities beyond generalized accessibility. Finally, the principle of universal design underpins the entire approach, promoting environments, materials, and processes that are usable by all people, to the greatest extent possible, without the need for further adaptation.

To apply these principles, every event should designate an Accessibility Focal Point (AFP). This person serves as the central contact for accessibility matters and ensures that all requests for accommodations are managed in a timely, confidential, and respectful manner. The AFP is responsible for logging requests, tracking the actions taken, and recording the time taken for resolution. This creates both accountability and a clear record of practice, which can be used to strengthen future events. Through this combination of structured workflow, practical tools, and guiding principles, the Guide attempts to provide organizers of conferences and large meetings with a clear roadmap to deliver events where accessibility is ensured to deliver a conference that allows for the meaningful participation of all persons with disabilities.

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1. CRPD-standards and language

This Guide is grounded in the Convention on the Rights of Persons with Disabilities (CRPD). In line with the CRPD, it understands disability as the result of interaction between persons with impairments and attitudinal and environmental barriers, and sets out measures to identify and remove some of those barriers so that everyone can participate in meetings/conferences on an equal basis with others. The guidance is designed to meet diverse accessibility requirements and to operationalise accessibility (Article 9), access to information and communication (Article 21), equality and non-discrimination (Article 5), personal mobility and support (Articles 19–20), and the right to participation (Article 4.3).

We recognise that people describe their identities in different ways. The Guide uses the term “persons with disabilities” in keeping with the CRPD, while respecting identity-first language used by some communities (for example, Deaf people and autistic people). Where possible event teams should ask and use each person’s preferred terminology, communication mode, and access arrangements.

The measures in this Guide attempt to address the accessibility needs of, among others:

- Sensory impairments: Such as people who are blind or have low vision; Deaf people and people who are hard of hearing; Deafblind persons, including those who use tactile communication.
- Mobility/physical impairments: wheelchair users; people with limited mobility or limb difference; people with chronic pain or energy-limiting conditions; users of mobility aids.
- Intellectual disabilities and learning disabilities/specific learning differences (e.g., dyslexia, dyspraxia), including people who benefit from easy-read, plain language, and predictable information.
- Neurodivergent people, including autistic people and people with ADHD, who may require reduced sensory load, flexible seating/movement, or alternative communication supports.
- Psychosocial disabilities, including people who benefit from quiet spaces, clear choices, and trauma-informed approaches.
- Speech and communication impairments, including people who use augmentative and alternative communication (AAC) or communication support workers.
- People with high support needs, including those who require personal assistance for daily living and access to adult changing facilities and hoists.
- People who use service and assistance animals.

These measures also improve inclusion for older persons, pregnant people, and people with temporary impairments. It is not possible to address every accessibility need, and individualized measures upon request are ‘reasonable accommodation’ measures, which are also an obligation under the Convention on the Rights of Persons with Disabilities. Requests for reasonable accommodation should be met in a timely, confidential and respectful way

We recognize that Improving accessibility is a continuous process. Organisers should partner with Organisations of Persons with Disabilities (OPDs) to review, test and adapt measures to the local context, languages (including national sign languages), cultures and legal frameworks.

2. Working with Organizations of Persons with Disabilities (OPDs)

Organizations of Persons with Disabilities (OPDs) are representative, membership-based bodies led by and accountable to persons with disabilities; partnering with them brings the lived expertise and diversity of disability experiences needed to co-design solutions that are inclusive, practical, and credible.

It is suggested to partner with an OPD from day one: Contract an OPD with experience in large-events, such as a national umbrella OPD or a relevant specialist OPDs to co-design: venue and hotel vetting, transport options, supplier shortlists, staff/volunteer training, content and agenda checks, and live testing of communications and apps.

Recommended

- One contracted OPD advisor; OPD involved in venue selection and registration design.
- Budget OPD fees and travel; issue a simple Terms of Reference and decision/escalation path.

Good practice

- OPD seat on the steering group; daily check-ins during the event; co-led post-event accessibility review with an improvement plan.

3. Planning, Budget, Procurement & Vendors

Accessibility Focal Point: Named in all materials; owns the accessibility log, vendor compliance, and incident resolution line (phone/WhatsApp/desk).

Budgeting: Integrate accessibility into each line (travel, venues, AV, interpretation, materials) and add a contingency line (more than 10%) for late-breaking reasonable accommodations (e.g., additional interpreters, temporary ramps, accessible taxis). Budget honoraria and access costs for OPD speakers/participants, including interpreters, PAs, and remote participation.

Code of Conduct & Complaints: Adopt and publish an anti-harassment/anti-discrimination code of conduct (including ableism) with an accessible, confidential complaints pathway and an independent ombudsperson contact.

Data Privacy: State the lawful basis for processing accessibility data, apply minimum data capture, restrict access to a need-to-know basis, and define retention/deletion schedules. Communicate this clearly at registration.

Photography & Filming Consent: Consider using a colour-coded badge/lanyard system for consent preferences (e.g., green = consent, yellow = ask, red = no photos/video), and brief photographers accordingly.

Contract clauses (insert into all ToRs/agreements):

- Supplier will meet the technical specifications in Annex E and enable reasonable accommodations.
- Digital deliverables meet WCAG 2.2 AA (or higher) and are tested with assistive tech.
- Supplier attends a pre-event accessibility briefing and accepts corrective actions.

- Non-compliance triggers remediation at supplier cost; payment linked to accessibility sign-off and acceptance tests.

