



Module 3 Learning Unit 12

Access statements and collection tools



Games Without Barriers

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An Access Statement is a document written by a service provider (or an appointed agent) describing the accessibility characteristics of a tourism service and/or facility, as objectively and factually as possible.

In some countries or regions the term "Access Guide" or "Accessibility Guide" is used. It means the same thing.

The Access Statement is used to inform potential customers or visitors about the accessibility of venue and/or service and it is particularly useful as a planning tool for visitors who have specific access requirements.

An access statement is based on a checklist which is used to describe or measure the accessibility of a venue, property or service for the visitors.

The accessibility requirements are related to all users with various disabilities and/or other access requirements, such as persons with mobility limitations and impairments, persons with hearing, visual or cognitive impairments, older people, families with young children and more.

The accessibility information provided in Access Statements is very important for users with specific access requirements. It enables them, their family and friends to make informed decisions about their visits in view of their requirements, ensuring a safer and a better quality visit and experience.

An Access Statement can be of two kinds:

1. Carried out by accessibility experts individually or through an Accessibility Information Scheme. The information provided through such Access Statements is accurate and reliable.
2. Self-assessed. Self-assessed Access Statements are provided by the tourism operators/owners of businesses who do not have specific knowledge on accessibility, but they can be very useful and accurate as much as possible, depending on the awareness and possible brief training of the owner or the personnel in charge.

Having an access statement provides a marketing opportunity for a business to reach a wider market and it gives a business competitive advantages, allowing visitors to make informed decisions, knowing whether a venue and its facilities are suitable for them.

Photos may be used in access statements as an additional way to inform people with access requirements. These should be taken to show specific features which are of key interest to the visitor.

Links to videos showcasing the business's accessibility, hosted on YouTube and Vimeo are also very useful as sources of information for all potential visitors and especially those with specific access requirements.

In order to fill in an access statement the following collection tools are needed:

- Access statement template with questions/checklist which have to be answered.
- Help text (if any) how to answer questions in the check list.
- Measurement and photo guide



- Tape measure
- Camera
- Notepad or tablet

Some examples of Access Statements are presented to illustrate the principles described above.

The “Pantou Access Statement” template is explained, section-by-section, indicating the different types of data and information to be collected and inserted in the form. This template will be used by trainees in a practical group exercise, when an accessibility audit will be carried out in a tourist facility (Learning Unit 13).

