

2022

Accessibility Guide

For Screening Spaces
So Everyone Feels Welcome.



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01

Accessibility From the Start

If you plan with accessibility in mind, you will create a welcoming environment and avoid creating new barriers! From large-scale film festivals to individual film screenings, this Guidebook will give you resources on accessibility for people with disabilities, so the magic of cinema can be available to everyone! Accessibility is a journey: use this guide on your path to becoming more accessible.

General Accessibility

In this document, general guidelines are provided to improve accessibility. Improving access, safety, and use of the facilities will not only help people with disabilities, but will also be advantageous to other groups of people such as children, pregnant women, and older people.

Barrier-Free Environment



What is Accessibility?

The word ACCESSIBILITY is derived from ACCESS, which by definition means permission, liberty, or ability to enter, approach, or pass to and from a place. Therefore, an accessible environment is an environment that allows the freedom of movement and use in total safety, regardless of age, gender, or physical limitations of a space or product that can be used by all, with no obstacles, with dignity, and with the highest possible levels of independence.

What is a Barrier-Free Environment?

A barrier-free environment is a physical environment where any person with any physical limitations can easily move independently, safely, and without any hurdles.

Universal Design

Universal design ensures that products and buildings are created to be used by almost everyone, regardless of their level of ability or disability. Universally designed products can be approached, reached, manipulated, and used regardless of the individual's body size, posture, or mobility. The application of universal design principles minimizes the need for any adaptation or a specialized design and makes products more usable by everyone, not just by people with disabilities. It is not a special requirement, for the benefit of only a minority of the population, but it is a fundamental condition for a good design.

Most Common Types of Physical Barriers to Accessibility

People with disabilities may face many physical or architectural barriers. These physical barriers occur when features of buildings or spaces limit people's access, such as:

- Steps without ramps, elevators, or lifts
- Lack of automatic or push-button doors
- Lack of communication means, like signage
- Narrow sidewalks, doorways, or aisles
- No accessible line areas, waiting areas, or service counters
- Lack of accessible parking or washrooms

Who Will Benefit?

Everybody.

- Wheelchair users, people with reduced mobility, and people who use mobility aids
- People with visual and/or hearing impairments
- People with an intellectual impairment
- Older people
- Children and parents with strollers
- Pregnant women



02

Venue Accessibility

For a venue to be qualified as accessible, it must comply with a certain number of requirements, such as:

- Physical access into, inside, and out of the venue
- Accessible restrooms and lifts
- Ramped access routes for wheelchair users
- Accessible car parking with no obstruction, preferably on-site and close to the entrances (within 50 m) for people with mobility difficulties.
- Easily identified support staff to familiarize participants with their surroundings.
- Availability of information in alternative formats

Accessible Transportation



Path to the Cinema Entrance

A path is considered accessible when it is designed to allow people with disabilities to enter the venue through a continuous, unobstructed path connecting all accessible elements and spaces in a building. It must take into account the safety of people, such as the absence of obstacles, the quality of floor coverings, and control of topographic variation. Moreover, suitable signage must be placed at the entrance to the site, near the parking space, as well as at each change of route leading to the entrance of the cinema.

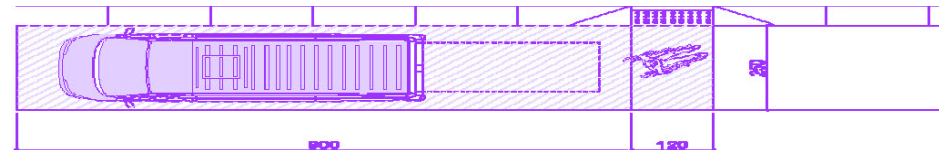
Change in Levels Warning

Detectable warning surfaces should be installed to warn of hazards on a circulation path, such as changes in surface conditions, stairs, and ramps. This unique feature is intended to function like a stop sign, alerting visually impaired people to the presence of a hazard in the line of travel.

Accessibility General Rules

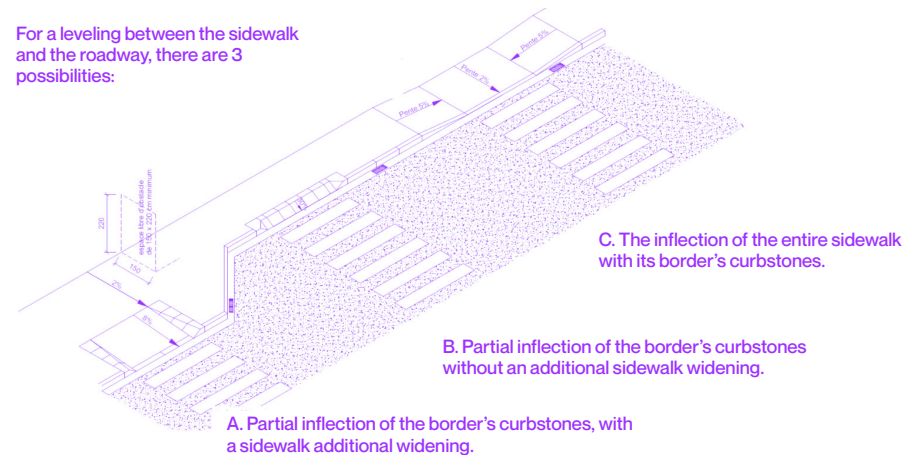
In a public building, the main entrance and all levels and floors must be accessible. For buildings with more than two floors, it is advisable to install suitable lifts for people with disabilities. It is also required to provide ramps wherever stairs obstruct the free passage of pedestrians, mainly wheelchair users and people with mobility problems.

Arrival by Motor Vehicle, Access Roads, Ramps



Pedestrian Crossings

For a leveling between the sidewalk and the roadway, there are 3 possibilities:



Accessible Parking

Automobile Parking



Minimum Number of Parking Spaces

Any parking area must have a significant number of reserved spaces (2 % of the total of the parking spaces). For outdoor parking, accessible parking spaces should be located not more than 50 m from accessible building entrances.

Total Number of Parking Spaces in Parking Facility (Lot or Garage)	Minimum Total Number of Accessible Parking Spaces Required
1—25	1
26—50	2
51—75	3
76—100	4
101+	2% of Total

Obstacle Free

The location is free of all obstacles, and protected from vehicular traffic. It is located near the main entrance, the reception hall, or the elevator and connected to them by an accessible path.

Accessible Parking

People with Hearing Impairment

People with hearing impairment, who are unable to recognize a danger coming their way, should benefit from a reserved drop-off space near the entrance of the building when no suitable parking is provided.

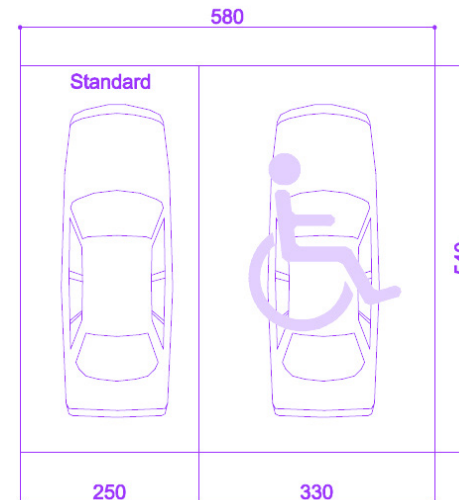
Signage



The location of reserved spaces must be clearly indicated at the entrance to the parking area and the building. A Parking Space identification sign with the international symbol of accessibility should be mounted on a vertical sign next to the parking space.

Dimensions

Total Number of Places	Width in cm	Length in cm
Standard Parking Space	250	540
Individual Parking Space	330	540
Reserved Parking Space for Individual Cars	340	540 — 620
Reserved Parking Space for Vans and Vans with Mobile Ramp at the Rear	250	900
Double Parking Space with Shared Transfer Area(2 x 240 cm + 120 cm for Transfer Area)	600	540



Fire Safety



Ensure that anyone, regardless of their disability, can receive alerts, report themselves, stay safe, and be evacuated in case of an emergency.

Emergency Evacuation

Evacuation should be easy at all times. As a reminder, the evacuation passage units must be strictly observed, and the emergency exits must be accessible and unobstructed.

Visual Alarm

In isolated places, such as restrooms, it is important to ensure that each user, regardless of their abilities, can be notified of the establishment's evacuation.

Install a perceptible alarm that takes into account the diverse needs of individuals with various disabilities. Place a luminous alarm device in any isolated location. Mount the flashlight at a visible height when sitting or standing (maximum 2 meters).

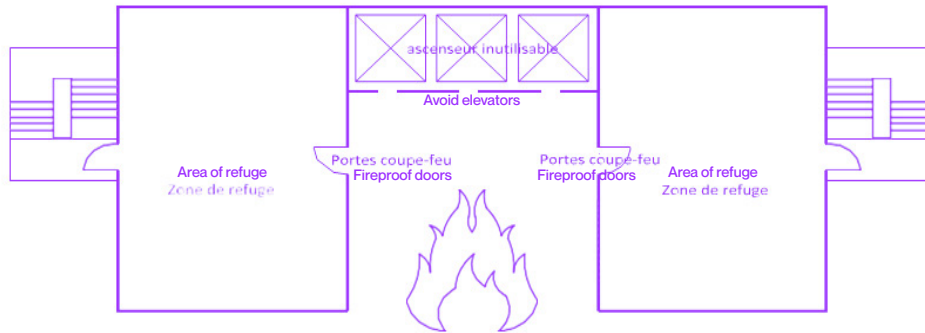
Provide intermittent rhythmic lighting (flashes) synchronized with a ringing sound.

Communication Devices

The secure waiting area should have a means of reporting or, alternatively, a communication method.



Areas of Refuge



Areas of Refuge

1. The International Building Code (IBC) defines it as 'an area where persons unable to use stairways can remain temporarily to await instructions or assistance during emergency evacuation.' For instance, individuals in wheelchairs or the elderly may encounter difficulties navigating stairs, requiring a designated area where they can await assistance.
2. These waiting areas must be fire-resistant and protected from smoke, ensuring that individuals can safely wait for emergency responders. They should not be lockable from the inside or outside and should be situated near an exit.

3. At least two means of egress (exits) must be accessible from any area that a person who uses a wheelchair can access for evacuation or to wait safely for help. These means can include an elevator, platform lift, ramp, or an interior or exterior area of refuge.
4. The areas should have natural ventilation and be capable of providing protection from smoke.



03

Venue Circulation

Autonomy should be prioritized for entering, moving around, benefiting from services, and exiting the building.

All spectators should feel comfortable and confident in their environment.