Staff & volunteers: Mandatory 45-minute briefing (etiquette; guiding; interacting with PAs/service dogs; emergency procedures; escalation to AFP). Functional teams receive targeted micro-briefs (registration desk, ushers, catering, AV, security). Security/ushers receive de-escalation and autism-/trauma-informed training.

4. Registration, Communications & Materials

Web & forms: Conform to WCAG 2.2 AA or higher. Provide accessible Word and tagged PDF downloads. Include AFP contact and a privacy notice on handling of accommodation data. Avoid CAPTCHA; if unavoidable, provide accessible alternatives. Offer passwordless/email magic links.

Survey needs: This can include Support person/PA; national/International Sign; CART; reserved seating; service/guide dog; mobility support; formats (Braille grade 1/2, large print, easy read, accessible e-files); dietary and allergies; consider other sensory issues such as fragrance-free needs; quiet room access; accessible transport.

Advance information: Distribute an Accessibility Guide with: maps (step-free routes), quiet room, service dog relief, medical contacts, emergency procedures, hotels, accessible transport/taxi providers, and local wheelchair/scooter rentals. Include a plain-language “what to expect” pack with photos of key spaces and an optional International Sign video summary.

Document standards (apply to all materials):

- Sans Serif fonts (e.g., Arial/Calibri/Verdana); minimum 12–18 pt (printed), at least 24 pt on slides.
- High contrast; avoid italics/all caps; use bold/underline for emphasis.
- Built-in headings/styles; meaningful link text; simple tables with headers.
- Provide Word and tagged PDF; avoid scanned images of text.
- Alt text for all meaningful images; plain language; avoid jargon/acronyms.
- Provide easy-read versions of key documents (see Annex D/E).
- Videos: captions, audio description, and IS or national sign as required; test with the actual player.

Name badges: Double-sided print; large high-contrast text; optional personal prompts (e.g., interests) to support networking; optional pronouns and communication preference icons (e.g., “please face me”, “speak slowly”, “no photos”).

Photo & filming: Clearly communicate the consent system and how to opt out. Include alternatives for recognition (e.g., initials only on slides, no photo lists).

5. Programme & Presenters

Agenda design:

- Breaks at least 20 minutes every 90 minutes; lunch at least 60 minutes.
- Allow transfer time between rooms; avoid distant back-to-back sessions.
- Sessions on disability are led by OPDs or co-designed with them.
- Publish housekeeping rules at the start (see Annex G script).
- Provide queue alternatives (e.g., “seat-and-summon” at registration/catering); signpost priority seating.
- Build accessible networking: quiet-zone networking, interpreter/CART coverage for social events.

Presenter one-pager (issue to all):

- Speak at a natural pace; avoid jargon; explain acronyms; introduce yourself when speaking.
- Slides: title each slide; at least 24 pt; minimal text (less than 6 lines); high contrast; describe images/graphs aloud.
- AV: provide captions for all audio; ensure interpreters/captioners can hear; avoid flashing content.
- For Q&A: one person speaking at a time; roving mics; repeat questions into a mic.

Participation tools: Provide accessibility cards (green/amber/red; tactile/shape variants) to signal agree/slow down/unclear.

Orientation: Send a plain-language/IS video orientation (maps, noise/light expectations, quiet room, interpreter/captions locations) prior to Day 1.

6. Communication Access Services (CART, Sign Language, Deafblind)

CART (real-time captions): On-site or remote. Provide a large, readable dedicated screen and a URL for personal devices. Share agenda, names, and terminology in advance. Prefer smooth scrolling; keep three visible lines when bottom-placed.

Sign language interpretation: Provide national sign languages and/or International Sign based on registration data. Typical staffing:

- At least 2 interpreters per room rotating;
- At least 3 for long days;
- At least 4 if both deaf presenters and deaf audience require simultaneous interpretation. Interpreters must be visible with appropriate lighting and seating reserved at the front for deaf participants.

Deafblind guide interpreters: One-to-one; plan extra time; bespoke seating/lighting; allow pre-briefs; provide tactile materials as relevant.

Notetakers/meeting guides: Summarized notes complement captions; distribute post-session.

7. Venues - measurable technical standards

Conduct site visits with OPD/AFP. If full compliance is not possible, select the most adaptable venue and implement mitigations (e.g., temporary ramps, relocated functions).

Access routes & doors

- Step-free routes to all public/meeting spaces, stages, dining, exhibitions, and toilets.
- Doors preferred more than 100 cm clear width; minimum more than 90 cm; sliding doors more than 110 cm; thresholds beveled.
- Corridors uncluttered; avoid deep-pile carpets; tape or cable-mat all cords.
- Provide tactile ground surface indicators (TGSIs) and tactile maps from main entrance to registration, accessible toilets, quiet room, and primary halls where feasible.

Ramps & gradients

- Target slope less than 5% (1:20) for permanent ramps; absolute maximum less than 8.33% (1:12) for short/temporary ramps.
- Non-slip surfaces; handrails both sides; level landings; edge protection.

Lifts/elevators

- Call and car controls 80–120 cm high; tactile/Braille labels; audible and visual floor indicators.
- Clear space more than 150 cm diameter in front of doors.
- Car size more than 140 cm depth × more than 110 cm width; mirror and support rail; adequate lighting (appx. 100 lux).

Sanitary facilities

- Accessible toilets close to meeting rooms; not used for storage.
- Turning circle more than 150 cm; outward opening or sliding door more than 100 cm clear width.
- Clear lateral transfer space more than 90 cm on at least one side of the pan.
- Seat height appx.48–50 cm; two folding grab bars each side (length appx.75–90 cm), mounted appx.80 cm high and appx.35 cm from pan centreline.
- Sink: wall-mounted, appx.77–85 cm to rim; taps easy-grip; mirror more than 100 cm tall with lower edge near sink rim.
- Flush controls reachable; towels/dryers within reach; emergency pull cord to floor.
- Provide gender-neutral toilets nearby and stock free menstrual products.

Meeting rooms

- Clearly signed with high-contrast wayfinding.
- Lighting adjustable; avoid glare; ensure sightlines to interpreters and caption screens; use flicker-free lighting (avoid PWM flicker).
- Good acoustics (low background noise). Set and monitor reasonable RT60 and SPL targets; disable background music in foyers.
- Hearing loop/portable induction available and tested day of; provide counter loops at registration.
- Stage: level or ramped (ramp less than 5% preferred; width more than 90 cm); podium mic height adjustable.

- Seating: reserve front rows for deaf/hard of hearing; remove chairs to create wheelchair positions; ensure classroom-style options for device use; provide bariatric and armless chairs; ensure space for service dogs.

Dining/exhibitions

- Low tables and seating available; labels with allergens; staff assigned to assist at buffets.
- Exhibition aisles wide; more than 150 cm turning spaces; good lighting; low noise; accessible copies of displays (digital or large print).

Quiet room

- Signposted, low-stimulus space available during all programme hours.

Parking & drop-off

- Map accessible bays; publish badge rules/fees; ensure safe, step-free route to entrances.

8. Hotels

Use with Annex (Hotels & Accommodation Template). Send Annex as part of your request for proposal and complete it during site visits with OPD advisors. Hotels must commit in writing to maintain accessibility features for the duration of the event and to provide immediate remedies if any feature becomes unavailable.

Selection: Proximity to venue and amenities; mixed inventory to avoid segregating guests.

Guest rooms (minimums):

- Step-free route from entrance to room; ground floor options if no lift.
- Clear space around furniture (more than 90 cm) and turning circle (more than 150 cm in accessible rooms).
- Controls (lights/HVAC/sockets) within reach; easy-grip door hardware less than 100 cm height.
- Emergency alarms audible and visual; TV with captions; tactile distinction on key cards; room numbers in large high-contrast type (Braille preferred).
- Place high-contrast egress maps in rooms (tactile/Braille where feasible).

Bathrooms (minimums):

- Outward opening/sliding door; more than 150 cm turning space.
- Roll-in shower (no lip) preferred with folding seat appx.50 cm high, more than 40×50 cm seat, grab bars appx.90 cm long situated appx.35 cm from seat axis at appx.80 cm height; or accessible bath (height appx.50 cm, transfer plan appx.60 cm across width, grab bar appx.80 cm long at appx.70 cm height).
- Non-slip surfaces; reachable fixtures and toiletries.

Restaurants: Step-free access; tables at wheelchair-usable height; menus in accessible formats or online accessible versions; staff ready to assist.

Good practice: Reserve and guarantee accessible rooms; reconfirm before arrival; provide AFP contact for check-in issues. Provide options for adjacent/connecting rooms for attendees with PAs. Ensure under-bed clearance (more than 15 cm) for portable hoists and confirm hoist compatibility in writing or provide an alternative hoist solution. Offer visual/vibrating alarm kits and doorbell flashers on request

and test before check-in. Provide in-room medication refrigeration on request and secure storage for medical supplies.

9. Transport – point to point access

Flights/long distance: Ask and record needs before booking (chair type, boarding assistance, seating, accessible toilets, PA/interpreter travel, service dogs). Consider airline preference based on strong track-record of accessibility measures. Provide visa support letters that explicitly include PAs/interpreters/service animals and guidance on veterinary/quarantine rules.

Airline mobility device handling: Collect chair specs (weight, dimensions, battery type), pre-notify airline/airport assistance, and share damage/loaner SOP with participants. Prepare documentation for battery disconnection where required.

Public transport: Assess airport–hotel–venue routes for step-free access, lifts/ramps, ticketing access, staff assistance, and audio/visual announcements. Share planned disruptions close to the event.

Accessible taxis/coaches: Identify reliable providers; pre-book; confirm lift platform dimensions/weights and securement systems; train drivers on assistance protocols. If coaches are not accessible, arrange dedicated accessible taxis. Guarantee door-to-door accessible transfers with reasonable wait-time tolerance.

Venue routes & amenities: Survey surfaces, gradients, crossings, lighting, distance, and weather risks; publish maps and alternatives. Provide contacts for local wheelchair/scooter rentals.

10. Day-Of Operations - Run Sheet

Morning checks: Lifts/ramps/signage/quiet room/toilets functional; AV/PA/loops tested; caption displays and URLs live; interpreters/captioners/notetakers briefed; reserved seating marked; aisles clear of bags/cables.

Redundancy: Provide battery backup for public announcement system, loops, routers, and caption displays; maintain a backup hotspot on a different ISP; have a standby captioner/interpreter roster.

During sessions: Session captains monitor mic use, pace, and readability; prompt speakers; catering assists at buffets; food labelled; AFP monitors help desk/WhatsApp and resolves logged requests.

End of day: AFP + OPD + interpreter/captioner huddle to adjust for tomorrow; update the log.

11. Etiquette & Support Protocols (by impairment)

General: Address the person first; offer assistance and wait for consent; communicate directly (not only via PA/interpreter); be patient; respect privacy.

Mobility: Keep routes clear; open doors; know accessible toilets and evacuation plans; never push a wheelchair without permission.