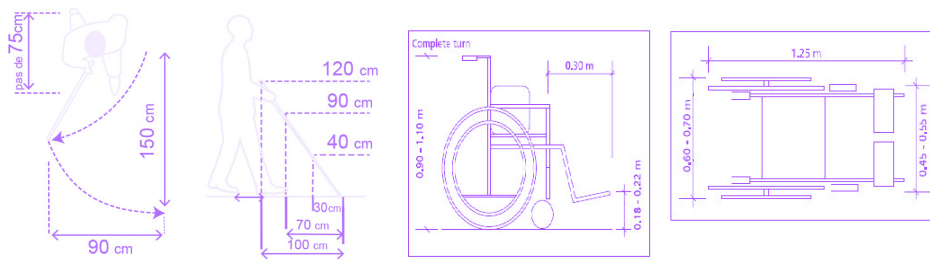
Circulation spaces should accommodate the flow of spectators and consider the specific needs of individuals with disabilities, such as using a cane, walking with a guide dog, or using a wheelchair.

Everyone must be able to navigate these spaces safely, without losing reference points, especially when areas of rest or social interaction extend the experience.

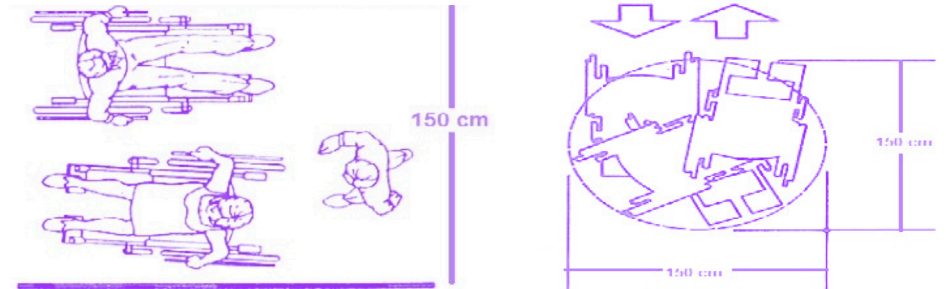
Pathways



General Dimensions



Space Allowance



Pathways

Pathways should have a minimum traffic width of 1.20 m, and the maneuvering area should be at least 1.50 m in diameter.

The passage must be navigable by individuals in wheelchairs, on crutches, or visually impaired individuals - either with an accompanying person or with a guide dog.

Slopes

The slope of ramps is limited to 5%, with the inclusion of rest stops at the top and bottom.

For existing establishments, a slope of up to 6% is possible, with a step introduced every 10 meters.

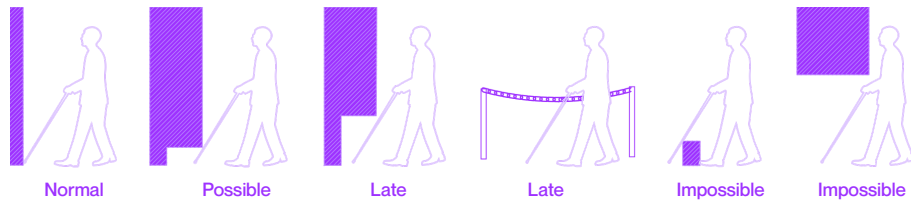
Design Considerations

It is important to ensure that path surfaces are leveled or gently sloping, well-maintained, and non-slippery. Additionally, they should be free of loose materials, such as gravel, which can pose difficulties for wheelchair users or individuals reliant on walking frames or sticks. Furthermore, whenever possible, carpets should be avoided, as well as steps higher than 2 cm.

Obstacle Free

It is essential to avoid obstructions that may pose a danger to individuals, such as those at head level, not detectable by a cane, coverage of drainage systems, and other open hazards. Furthermore, all parts of the accessible route to and within the venue should remain clear of obstructions and well-lit at all times.

Identification of Obstacles



Ground obstacles: The cane can only detect obstacles from the waist down, leaving the user's upper body vulnerable to collisions with various obstacles.

Therefore, it is crucial for any accessible venue to ensure that the person's path is clear, with no hurdles such as open windows, shelves, or low overhanging signs, etc.

Color Contrast / Value Contrast

Contrast can aid individuals with visual impairment in identifying obstacles and interpreting visual cues about a space. While there are typically no specific recommendations for value contrast, a 70-point difference in light reflectance value is considered optimal. Therefore, objects or prints in white or bright yellow against a black background often offer the strongest color contrast, making the object stand out.

Pathway Assistance

Adequate railings should be installed wherever needed to ensure the comfort and safety of all individuals, particularly those with mobility problems. Therefore, it is advisable to install railings around hazardous areas such as stairs, ramps, and raised platforms, among others.

Use of Barriers

To alert individuals with disabilities, handrails shall extend 0.30 m past the beginning and end of each section to enhance user safety. Any fixed or mobile object located at a height of less than 2.20 m shall be considered to be an obstacle.

In the presence of an obstacle or an item below 2.10 m in height, its perimeter shall extend all the way to the ground.

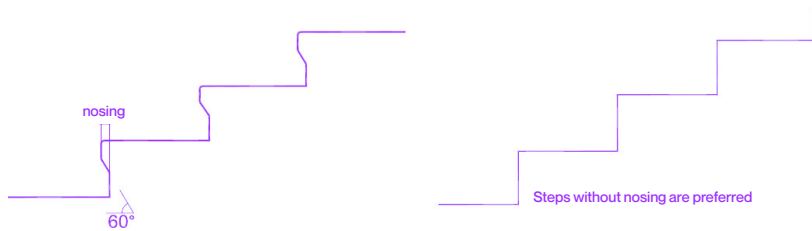
Stairs

Step Dimensions

The minimum width of a stairway should be 0.90 m for one-way traffic and 1.50 m for two-way traffic. For indoor stairs, the riser should be between 12 cm and 18 cm, and the tread between 28 cm and 35 cm.

The stair nosing must be indicated by visual contrast and a Tactile Ground Surface Indicator should be placed at the top and bottom of the stairs and at intermediate landings to alert individuals with visual impairment to the location of the stairs.

Steps Shape



Treads should avoid sharp edges and overhanging nosing. Instead, nosing should be flush or rounded and should not project more than 40 mm.

Surface Materials



Landings, treads, and nosing should be slip-resistant and free of projections. When the configuration of the nosing cannot be modified, slip-resistant strips should be applied to the nosing as an alternative solution, and the color of the strips should contrast with the color of the stairs.

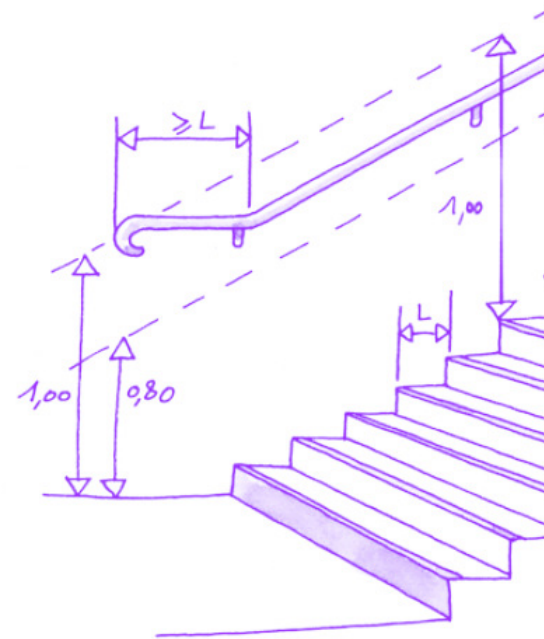
Lighting

Lighting on stairs is extremely important in terms of safety. Dark spots and shadows may pose risks for people with disabilities. Therefore, a light level of 100 lux would be sufficient.

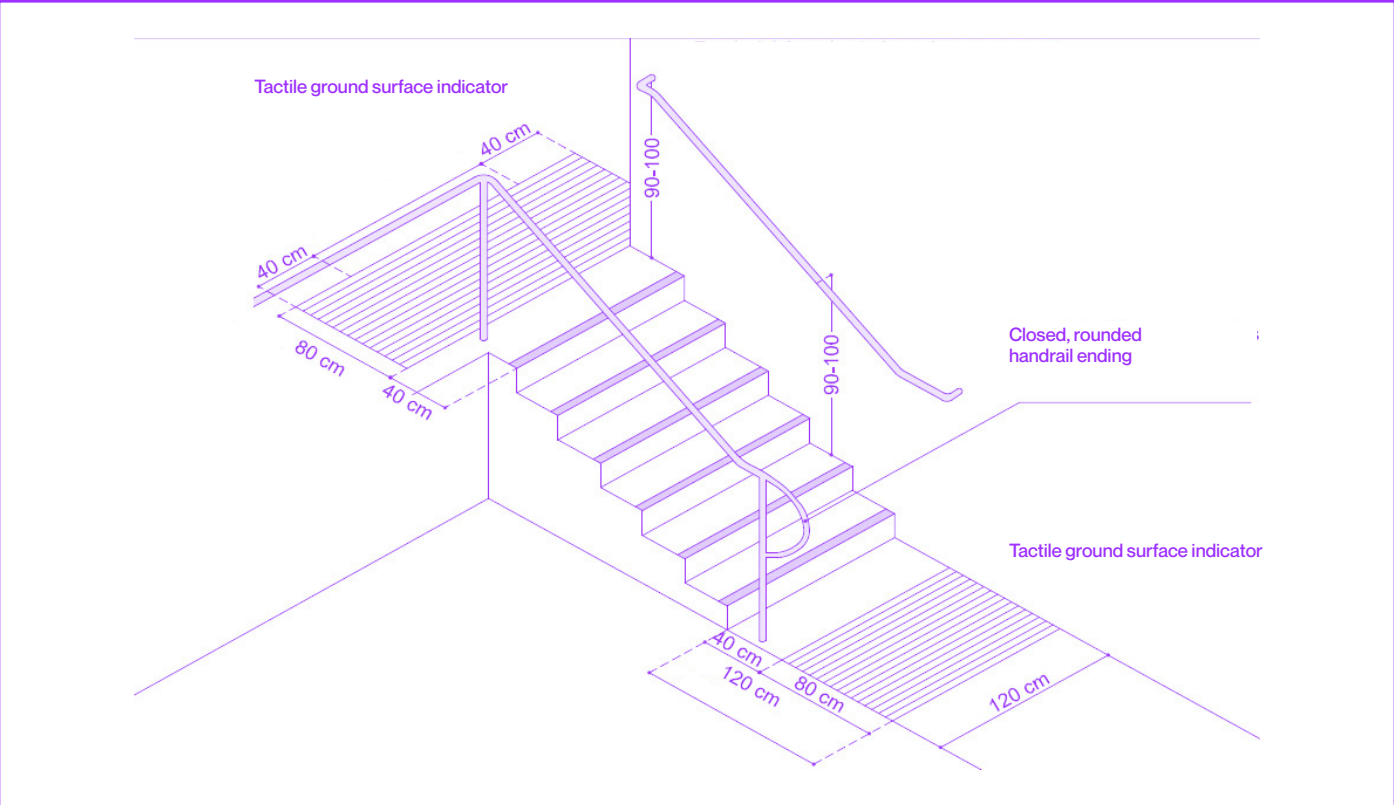
Handrails

The height of handrails should be between 90 cm and 110 cm, and must extend a distance between 30 cm and 45 cm at the top and bottom of the stairs.

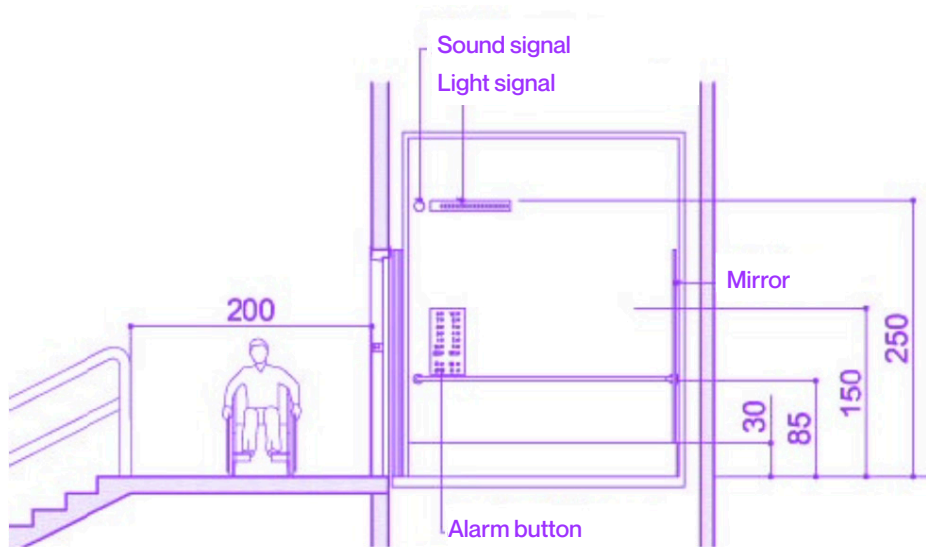
Additionally, to consider children or those who are short in stature, a second, lower handrail should be provided at a height of 60 cm.



Stairs

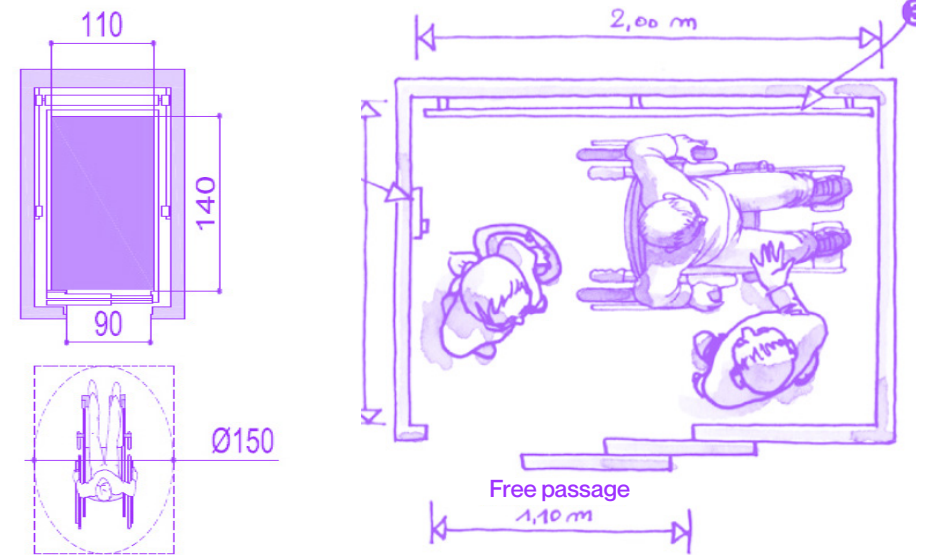


Lifts



Good to Know

Elevators must be freely accessible and usable by wheelchair users, particularly those using larger electric wheelchairs.



Dimensions

The door opening should not be less than 90 cm. The maneuvering space in front of the elevator should be 150 x 150 cm. Additionally, the elevator floor (car sill) must be level with the landing floor to avoid creating a trip hazard for passengers accessing and egressing the elevator.

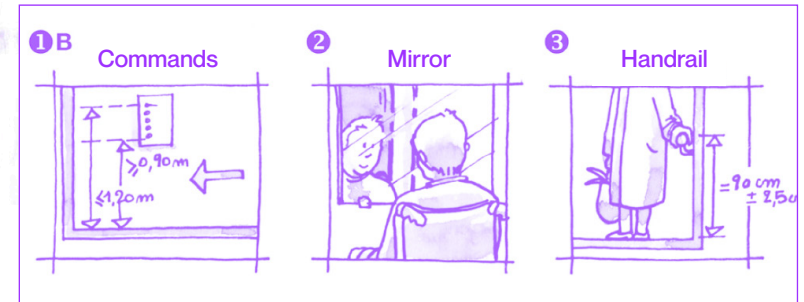
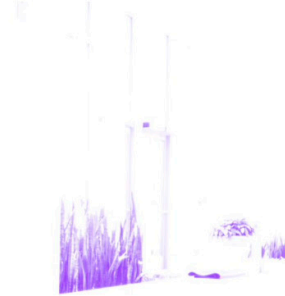
Handrail

The inside of the elevator should have a handrail on three sides mounted 80 to 85 cm from the floor. Preferably, these handrails should have circular cross-sections with a diameter of 40 mm.

Commands

For ease of reach, call buttons should be mounted 90 to 120 cm from the floor. Braille must be positioned below or next to floor numbers on the control panel and should also be placed on both sides of the door jambs at an approximate height of 1.50 m to assist people with visual impairment in identifying the desired floor. The elevator hall signal should be situated at an approximate height of 1.80 m.

Lifts



Mirrors

Mirrors should be installed to help passengers using wheelchairs, who might be unable to rotate the chair after boarding and will need to exit the elevator while facing backward.

Materials and Colors

The floor and the area in front of the elevator should have a nonskid-resilient surface or a low-pile fixed carpet. The color of the elevator door should contrast with the surrounding surface so as to be easily distinguishable by people with visual impairment.

Foldable Seat

For large elevators with high traffic, the existence of a foldable seat is recommended. The seat should be mounted approximately 50 cm from the ground, and has to be approximately 35 x 45 cm withstanding a weight of 100 kg.

Lighting

Cabin lighting should be a minimum of 100 lux with even light distribution.

Lux, the unit of illumination or luminous intensity in the International System of Units (SI), is defined as the amount of illumination provided when one lumen is evenly distributed over an area of one square meter.

Emergency Alert

The emergency call device must be accessible to people with visual impairment (buttons in Braille) and people using wheelchairs. Additionally, the elevator should signal arrival at each floor through the use of a bell and a light to alert individuals with visual and hearing impairment simultaneously.

Ramps



Ramps provide access to buildings and between different floor levels. Outside, ramps are usually the most practical way to provide wheelchair access between different levels.

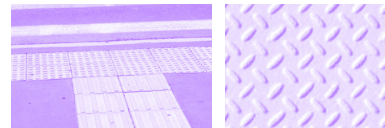
Ramp Width

The width varies according to use, configuration, and slope. The minimum width should be 0.90 m. For straight ramps, the preferred width is 1.50 m to 2.00 m. Ramps requiring a landing space (when there is a change of direction) should have a minimum width of 1.20 m.

General Ramp Configurations

There are three design options:

1. Straight run
2. 90-degree turn
3. Switch back or 180-degree turn



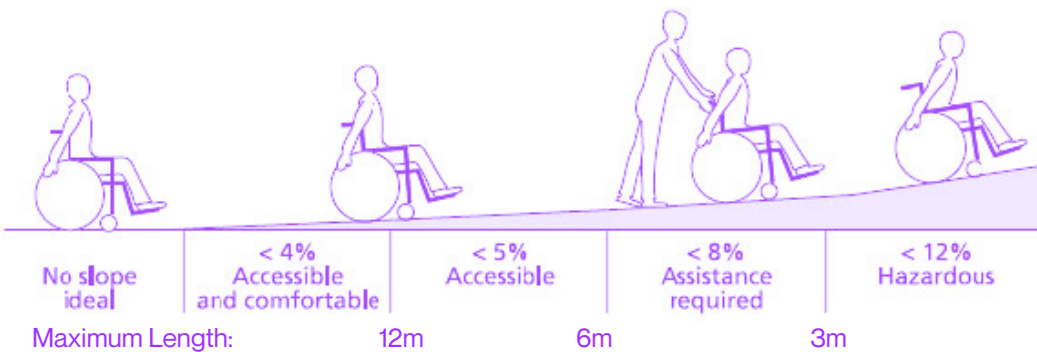
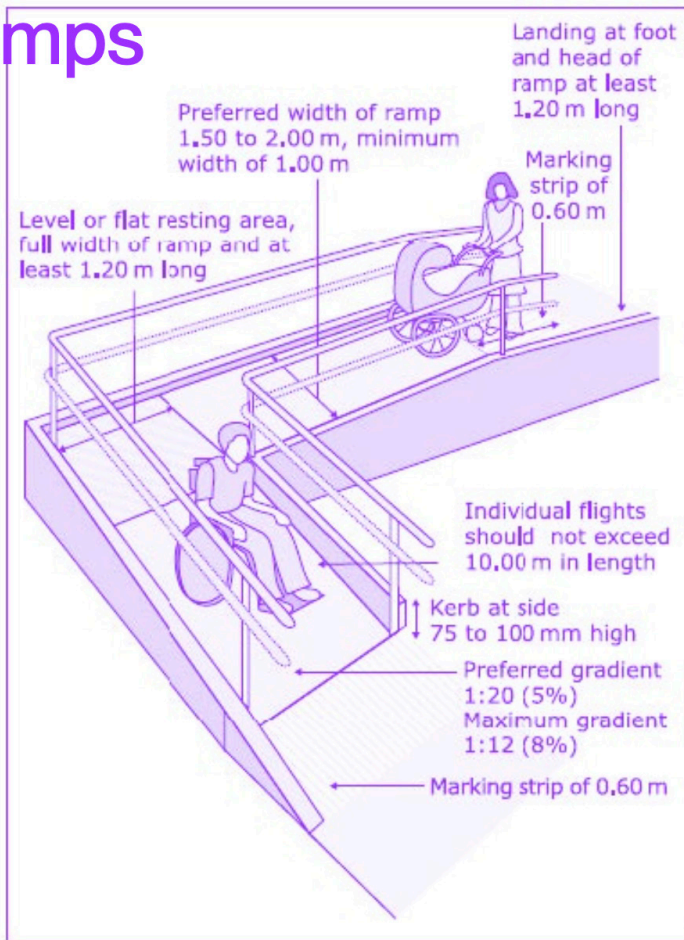
Surface

The ramp surface should be hard and non-slip, and carpets should be avoided. A colored Tactile Ground Surface Indicator should be placed at the top and bottom of the ramp to alert people with visual impairment as to the location of the ramp. It should not be less than 0.60 m.