Blind/low vision: Introduce yourself; speak before touching; describe room layout and hazards; offer an elbow to guide; announce when you leave; provide alt text and read out slide highlights.

Deaf/hard of hearing: Confirm preferred mode (signing, lip reading, captions); face the person; ensure good lighting; minimize background noise; ensure interpreters/captions are visible and audible inputs are clear.

Deafblind: Arrange guide interpreters; allocate time; provide tactile/large print materials; customize seating and lighting.

Intellectual/learning disabilities: Use simple, direct language; avoid jargon; break information into steps; allow time to respond; provide easy-read materials and multilingual options.

Psychosocial disabilities/mental health: Provide quiet room; allow a support person; respond calmly to distress; offer clear information and choices; provide non-alcoholic options at socials.

Speech impairments: Be patient; don't finish sentences; confirm understanding by repeating back.

12. Environmental Health & Wellbeing

- Quiet room available during all programme hours.
- Appropriate sound-proofing and acoustics.
- Clear rest periods in the programme (respect 8-hour overnight rest window where possible).
- Ventilation checks (e.g., CO₂ spot checks), HEPA units where needed, and low-VOC/fragrance-free cleaning products.
- Non-alcoholic options prominently available (or alcohol-free events).

(a) High Support Needs & Personal Care

- Provide private personal care rooms with a sink, sharps container, refrigeration for medication, and lockable storage; clearly signpost access via AFP.
- Install or identify an Adult Changing Facility with adult-size height-adjustable changing bench and ceiling/portable hoist.
- Offer hoist rental/installation where not available; verify under-bed clearance or provide alternatives.
- No registration fees for PAs/guide interpreters; provide adjacent/connecting hotel rooms on request.
- Ensure day-use rest rooms for attendees who need to recline between sessions.
- On-site basic repair kit and a loaner wheelchair/scooter plan; local vendor on standby

(b) Emergency & Evacuation (Inclusive)

- Offer Personal Emergency Evacuation Plans (PEEP) to all who request them (Annex J).
- Provide refuge areas with two-way communication; deploy evacuation chairs with trained teams.
- Use audible and visual alarms; communicate emergency information via voice, text, and sign language (on screen or in room).
- Conduct a pre-event briefing for interpreters, captioners, OPD advisors, and security on evacuation roles.

- Provide accessible instructions for lockdown and shelter-in-place scenarios with regular communication checks.

(c) Hybrid & Remote Participation

- Select platforms that meet WCAG 2.2 AA and support: integrated captions (CART), pinning multiple interpreter videos, keyboard navigation, screen reader labels, dial-in options, and multilingual audio.
- Provide sign language video feeds and captions on the remote stream; allow participants to choose layouts.
- Share slides and documents in advance; ensure accessible recordings (captions + audio description where needed) are posted after sessions.
- Provide text Q&A/chat that is keyboard accessible; assign a moderator to relay questions from both in-person and remote audiences.
- Offer dial-in numbers, low-bandwidth streams, and live text-only feeds for CART; provide an accessible tech support helpdesk reachable by SMS/WhatsApp/relay services.

(d) Wayfinding & Orientation

- Provide high-contrast maps with step-free routes; tactile maps where feasible.
- Consider audio beacons/indoor navigation support and human guides.
- Number rooms consistently; use pictograms; ensure sign language interpreter stations are marked on maps.

(e) Psychosocial & Neurodiversity Support

- Offer a simplified agenda and plain-language summaries.
- Avoid surprise schedule changes; if unavoidable, broadcast changes via multiple channels (screen, SMS/WhatsApp, email).
- Provide sensory kits (ear defenders, tinted lenses, fidgets).
- Allow stimming, movement breaks, and quiet seating zones; avoid flashing content and loud background music.

(f) Communication Access Expansion

- In addition to sign language and CART, consider communication support workers, oral transliterators, cued speech/lip-speaking support where requested.
- Provide AAC support (Annex M): charging, mounts, symbol/letter boards, and staff familiar with AAC.

(g) Security & Screening

- Publish accessible screening procedures; avoid forced removal of mobility devices; provide alternative screening that avoids separation from mobility devices and AAC; private screening on request.
- Train security staff on disability awareness, de-escalation, and meltdown-aware responses.

(h) Power, Charging & Batteries

- Provide charging hubs near seating (including USB and outlets); avoid trailing cables.
- Support charging of wheelchairs/scooters/AAC devices; identify safe charging locations for lithium batteries.

(i) Service & Assistance Animals

- Provide relief areas and water bowls; ensure access to all public spaces (except restricted sterile areas where legally required).
- Train staff on appropriate interaction (do not pet/distract while working).

(j) Inclusive Catering

- Publish menus in large print and accessible digital formats; label allergens clearly.
- Provide assisted service at buffets; seats at standard height; straws available on request.
- Offer texture-modified and culturally/religiously compliant meals; coordinate with participants in advance.

(k) Prayer/Faith & Lactation Rooms

- Provide an accessible multi-faith prayer room (with ablution access where possible) close to programme spaces.
- Provide a private lactation room with a refrigerator, sink and seating; publish access details and key collection point.

(l) Inclusive Childcare

- Offer accessible, vetted childcare on-site or provide a vetted provider list with subsidies; align with safeguarding standards and PSEA; publish booking and accommodation processes in advance.

13. Monitoring, Feedback & Close-Out

- Accessible evaluation (Word/tagged PDF and large print/Braille on request).
- Accessibility log (request, action, time to resolve, outcome).
- Post-event review with OPDs and vendors; issue a short improvement plan and maintain a list of vetted suppliers.
- Track and report accessibility KPIs: % of requests met, median resolution time, loop/CART uptime, evacuation drill completion, and satisfaction by disability cohort; publish a short accessibility outcomes note.

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ANNEXES: CHECKLISTS

Annex A - Accessible Conference Basics - Quick Checklist

People & planning

- ☐ Name an Accessibility Focal Point (AFP) and publish their phone/WhatsApp.
- ☐ Involve an OPD accessibility advisor from an early stage (venue/hotel checks, agenda, training).
- ☐ Include accessibility in the budget (with a contingency for last-minute needs).
- ☐ Brief all staff/volunteers (etiquette, guiding, service dogs, emergencies).

Registration & communications

- ☐ Website/forms meet WCAG 2.2 AA; offer Word/tagged PDF downloads.
- ☐ Ask about access needs (CART, sign language, formats, mobility, quiet room, PA/support person, allergies).
- ☐ Send an Accessibility Guide in advance (step-free maps, quiet room, toilets, transport, relief areas).
- ☐ Use plain language; avoid jargon; provide easy-read for key docs.
- ☐ Provide a clear photo/filming consent system and privacy notice.

Venue & wayfinding

- ☐ Step-free routes to all rooms, stage, dining, exhibits, and toilets.
- ☐ Doorways at least 90–100 cm wide; corridors clear of cables/clutter.
- ☐ Ramps with gentle slopes; handrails both sides; lifts with Braille/audio.
- ☐ Accessible toilets close to sessions (with turning space and grab rails).
- ☐ High-contrast, large signs; mark interpreter/captions areas; quiet room signposted.

Programme & presentations

- ☐ Breaks every 90 minutes; lunch at least 60 minutes.
- ☐ Allow transfer time between rooms; avoid distant back-to-back sessions.
- ☐ Give presenters a 1-pager (speak clearly, describe visuals, large high-contrast slides).
- ☐ Provide “no-queue” and priority seating options.
- ☐ Plan accessible networking (quiet zone, 1:1 slots).

Communication access (CART, sign language, Deafblind)

- ☐ Book CART and sign language according to registrations; test AV/feeds.
- ☐ Reserve front seating and good lighting for Deaf participants; show captions on a big screen + personal devices.
- ☐ Arrange guide-interpreters for Deafblind participants when requested.
- ☐ Provide notetakers where helpful

Audio, hearing & lighting

- ☐ Working PA in all rooms (even small ones); keep background noise low.
- ☐ Hearing loop or portable induction system tested and signposted.
- ☐ Use flicker-free lighting; avoid strobe/flashing effects.

Hotels & accommodation

- ☐ Guarantee accessible rooms (roll-in shower or suitable bath, transfer space).

- ☐ Confirm under-bed clearance for hoists; offer vibrating/visual alarm kits.
- ☐ Provide accessible restaurant access and accessible menus.

Transport & arrivals

- ☐ Collect mobility/device details before booking flights; include PAs/service animals in visa letters.
- ☐ Pre-book accessible taxis/coaches; share pickup points and wait-time policy.
- ☐ Map safe, step-free walking routes between airport–hotel–venue.

Day-of operations

- ☐ Morning checks: lifts, ramps, signage, quiet room, toilets, loops, captions, interpreters.
- ☐ Help desk/WhatsApp staffed by AFP; respond quickly to requests.
- ☐ Label allergens; offer buffet assistance; keep aisles clear.
- ☐ Have basic AT/mobility repair kit and a loaner wheelchair available.

Emergencies & safety

- ☐ Offer Personal Emergency Evacuation Plans (PEEPs) on request.
- ☐ Ensure audible + visual alarms; refuge areas with two-way comms.
- ☐ Evacuation chairs with trained teams; include lockdown/shelter-in-place info.

High support needs

- ☐ Provide a private personal care room and (where possible) an Adult Changing Facility.
- ☐ Don't charge registration fees for PAs/guide-interpreters.
- ☐ Provide day-use rest space for those who need to recline.

Hybrid/online participation

- ☐ Use an accessible platform (captions, multiple interpreter windows, keyboard navigation, dial-in).
- ☐ Share slides/docs in advance; post recordings with captions (and audio description if needed).
- ☐ Provide a text Q&A option and a moderator to relay questions.

Environment, catering & wellbeing

- ☐ Fragrance-free guideline; good ventilation (consider HEPA units if needed).
- ☐ Quiet room open during all programme hours.
- ☐ Non-alcoholic options prominent; texture-modified/religiously compliant meals available.
- ☐ Stock menstrual products; provide gender-neutral toilets.
- ☐ Provide prayer/fait space and a private lactation room.

Feedback & close-out

- ☐ Collect feedback in accessible formats (Word/tagged PDF, large print, Braille on request).
- ☐ Log requests and how/when they were resolved; debrief with OPD and vendors.
- ☐ Note improvements for next time and keep a vetted supplier list.

Annex B - Sample Registration Questions (Accessibility)

(Use an accessible WCAG-compliant form; offer Word/tagged PDF download; include AFP contact and confidentiality note.)