Landing Space and Resting Area

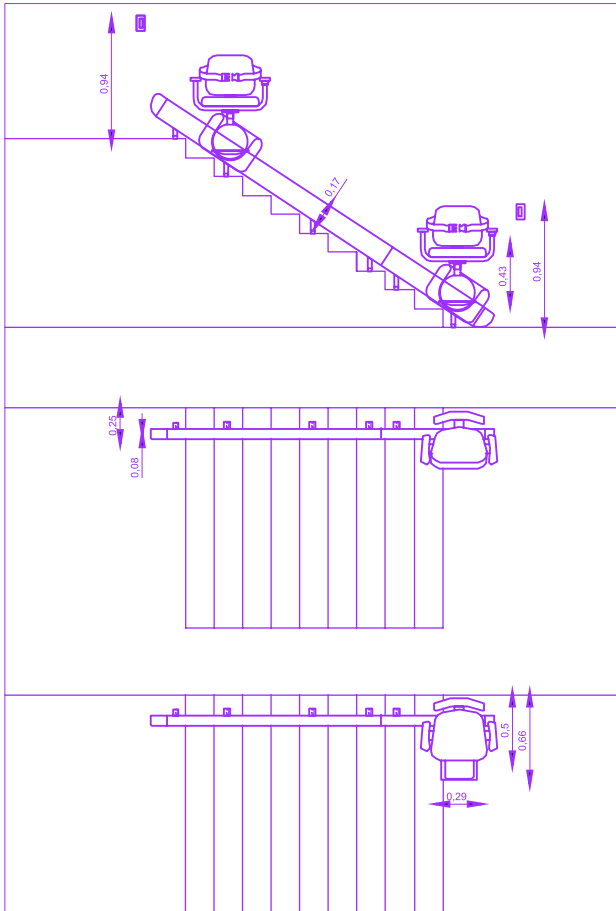
The steeper the slope, the shorter the distance that wheelchair users can cover without resting; therefore, landings should be provided for resting, maneuvering, and avoiding excessive speed. Ramps require a landing space at the top, bottom, and anytime the ramp changes direction. If the ramp is longer than 6.00 m or with a change of direction, it needs a resting area or landing space of at least (1.20 m × 1.20 m) to allow the user to rest.

Ramps

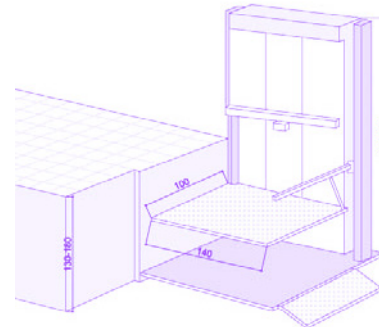


Platform Lifts

A platform lift is a solution that offers elderly individuals and people with disabilities the comfort and convenience of an elevator. It provides a higher sense of independence for wheelchair users and people with mobility problems.

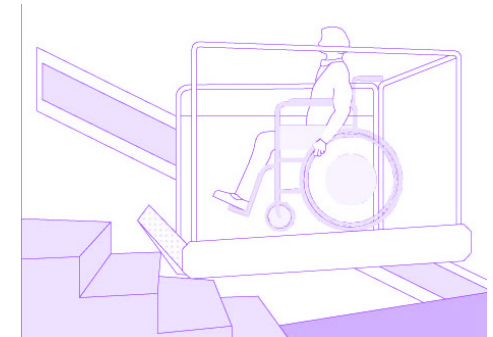


Vertical Platform Lift



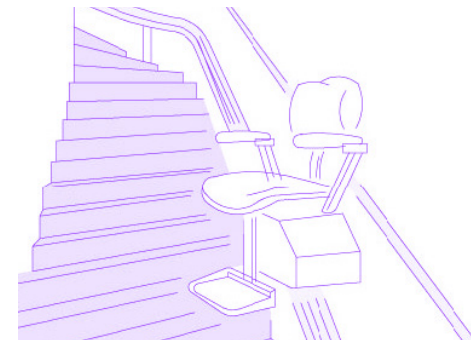
The vertical platform lift is an elevating device that can rise up to 13 m. A basic vertical platform lift features an open platform and a drive mechanism to power the platform up and down. Its dimensions should be at least 100 x 140 cm, and it requires an equivalent space for installation.

Inclined Platform Lift



Inclined platform lifts are designed to transport a passenger with a wheelchair up and down a single flight of straight stairs, traveling along a rail system mounted alongside the stairs.

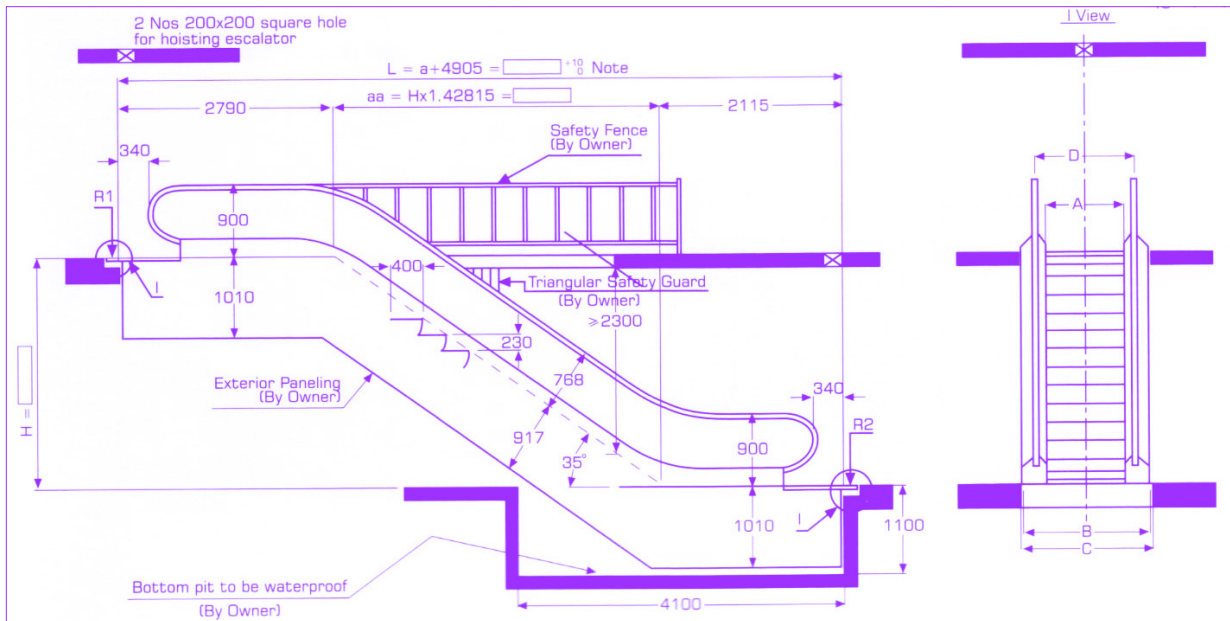
Inclined Platform Lift with Seat



Escalators



The provisions for escalators require that at least two flat steps be provided at the entrance and exit of every escalator. These steps should be demarcated by yellow lines, 5 cm wide, along the back and sides of the steps.

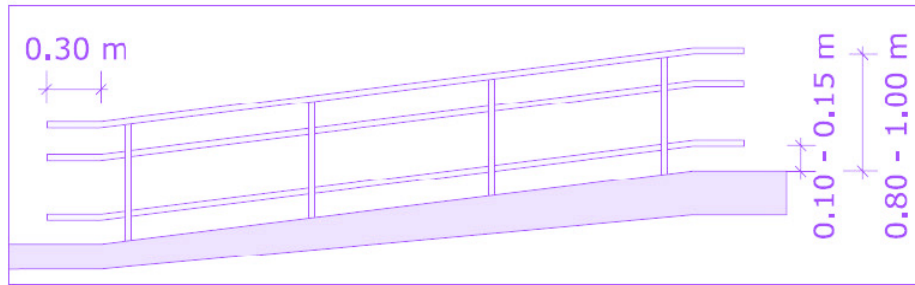


Handrails

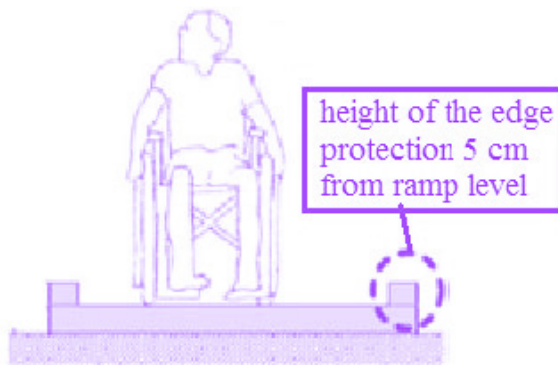
For ramp runs with a rise greater than 15 cm, handrails are required on both sides of the ramps.

- If handrails are not continuous, they shall extend at least 30 cm beyond the top and bottom of the ramp segment and shall be parallel with the floor.
- Top of handrail gripping surfaces shall be mounted between 80 cm and 100 cm.

For ramps wider than 300 cm, an intermediate handrail could be installed.

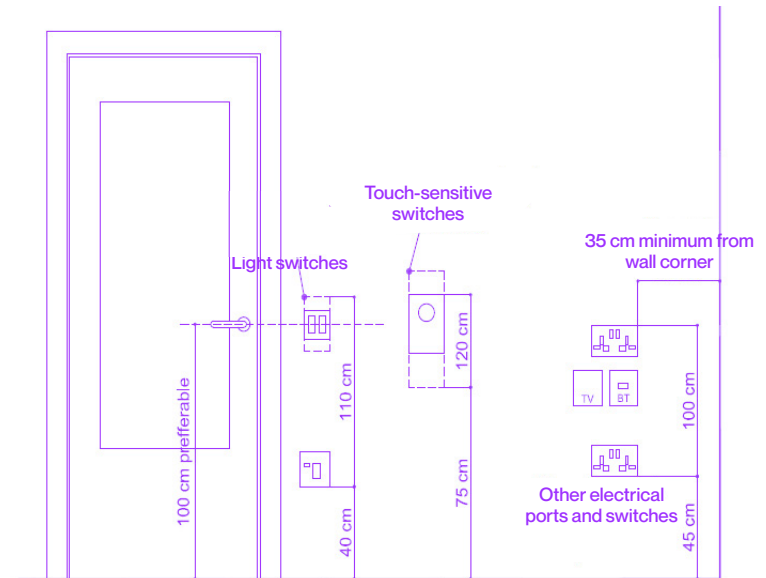


For ramp runs with a rise of less than 15 cm, there is no need to add handrails, but Edge Protection is required at 5 cm height from the ramp's level.



Switches and Controls

When it comes to switches, it is recommended that all of the light switches are within easy reach, particularly for wheelchair users. Switches should also be easy to use. Therefore, it is best to install rocker or touch-sensitive switches, or dimmer switches that have handles. The use of switches with contrasting colors is recommended for people with visual impairment.



Doors

General Guidelines

The main entrances to the building must be accessible to all.

All doors located in the corridors must allow the passage of people with disabilities and be maneuvered by people with reduced physical capacities.