1. Will you attend with a support person/PA?
 - If yes: name, phone, email.
2. Communication access required:
 - ☐ International Sign ☐ [National Sign Language] ☐ CART/real-time captions ☐ Other (specify)
3. Formats required:
 - ☐ Accessible e-copies in advance ☐ Braille (grade 1/2) ☐ Large print ☐ Easy read ☐ Other (specify)
4. Mobility/space:
 - ☐ Wheelchair user ☐ Reserved seating ☐ Service/guide dog ☐ Other (specify)
5. Dietary & allergies: [free text]
6. Transport assistance:
 - ☐ Accessible airport transfer ☐ Accessible taxi ☐ Other (specify)
7. Chemical sensitivity/health considerations/ Fragrance-free/: [free text]
8. Any other accessibility or reasonable accommodation requests: [free text]

Annex C - Master Accessibility Checklist (Planning & Delivery)

Planning & Governance

- ☐ AFP appointed/publicised
- ☐ Accessibility budget + more than 10% Reasonable Accommodation contingency
- ☐ OPD contracted
- ☐ Accessibility clauses in ToRs/contracts
- ☐ Staff/volunteer briefings scheduled
- ☐ Code of Conduct & complaints mechanism
- ☐ Safeguarding/PSEA commitments in place

Registration & Communications

- ☐ WCAG-compliant site/form; Word & tagged PDF
- ☐ Accessibility questions included; AFP contact visible; data privacy notice (Annex O)
- ☐ Accessibility Guide sent (incl. "what to expect" pack)
- ☐ Slides to interpreters/captioners in advance
- ☐ Videos captioned/AD; sign plan confirmed
- ☐ Accessible CAPTCHA alternatives; magic links enabled

Venue

- ☐ Step-free routes everywhere
- ☐ Doors more than 90 cm (preferred more than 100 cm); sliding more than 110 cm
- ☐ Ramps less than 5% (max less than 8.33%); handrails both sides
- ☐ Lifts per specs (Annex E)
- ☐ Accessible toilets per specs; gender-neutral toilets; menstrual products

- ☐ Hearing loop/portable induction tested; counter loops at registration
- ☐ Reserved front seating; wheelchair/PA/service-dog spaces; bariatric/armless chairs
- ☐ Quiet room signposted
- ☐ Tactile maps/TGSIs provided where feasible
- ☐ Inclusive emergency plan incl. lockdown/shelter-in-place

Hotels

- ☐ Guaranteed accessible rooms; hoist compatibility confirmed; under-bed clearance more than 15 cm
- ☐ Bathroom per specs; visual/vibrating alarm kits tested
- ☐ Audible/visual alarms; in-room high-contrast egress maps
- ☐ Accessible restaurant/menus

Transport

- ☐ Needs captured pre-booking (incl. device specs)
- ☐ Visa letters include PAs/interpreters/service animals
- ☐ Public routes assessed & disruption checks
- ☐ Accessible taxis/providers listed and pre-booked; coach lift/securement verified
- ☐ Walking routes mapped; wheelchair/scooter rentals listed

Programme & Services

- ☐ Breaks every 90 min; lunch more than 60 min
- ☐ Presenter one-pager issued; slide deadline
- ☐ CART and SL interpreters booked; team briefs; standby roster
- ☐ Notetakers arranged; accessibility cards provided
- ☐ Queue alternatives and priority seating signposted

Day Of Ops

- ☐ Morning systems check; redundancy (UPS, hotspot)
- ☐ Help desk/WhatsApp staffed by AFP; accessible tech support line
- ☐ Food labelled; buffet assistance
- ☐ End-of-day huddle

Close-Out

- ☐ Evaluation accessible; KPIs compiled (Annex S)
- ☐ Improvement plan issued; vetted supplier list updated

Annex D - Technical Specifications (Reference Tables)

Use these as acceptance criteria in contracts and site-visit sign-offs. Where local code differs, apply the stricter requirement unless safety dictates otherwise.

Doors, Routes & Circulation

- Doors: preferred clear width more than 100 cm; minimum more than 90 cm. Sliding doors more than 110 cm. Lever handles; low opening force. Thresholds beveled.
- Corridors & routes: clear width more than 120 cm (more than 150 cm where two-way traffic expected); turning circles more than 150 cm at key points; keep free of cords—use cable mats or tape.
- Flooring: firm, stable, non-slip; avoid deep-pile carpets; minimise glare.
- Wayfinding: high-contrast, large-type signage with tactile and Braille where feasible; consistent iconography; directional arrows at decision points. Provide tactile ground surface indicators where feasible.

Ramps & Gradients

- Permanent ramps: slope less than 5% (1:20) with intermediate landings; handrails both sides; edge protection.
- Temporary/short ramps: slope less than 8.33% (1:12); non-slip surface; secure placement.

Lifts (Elevators)

- Controls: 80–120 cm height; tactile/Braille; audible & visual indicators (arrival and floor).
- Space: more than 150 cm turning space outside doors; car more than 140 cm depth × more than 110 cm width; mirror and handrail.
- Lighting: appx. 100 lux; non-glare. Tactile floor numbering at landings.

Accessible Toilets (All Public Levels Used by Event)

- Door: outward opening or sliding; clear width more than 100 cm.
- Turning: more than 150 cm circle inside.
- Transfer space: more than 90 cm lateral on at least one side of pan.
- Heights: seat appx.48–50 cm; grab bars appx.75–90 cm long mounted appx.80 cm high and appx.35 cm from pan centreline; sink rim appx.77–85 cm with knee clearance; easy-grip taps; mirror more than 100 cm tall aligned with sink.
- Fixtures: reachable flush; towels/dryer within reach; emergency pull cord reaching the floor.
- Adult Changing Facility (preferred in main venue): see Annex K for specs.

Stages, Seating & Furniture

- Stage access: ramp less than 5% slope (width more than 90 cm) or lift; non-glare surface; handrails.
- Lecterns: height adjustable or removable; microphones on goosenecks.
- Seating: distributed wheelchair locations (minimum 5% of capacity) with adjacent companion seating; bariatric chairs (higher load/width) and armless chairs available; mark reserved front-row seating for deaf/hard of hearing; space for service dogs.
- Tables: clearance more than 70 cm height, more than 48 cm depth; some height adjustable (appx.68–86 cm).
- Power: accessible outlets at seating zones; cable management to prevent tripping.

Audio, Acoustics & Hearing Support

- Public Address: adequate coverage; low background noise; avoid echo; set reasonable RT60 targets by room size and monitor SPL during sessions.
- Hearing loops: installed or portable; test coverage and signage; provide portable counter loops at registration/help desks.
- Assistive listening alternatives: FM/IR systems with headsets where loops not feasible.
- Caption displays: dedicated full-size screens; URL for personal devices.

Lighting & Visual Alerts

- Adjustable ambient lighting; avoid strobing/flashing content; warn if stage effects include flashes.
- Use flicker-free lighting; avoid PWM flicker where feasible.
- Visual alarms (strobes) paired with audible alarms in public areas; ensure vibro-tactile alert kits available in hotels.

Emergency Provisions

- Refuge areas with two-way communication; evacuation chairs with trained staff; inclusive evacuation plan signage.
- PEEPs (Personal Emergency Evacuation Plans) offered — see Annex J.
- Lockdown and shelter-in-place procedures accessible in multiple formats.

Inclusive Technology & Digital

- All digital content and systems meet WCAG 2.2 AA (critical flows aim for AAA where feasible) and are tested with assistive tech (screen readers, keyboard-only, magnifiers, voice input). Avoid timeouts, carousels, and auto-advance.
- Avoid CAPTCHA; if unavoidable, provide accessible alternatives; support passwordless/email magic links.
- Provide low-bandwidth and text-only alternatives for key streams.

Annex E - Presenter Accessibility One-Pager (Share with Speakers)

- Speak at natural pace; avoid jargon; explain acronyms; introduce yourself.
- Slides: more than 24 pt Sans Serif; high contrast; ≤6 lines per slide; no flashing animations; describe visuals aloud.
- Videos: captions + audio description; avoid autoplay sound/flashes.
- Q&A: repeat questions into a mic; one person at a time; allow processing time.

Annex F - Supplier Accessibility Clauses (Template)

1. Supplier warrants compliance with the technical specifications in Annex E and with WCAG 2.2 AA for all digital deliverables.
2. Supplier will attend an accessibility briefing and coordinate corrections identified by the AFP/OPD advisors at no additional cost.
3. Supplier will provide named contacts for day-of support and will respond within agreed SLAs for fixes.
4. Final payment is contingent on accessibility sign-off by the AFP and successful acceptance testing.

Annex G - Hotels & Accommodation: Selection Criteria and Technical Capacity

Use during requests for proposals, site visits, and final selection. Cross-check against criteria/other annexes

Technical capacity - information & description request

Provide concise descriptions and figures for each item:

- Meeting rooms: capacity by setup (cabaret/U-shape/classroom/theatre), room sizes (m²), emergency exits, proximity to wheelchair accessible toilets and restaurants.
- Guest rooms: total count by type (suite/deluxe/standard/king/twin). List fully wheelchair accessible room types with features.
- Emergency exits: count per level; confirm step-free, wheelchair-usable routes to each.
- Accessible toilets: number/locations in public/common areas (lobby, near restaurants, near meeting rooms).
- Restaurants: outlet count and seating capacity; note any outlet not wheelchair accessible.
- Other facilities: wellness/spa, pools, gardens, shops, bars—note any that are not wheelchair accessible.
- A/V in meeting rooms: large screens, projectors, wireless & table mics, hearing loop system or capability, PA/sound, headsets, interpretation booths & consoles. State if outsourced.
- Internet: public areas, guest rooms, meeting rooms; option for independent connection in meeting rooms; wired & wireless; typical/peak bandwidth.
- Airport transfers: vehicle types/sizes and wheelchair accessibility (ramp/lift, securement points; trained drivers).
- Other relevant technical notes: (open text)

Technical capacity - selection criteria (checklist)

Public & common areas

- ☐ Priority accessible car park bays.
- ☐ Step-free (level/ramped) or lift access to entrance, meeting rooms, guest rooms, restaurants, and between these areas.
- ☐ Automated doors at main entrances (preferred).
- ☐ Wheelchair accessible toilets at lobby level and on levels used by the event.
- ☐ Elevators to above-ground accessible accommodation.
- ☐ Level or ramped access throughout public areas.

Meeting venue

- ☐ Spacious wheelchair accessible rooms; natural airflow/light preferred.
- ☐ Robust PA and A/V sized to rooms.
- ☐ Independent wired & wireless high-speed Internet with sufficient bandwidth.
- ☐ Technical provision to install hearing loops if not installed.
- ☐ Accessible break-out rooms.
- ☐ Table and wireless mics.
- ☐ Logistics office for 10–15 persons.
- ☐ Air conditioning with manual control.

- ☐ Cleaning during lunch break.
- ☐ Coffee break areas with wheelchair accessible tables.
- ☐ Adult Changing Facility in public area (preferred) — see Annex K.