It is desirable for doors located on pathways to be automated or controlled by a suction cup. Additionally, it is necessary to provide a rest landing in front of and behind each door.

The door width should be a minimum of 0.90m (not including the frame). It should open outwards to increase usable space.

Glass Doors

The location of glass entrance doors should be easily distinguished when the door is both open and shut. Two high-contrast strips should be installed on windows, glass doors, and on both sides of a double-leaf door. These strips should be located on two levels, at 1 m and 1.50 m. In the case of double-leaf doors, at least one leaf should have a minimum clear width of 0.90 m.



Revolving Doors

Revolving doors are not considered accessible as they pose difficulties and risk of injury for individuals with visual impairment, mobility issues, parents with children, and even those with conditions like claustrophobia, cognitive impairment, etc.

Handles

Door handles should be easily accessible, and round handles, levers, or push mechanisms are not preferred. Ideally, they should be positioned at a height of 80 cm–90 cm to accommodate children, wheelchair users, and people of small stature.

Locks

Door locks should be positioned under the handle, designed for easy use by individuals with gripping problems. They should be operable with one hand and feature an effortless grip or a flip-down lock system can be installed.





04

Venue Facilities

Everyone deserves to feel independent, comfortable, and confident wherever they go. That's why the layout and circulation of a venue should be free of obstacles, easy to navigate, and accessible to all.

The entire experience in the venue should be enjoyable, entertaining, and stress-free for everyone.

Entrance Hall



Doors and Passageways

Dimensions

In the case of double-leaf doors, at least one leaf should have a minimum clear width of 90 cm.

Marking

Two high-contrast strips should be installed on glass doors and on both sides of a double-leaf door.

Assistance

If doorways do not have automatic openers, it is advisable to either prop doors open or ask volunteers to assist individuals who need help.

Signage

All accessible facilities should be clearly marked with large, simple, and internationally recognized accessibility symbols.

Equipment

A dedicated space is necessary for storing equipment during use and for proper storage when not in use. Equipment used in an inappropriate space or stored inappropriately is considered an accessibility issue with potential health and safety consequences.

Floor

Contrast

It is required to use solid non-patterned floors that emphasize the boundary between the wall and the floor. It is recommended to avoid using patterned carpets, especially on steps and stairs.

Floor Coverings

While carpets are not recommended, if they have to be used, a low-pile carpet is preferable, paired with a very thin but dense pad.

Stairs

Warning Strips

A guardrail or a textural marking strip should be placed at the top and bottom of the stairs and at intermediate landings to alert people with visual impairment to the location of the stairs. It should be at least 60 cm wide.

Contrast

It is recommended that stairs have the treads marked by a stripe, providing clear visual contrast. The stripe should be a minimum of 5 cm wide, placed parallel to the nose of the step, and extend the full width of the step. Additionally, it should be slip-resistant.

Stairs Requirements

For indoor stairs, the recommended dimensions are a riser between 12 cm and 18 cm and a tread between 28 cm and 35 cm. The nosing should be flush or rounded, not projecting more than 40 mm.

Entrance Hall



Emergency Exit

It is required to install “EXIT” signs in plainly readable letters. Ensure that exit routes are unobstructed. Furthermore, it is recommended to use continuous strips of photo-luminescent material on the floor covering or at low levels on walls, to indicate the direction to the nearest emergency exit.

Elevator



The Characteristics

For ease of reach, call buttons should be mounted 90 cm to 120 cm from the floor. Braille must be below or next to floor numbers on the control panel and should be placed on both sides of the door jambs at an approximate height of 1.50 m to help people with visual impairment identify the wanted floor. The elevator hall signal should be placed at an approximate height of 1.80 m.

Convivial Spaces



Cine-cafes, Lounges, Waiting or Reading Places, etc.

Ground Treatment

Contrast

Use contrast elements for any platform or low element (display base, distance) from the ground which may obstruct movement.

Floor Coverings

Carpets should be avoided if possible, as well as steps that are higher than 2 cm, to prop doors open or ask volunteers to help people who need assistance.

Rest

Distribute the layout of the rest seats and favor the view towards the outside.

Wide Space Between Seats

Allowing users in wheelchairs to settle in with other guests.

Counter

The counter should be installed at a height accessible to a person in a wheelchair (height 90 cm maximum with a minimum depth of 30 cm for knee clearance). The products for sale must be visible to all and easily grasped.

Lighting

Control Natural Light

By diffusing grilles and/or filter blinds. Natural or artificial lighting must avoid glare and reflections. If the lighting is delayed, it should be switched off gradually.

Furniture



It is important to carefully plan the layout and design of your venue to ensure the safety, happiness, and welcome of all visitors. Therefore, the appropriate furniture can give a sense of hospitality and conviviality. The furniture accessibility approach involves considerations such as sizes, dimensions, design, materials, colors, and treatments, all aligned with the establishment's identity and the intended use of the spaces. In convivial spaces, information and presentation documents for the films, such as film sheets and accompanying documents, are generally made available.

Waiting Room Furniture

Waiting areas should be welcoming for everyone and accommodate the broadest possible range of users. Providing a choice of seating styles and locations, as well as accessible seating spaces to accommodate mobility aids will make cinema-goers feel welcome and help them enjoy the experience. This is to meet the needs of people who are tired or in need of communication space, such as sign language users. Avoid visual obstacles or nooks to enhance accessibility.

Rest

Provide plenty of rest areas with seats of different heights. In the waiting areas, the rest of the benches should be carefully distributed. A mixture of seating with and without armrests should be provided. Moreover, seating should contrast in color and luminance with surrounding surfaces. The seats must have an adjacent clearance so that people with strollers or wheelchairs can easily get into them.

Furniture and Contrast

The regulations recommend the visual identification of furniture and fittings by using contrasts and colors in order to alert or inform users.

Multigenerational and Modular Furniture

Cinemas are incorporating actions to engage young audiences, featuring dedicated spaces for facilitation or mediation functions. The furniture, including tables, chairs, and mediation devices, must adhere to standards of dimensions, ergonomics, and user comfort. The modularity of the furniture, such as movable or erasable chairs, should be suitable and comfortable for all during mediation activities.

Erasable Guide Furniture

Depending on the establishment's schedule and attendance hours, the operator must manage checkouts using mobile furniture. In events where line guide barriers are used, it is desirable that they include an element detecting the cane of a person with visual impairment.

Avoid Point-of-Sale Advertising

POS (Point-of-Sale advertising) can be perceived as obstacles, so their installation should be avoided as much as possible on the routes.

Purchase Terminals

The purchase by a terminal, without going through human intervention, is constantly developing. It is therefore essential to ensure accessibility for independent use, catering not only to wheelchair users but also to individuals with sensory disabilities.

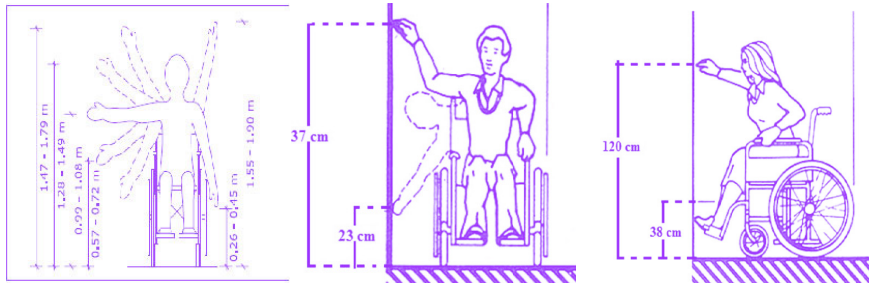
Furniture Through Functions

Dimensions, Ergonomics, and Comfort of Use



Reaching Zones

It is important to consider various reaching zones for wheelchair users, children, and individuals of small stature. Therefore, reach zones must be adequate and comfortable for all cinema visitors.



Ticket Offices or Counters

In order to make them accessible, the counters should have high and low sections where possible, accompanied by sufficient clear maneuvering space for wheelchair users. In order to meet the needs of hearing-impaired people, a magnetic loop system must be integrated. Lighting should assist lip-reading on both sides of the counter. The counters should be contrasted for easy identification, particularly for visually impaired individuals or those with learning disabilities facing orientation challenges. The finish of the counter and desk should not be highly reflective. In addition, an upstanding lip at the counter edge would assist in picking up tickets or loose change.

Accessibility Equipment Collection Counter

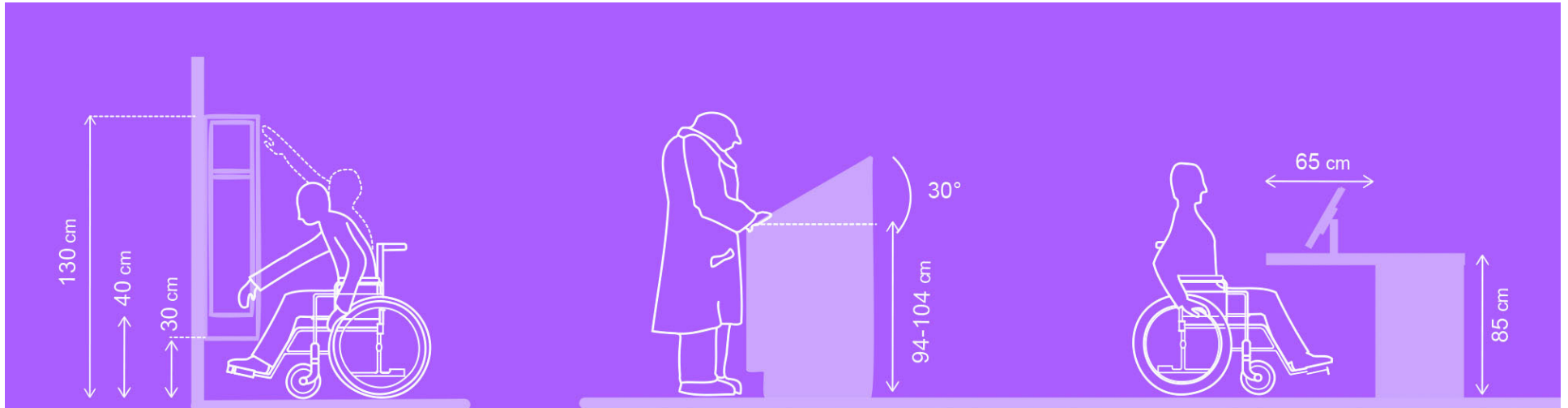
Accessibility to cinemas requires the use of specific materials by viewers with sensory disabilities. The equipment must be stored near the counter or the reception desk, in order for the service to be efficient and prompt for both visitors and staff responsible for distributing the devices.

Shop

Store displays must be accessible, or at least specimens of items for sale must be visible to everyone. The back space of the ticket office reception desk and boutique counters is designed to allow wheelchair maneuvering.