Accommodation

- ☐ Standard single rooms incl. breakfast & Wi-Fi.
- ☐ more than 3 fully wheelchair accessible rooms featuring: door & bathroom door clear widths; manoeuvring space both sides of bed; roll-in shower; grab bars; accessible bathroom phone.
- ☐ If possible, more than 3 semi-accessible rooms with roll-in shower.
- ☐ Under-bed clearance more than 15 cm for portable hoists or hotel provides a portable/ceiling hoist; hoist compatibility confirmed in writing.
- ☐ Adjustable bed height on request; option for bed rails, shower/commode chairs.
- ☐ Visual/vibrating alarm kits and doorbell flashers available **and tested**.
- ☐ Medication refrigeration on request; sharps containers available.
- ☐ Adjacent/connecting rooms for guests with PAs available and bookable.
- ☐ In-room high-contrast egress maps (tactile/Braille where feasible).

Restaurants

- ☐ Dedicated breakfast/lunch/dinner outlets with capacity to meet public health measures.
- ☐ Buffets designed for assisted service and dietary needs (allergies; lactose free; gluten free; vegetarian; halal; kosher; texture-modified).
- ☐ All outlets wheelchair accessible with accessible toilets nearby; menus in accessible formats (large print/Braille/online accessible).

Transportation

- ☐ Wheelchair accessible airport transfers (ramp/lift, securement); trained drivers; advance booking process published.

Other requirements

- ☐ Easy access to airport, pharmacies, supermarkets, hospitals.
- ☐ Rapid access to emergency medical services.
- ☐ Manual wheelchairs available on request (clean, maintained).
- ☐ Secured in-room safe at reachable height.
- ☐ Entrance and emergency exits fully wheelchair accessible.

Sign-off

- Name of hotel staff:
- Evaluation completed by:

Tip: Attach photos/floor plans showing step-free routes, emergency exits, accessible toilets, and Adult Changing Facilities.

Annex H – Opening statement/Housekeeping Script (Template)

“Welcome to [Conference]. We are committed to full accessibility. Interpreters are located [left/right/front]; captions are available on the screen and via this link: [URL]. Reserved seating is at the front rows; wheelchair spaces are clearly marked. Quiet room is located at [location]. Accessible toilets are at [locations]. Please keep aisles clear and speak into the microphone. If you need any assistance, please contact our Accessibility Focal Point at [name, number]. Thank you.”

Annex I - Personal Emergency Evacuation Plan (PEEP) Template

- Attendee name & contact:
- Room/venue most used:
- Mobility/communication considerations:
- Assistive devices (wheelchair, scooter, AAC, oxygen, etc.):
- Preferred evacuation method: (self/with assistance/evac chair)
- Refuge point location(s):
- Assigned staff roles & contacts:
- Interpreter/captioner coordination:
- Communication method during emergency: (SMS, WhatsApp, radio relay)
- Backup plan if primary route blocked:
- Training/drill completed on:
- Review date:

Annex J - Hybrid & Remote Platform Accessibility Checklist

- ☐ WCAG 2.2 AA-compliant interface; keyboard accessible; proper labels.
- ☐ Live captions (CART) with low latency; downloadable transcript.
- ☐ Multiple interpreter video feeds pinnable (e.g., national sign + IS).
- ☐ ASL/IS window included in recordings and live streams.
- ☐ Multilingual audio channels; clear selection UI.
- ☐ Screen share with alt text on uploaded files; no auto-advance carousels.
- ☐ Dial-in PSTN option; chat/Q&A accessible; raise hand via keyboard.
- ☐ Low-bandwidth stream and text-only caption access.
- ☐ Moderator tools for relay of questions across audiences.
- ☐ Recording published with captions and, where needed, audio description.
- ☐ Support documentation in plain language and multiple formats.

Annex K - AAC & Communication Support (For High Support Needs)

- **Provisioning:** charging points and secure storage for AAC devices; mounts/stands available; symbol and alphabet boards at help desks.
- **Staffing:** identify staff familiar with AAC; consider an AAC facilitator for registration and Q&A.
- **Materials:** key info in plain language with symbols; allow extra time for responses; avoid time-limited interactions.
- **Environment:** quiet zones for communication; stable Wi-Fi for device syncing.

Annex L - Assistive Technology (AT) repair/backup

- **Purpose.** Ensure continuity when mobility devices/AAC fail.
- **Stock & tools.** Maintain a basic repair kit (tyre pump, patch kit, common tools, tape, zip ties) and at least one manual wheelchair loaner; identify local repair vendors on standby.
- **Process.** AFP logs issue → triage → loaner offered if needed → vendor contacted.
- **Safety.** Only qualified personnel perform electrical repairs; document any interventions.

Annex M - Health, Ventilation & Infection-Control Checklist

- ☐ CO₂ spot checks in main rooms; aim for less than 800 ppm where feasible; increase ventilation/HEPA if exceeded.
- ☐ HEPA air cleaners sized to room volume; filters maintained.
- ☐ Low-VOC and fragrance-free cleaning products; schedule cleaning outside session times.
- ☐ Hand hygiene stations at entrances and catering.
- ☐ Isolation plan for symptomatic attendees with accessible communication.

Annex N - Adult Changing Facility - Specifications

- Room size: recommended more than 3.0 m × more than 4.0 m clear space.
 - Door: clear width more than 100 cm, outward opening or sliding; level access.
 - Changing bench: adult size height-adjustable (appx.180 cm × more than 70 cm), with disposable roll, handwash within reach.
 - Hoist: ceiling track or portable, safe working load more than 200 kg; sling compatibility clarified.
 - WC: peninsular layout with transfer space both sides (more than 90 cm each); grab rails.
 - Basin: height adjustable preferred, lever taps.
 - Privacy: screen/curtain; emergency call cord to floor.
 - Fixtures: large sanitary bin; non-slip floor; shelves/hooks within reach.
 - Signage: clear high-contrast sign and map location.
-