Furniture Through Functions

Dimensions, Ergonomics, and Comfort of Use



Accessible Lockers

Accessible lockers, ranging from 40 cm to 130 cm high, or storage chests can be installed for children and wheelchair users. The lockers' doors should have hand grips and easy-to-use locks for convenient opening and closing.

Free Space

Access for wheelchair users should be provided for visitors for clear maneuvering space. A minimum of 150 cm of free space should also be available between furniture to allow circulation, in addition to free spaces under working tops such as tables and counters. The working tops should be at a height of 80 cm with a 70 cm free space for legs under the surface, having a depth of 60 cm.

Automatic Ticketing

Facilitating ticket sales for the growing demographic of people with disabilities should be a high priority for any venue. That's why purchasing devices should be available and meet recommended requirements, including a maximum height between 70 and 120 cm from the ground. To enhance comfort for individuals with visual impairment, the area around the machine should be free from other equipment within a radius of 150 cm.

Multimedia Devices

For interactive approaches using keyboards and controls, it is advised to adopt the following dimensions: The reaching distance should be 20 cm to 25 cm. Additionally, tilting the table to a minimum of 25° is desirable.

ATM

When an ATM service is provided, at least one automatic teller machine must be installed at a height accessible to a person in a wheelchair or of small stature. The machines should be operable with one hand and not require tight grasping, pinching, or twisting of the wrist. For most installations, the maximum height of an operable part will be around 122 cm above the finished floor or ground.

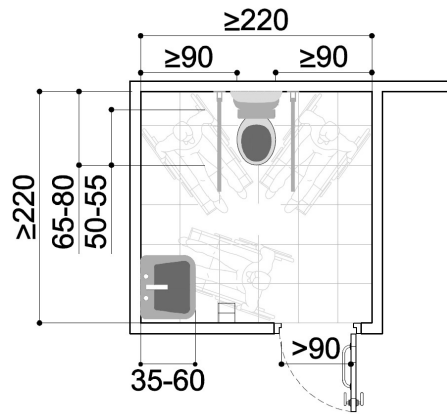
Seats

Seats should be stable and available in various heights. The recommended height for fixed seating is between 35 and 47.5 cm. In buildings with more seating, a wider range of seats can be considered with heights from 42 to 58 cm and 'perch' seats at 65 to 80 cm in short-stay waiting areas. A mix of fixed and loose seating offers flexibility in space use. A combination of seating with and without armrests should be provided. Seating should contrast in color and luminance with surrounding surfaces. If possible, seats near low counters could also be considered.

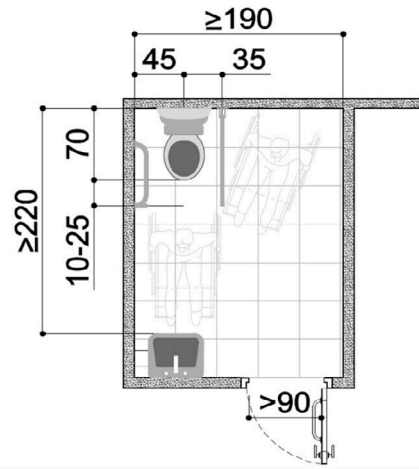
Washrooms

Washrooms should be accessible on all floors. It is required that the floor area beyond the swing of the door has sufficient space for a walker or wheelchair. Additionally, grab bars should be available, and the sink, soap, and paper towels should be easily reachable for wheelchair users.

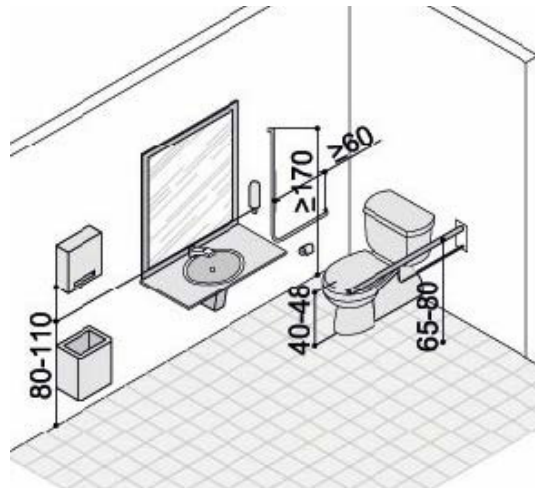
Examples



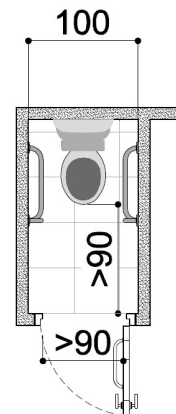
Type A - Accessible Lavatory: lateral transfer on both sides.



Type B - Accessible Lavatory: large corner cabinet (lateral transfer on one side).



General Dimensioning in 3D



Lavatory for independent persons

Location

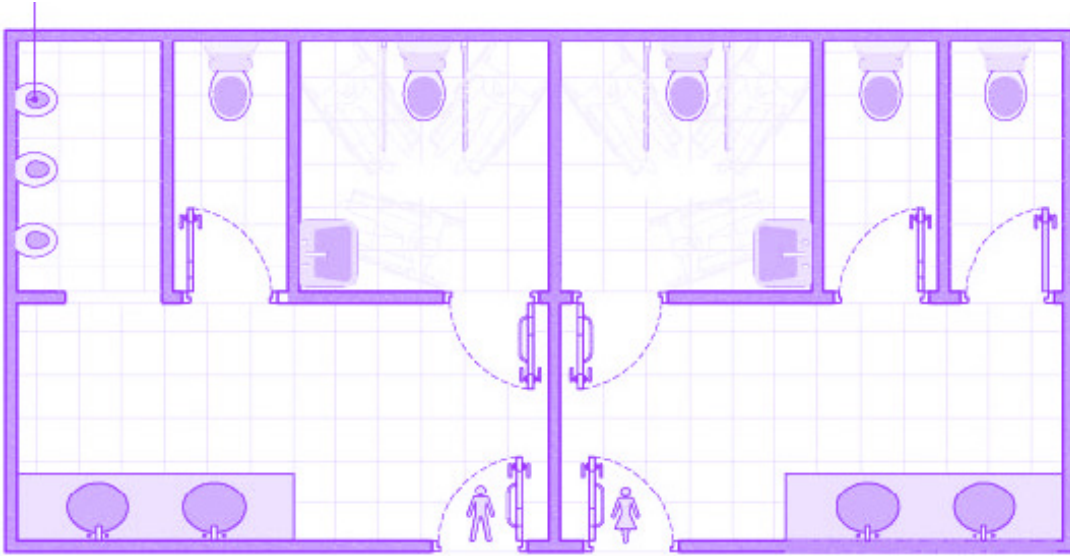
Each accessible level with sanitary facilities must have at least one washroom suitable for wheelchair users, and suitable cabinets are preferably installed in the same location as the toilets.

General Features

- A door-closing device should be installed.
- The minimum free maneuvering space is 150×150 cm.
- Toilet cubicle doors and wheelchair-accessible compartments should, preferably, open outward.
- Doors, when open, should not obstruct emergency escape routes.
- The recommended height from the floor to the top of the toilet seat for toilets used by adults is between 40 and 48 cm, with the exception of toilets specifically intended for children.
- A lateral support bar (height between 70 and 80 cm) should be mounted next to the toilet seat as a transfer and lifting aid. Grab bars should be installed on both sides of the cubicle.
- At least one washbasin for wheelchair users should be installed, with its rim set between 72 and 74 cm above the floor.
- Male wheelchair-accessible washrooms should include at least one urinal with its rim set at 38 cm above the floor, accompanied by two 60 cm-long vertical grab rails positioned on either side of the urinal.
- Accessible accessories such as mirrors and soap dispensers.
- Independent water supply should be easy to use.
- Paper dispensers should be designed for single-hand operation.

Washrooms

Washroom Setup Example



Lavatories



Double-height sinks to meet the comfort of everyone.
For the passage of the knees of the spectators on wheelchairs.



Service Animals

Service animals are trained working animals that perform tasks to assist people with disabilities. They are permitted in public facilities and accommodations such as restaurants, hotels, retail stores, and theaters.



A relief area should be provided for pets to relieve themselves. Typically located outdoors, it can also be situated indoors, on terraces, or elsewhere in the building, ensuring proper maintenance.



Providing a water bowl is an excellent way to welcome film-goers with service animals.



05

Screening Room

While many cinema enthusiasts may take access to cinema services for granted, individuals with disabilities often face barriers to inclusion in the cinema environment.

Addressing these issues is crucial to ensure that movies can be enjoyed by all, as it is an essential aspect of social life and community participation.

The Entry Hall

Purpose

The entry hall serves as the transition point from the reception area to the cinema rooms. It facilitates acoustic and thermal insulation, prevents light pollution in the rooms, and provides a safety function to prevent the spread of a fire. It is essential to the quality of the cinematographic spectacle and is an essential part that helps isolate the room from the nuisance of the hall and circulation spaces.

Dimensions

Its characteristics must allow the autonomy of a wheelchair user; it must have a maneuvering space while allowing the door to open and close.

Inside the hall, the maneuvering space in front of each door corresponds to a rectangular space of at least 1.20 m x 2.20 m

Outside the hall, the maneuvering space in front of each door corresponds to a rectangular space of at least 1.20 m x 1.70 m

The recommended manoeuvring space is at least 1.60 x 2.20 m

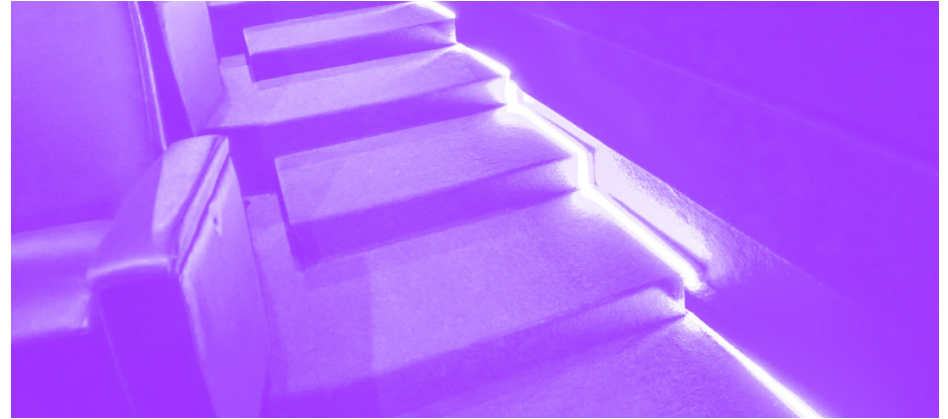
Ushers

Ushers should be available to help people who need assistance to access washrooms or concessions during the film.



Lighting

It is imperative to avoid the influx of light during the movie projection. Nevertheless, it is necessary to ensure a safe path for people with visual impairment by avoiding anxiety-provoking situations.



The solutions may consist of lighting at ground level by a light plinth, associated with Tactile Ground Surface Indicators. This avoids nuisance in the event of a late arrival. Colorful windows can also prevent anxiety situations.

Storage for Mobility Devices

An area to store mobility devices such as walkers, scooters, and wheelchairs should be available for people who wish to sit in a regular seat to enjoy the film. A staff member should be available to return the devices at the end of the film.

The Cinema Room Experience

Everyone has their preferred seating section in the theater to enjoy a movie. Therefore, it is recommended to provide space that allows people with disabilities to choose their own seats, rather than being confined to a designated section.

Support for Everyone



Support should be always available if required for people who ask to be escorted or who would prefer to sit in a specific seat such as next to railings. It is also recommended to give enough time between the doors opening and the start of the film to make sure everyone is seated comfortably and ahead of time.

Signage

Signs should be obvious and clear, indicating where visitors should go to find their seats. The signboard should contrast with the background and the lettering should contrast with the signboard. Symbols should be used to supplement written signs, such as arrows.

Directional signs should be mounted high enough so that they don't cause obstruction and they should be well lit.

Stay on Schedule

It is very important that the screening remains on schedule because people who use specialized accessible transportation services need to leave the event on time.

Sightlines

Sightlines to sign language interpreters should remain clear and seats close to the interpreters should be reserved, on request, for Deaf or for audience members with hearing impairment.

Sharing the Screening Experience

Do your best to accommodate people with disabilities so that they can share the entire screening experience with their friends, family, companions, support persons, or service animals.

Access to Stage

Stage access should be considered for people who use mobility devices, if introductions, debates, or discussions will take place during the event. Furthermore, it is recommended to use adjustable height podiums.

Clear Speech

During an event, all speakers should use microphones and should talk slowly and clearly. They should also repeat any questions from the audience in case no other microphone is available.

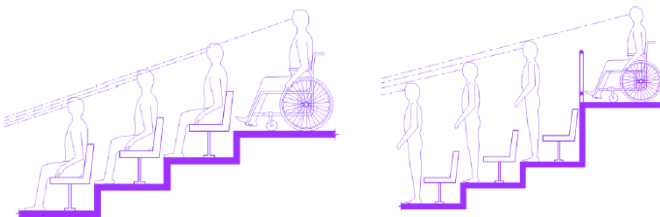
Accessible Seating

Accessible seating options are crucial for creating inclusive cinemas. Wheelchair users and those with mobility aids are often separated from their companions due to insufficient accessible seating space. In many theaters, accessible seating areas are situated at levels that can make viewing the screen uncomfortable, particularly for individuals whose disabilities may result in back or neck issues. Theaters should prioritize ensuring ample space to accommodate all individuals with disabilities and position this space appropriately to provide a comfortable and enjoyable experience for all.



Dimensions

The free floor space for a person using a wheelchair must be at least 90 cm wide by 120 cm deep. A minimum of two wheelchair spaces in a given location is recommended.



The eye height of a person in a wheelchair is higher (eye between 1.20 m and 1.30 m) than a spectator sitting in a regular cinema chair (eye at 1 m or 1.10 m).

This difference must be taken into account in the configuration of the slope or steps.

Distribution

The provision of spaces in several parts of the room is a plus in terms of the quality of service for wheelchair users. However, service must be made in accordance with fire regulations which recommend the need for proximity to emergency exits and visibility conditions provided by the cinema standard.

While the ideal location is a subjective notion that is difficult to define, the cinema-specific standard sets minimum values and recommendations that are applicable to all spectators in an inclusive manner.

Positioning

Wheelchairs in the Middle

The location of wheelchair seats in the middle of the room allows for an inclusive situation, provided that there is no obstruction that might block the spectator's sight.

When located in the middle of the room, in the first row, the counter slope allows the wheelchair users to benefit from a comfortable experience, since they will not be obliged to tilt their heads back, which causes them a lot of pain.

Wheelchairs at the Back of the Room

The position of seats at the back of the room allows wheelchair users to take advantage of the proximity to an exit, without causing visual discomfort for other spectators.

Wheelchairs in the First Row

Placing wheelchair users' seats in the first row must be avoided. This arrangement places wheelchair users in an absolutely uncomfortable situation because they cannot recline their bodies in order to adjust for the unfavorable viewing angle, as able-bodied patrons do.

Theater Layout Example

1 Emergency Exit

The doors on both sides of the screen are exit doors which lead to a secure outdoor space, level with the parking.

4 Continuous Path

Wheelchair users can freely and safely reach the cinema rooms without interruption, from the parking to the entry hall (reception, ticket office, waiting, toilets).

2 Wheelchair Locations

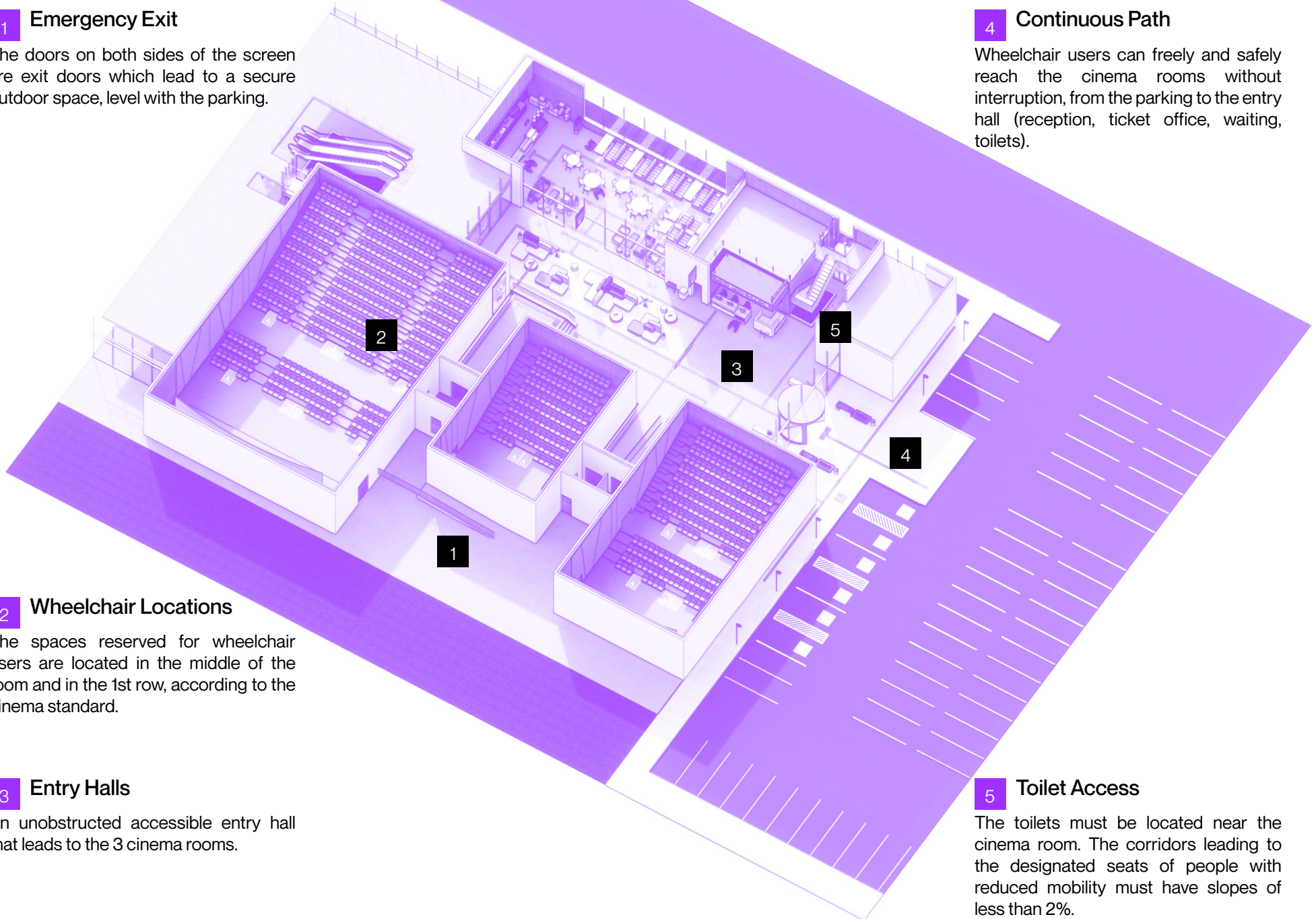
The spaces reserved for wheelchair users are located in the middle of the room and in the 1st row, according to the cinema standard.

3 Entry Halls

An unobstructed accessible entry hall that leads to the 3 cinema rooms.

5 Toilet Access

The toilets must be located near the cinema room. The corridors leading to the designated seats of people with reduced mobility must have slopes of less than 2%.



Venue Technical Needs

Captioning



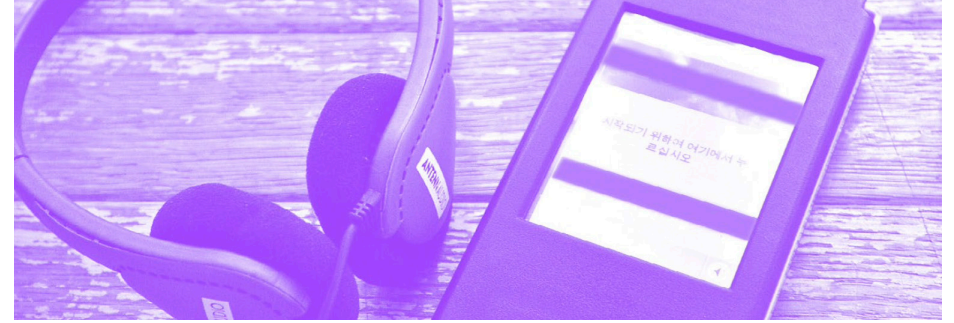
Both Open Captions (visible on screen for all viewers) and Closed Captions (available for individual selection) provide synchronized text descriptions that display dialogue and describe relevant sounds, enabling audience members to follow the film's story. Captioning makes films accessible to people who are Deaf or with hearing impairment, as well as those who use assistive listening devices, and can benefit everyone. It is also advisable to use CaptiView technology, which is a personal in-theater closed captioning system for hearing-impaired movie audiences that transmits and receives closed captions on a wireless frequency.

Communication Access Realtime Translation (CART)



CART is the act of transcribing and translating spoken text and sounds into words. The text appears in real time, while the words are spoken or played, on a big screen in front of the whole audience, on a laptop, or on a mobile device. CART helps make any event, speech, seminar, or meeting accessible to people with visual impairment. Hearing-accessible technology and services are crucial to creating an inclusive event so that everyone can participate, regardless of how well they hear.

Audio Description (AD)



AD is defined as “the verbal depiction of key visual elements in media and live productions.” AD is meant to provide information on visual content that is considered essential to the comprehension of the film. In these cases, not providing AD would prohibit blind and visually impaired individuals from gaining a complete understanding of the given film. AD can be pre-recorded so that the audience member participates by listening through a headset or, as a low-cost alternative; trained support workers can offer this same service by sitting next to the audience member and verbally sharing the descriptions. Currently, pre-recorded AD is not always available.

Sign Language Interpretation



Offering sign language interpretation at an event makes it accessible to participants who use sign language as their mode of communication. At such events, the sign language interpreters work between a spoken language and a sign language, for the benefit of two distinct audiences: those who sign and those who use a spoken language. This enables all participants to communicate. The sign language interpreters stand or sit next to the main presenter, depending on the type of event, and must be visible to the participants.



06

For People with Hearing Impairment

People with hearing impairment, also known as “communication disabilities,” may utilize various methods to communicate. Individuals who are deaf or have a hearing impairment may prefer to exchange information through writing or sign language rather than spoken language.

Hereafter is a simple guide to effectively communicate with a person with hearing impairment.

Lips



Ensure that the person with a hearing impairment is standing near or in front of you, as this position increases the likelihood that they will be able to hear you clearly or read your lips if they are able to lip-read.

Instead of repeating sentences that the person does not understand repeatedly, try rephrasing them in different ways to aid comprehension.

Speak clearly and loudly, while at the same time maintaining normal mouth movement. Overstressing words in speech makes lip reading difficult.

Reduce background noise when communicating with a person with hearing impairment or when providing them with instructions.

Signs

Use sign language, seek interpretation support from a sign language interpreter if available, or help from a family or friend who understands the person with a hearing impairment.

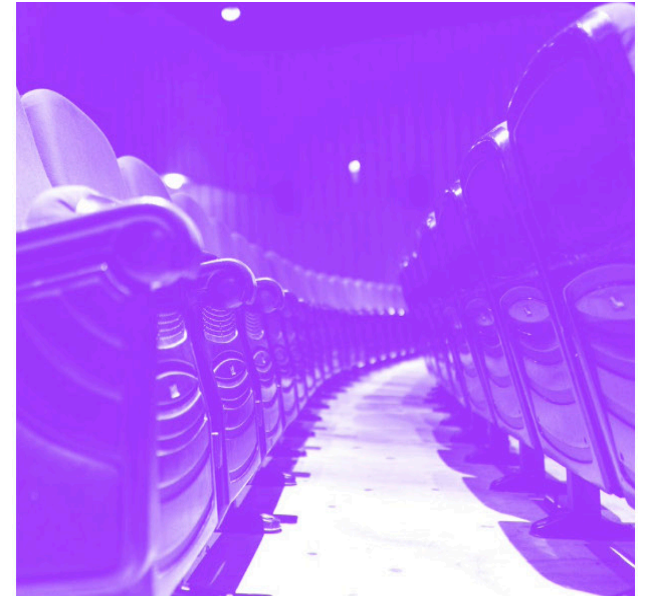
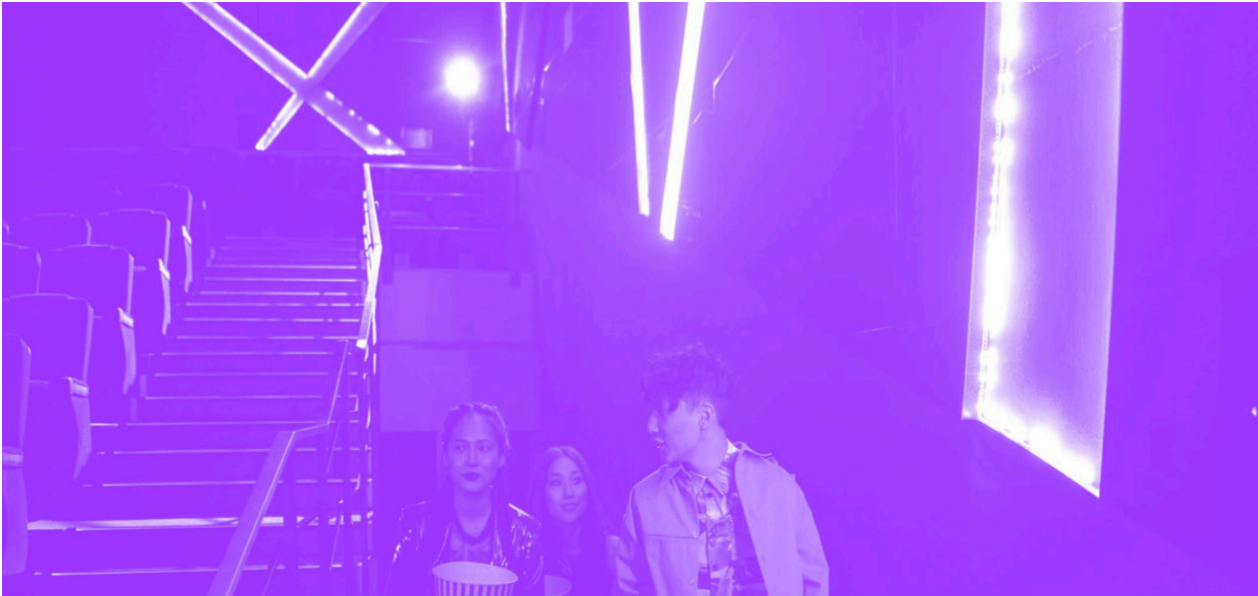
Use facial expressions corresponding with the topic and mood of the discussion.

Make and maintain eye contact with the person with a hearing impairment and direct your speech to them, not to the interpreter.

Keeping eye contact is important because breaking it may signal the end of the conversation.



Lighting



Use light to warn people if there is a change in the situation.

Pictures



Use gestures, demonstrations, and written or pictorial instructions instead of only verbal instructions.



Utilize visual aids, such as simple pictures, international accessibility symbols, and maps, to illustrate directions both inside and outside the facilities. Mark on the map the exact location of the individual to demonstrate where they are and provide clear directions from their current position. This approach enhances accessibility and facilitates navigation for all individuals, including those with disabilities.



07

For People with Visual Impairment

Hereafter, are some of the elements to take into account for people with visual impairment in both built environments and communication: Textures, Acoustic, Lighting, Color, and Smell.

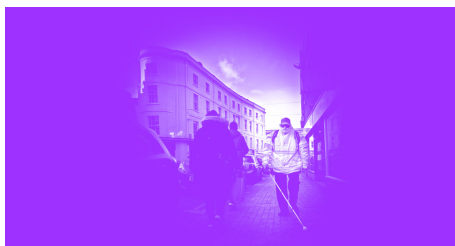
About Visual Impairment

People with Visual Impairment

Anyone with uncorrectable reduced vision is visually impaired and can have a wide range of problems. Few people are totally without sight. Most individuals today classified as “blind” actually have remaining sight and can be helped to make good use of it, improving their quality of life.



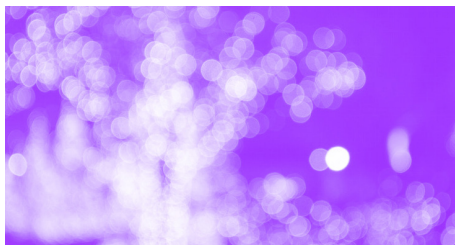
Loss of Central Vision



Loss of Peripheral Vision



Patchy Vision



Blurred Vision

Eye conditions can also affect vision in the following ways: Floaters, Light Sensitivity, Night Blindness, Hallucinations, Double Vision, Lack of Distance or Depth Perception, Eye Pain or Redness, Poor Perception of Color or Contrast.

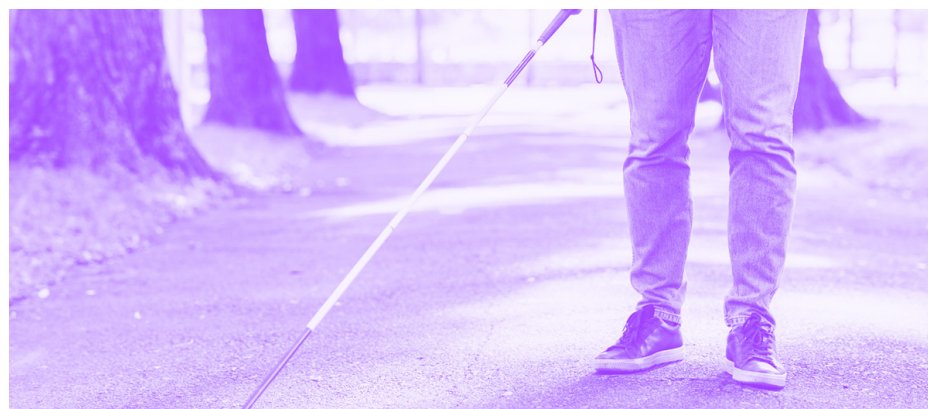
Requirements to Be Met

People with visual impairment have a decreased visual function that interferes with their ability to easily perform their daily activities. Therefore, to make their lives easier, a few requirements have to be met, such as: Placement of Tactile Ground Surface Indicators or TGSIs used for the assistance of the visually impaired to enable a barrier-free environment and to warn them about the places of risk ahead. The sound system for ticketing services and the programming of audio-described sessions are essential for autonomy and equal access to work. The free access of service pets that accompany people with visual impairment to public and private areas.

Mobility Aids

Many people with visual impairment use mobility aids, such as:

- Symbol Canes: a short white cane, held across the body to let others know that a person is visually impaired.
- Long Cane: a white cane that reaches the floor, used to feel and avoid trip hazards and obstacles. These come with a variety of tips, such as Ball Guide canes: They are held diagonally across the body, and used to find obstacles such as curbs and steps.
- Canes with a Red Band: these indicate that a person is with visual and hearing impairment.



Common Considerations for Visually Impaired Audiences

When planning a trip to a cinema there are certain questions and factors that a visually impaired person has to consider:

Before going to the screening, these factors have to be considered: The ease of booking a ticket, the movie duration, the availability of audio description, in addition to the venue’s accessibility. It is also advisable to ask about the quietest time to attend a screening, for the cinema not to be too crowded.

During the screening, these questions have to be asked: Is there a member of staff available for assistance and support? Will you generally receive a warm and friendly welcome? Are there accessible menus for food and drinks? Is signage easy to read? Is it clear where/how audio description headsets can be collected? What are light levels like in the venue? Are there adequate rest areas for service dogs?

Acoustic

Audio-description (AD)



To provide audio-described screenings for the customers, it is recommended to have Infrared (IR) Hearing Impaired (HI) and Visually Impaired (VI) portable receiver units that work with headphones and hearing aids. Most cinemas use infrared headsets to deliver audio-described screenings. However, some cinemas are replacing these over time with infrared bodypack receivers due to the added flexibility of customers being able to plug in their own headphones if they prefer. In addition, the body packs are interchangeable between headphones and neck loops for customers with pre-digital hearing aids who like to use the telecoil setting.

Content

The content writer must be very observant, skilled with language, and can determine the key visual elements that must be translated into words for the best understanding of the work. In addition, language skills are very important for choosing the right words to be as concise yet definitive as possible. It is also important not to talk over key sounds in the video. When there is room to speak a few extra words, additional information gives the listener more information about a character or scenery and a fuller appreciation of the work. Moreover, dramatic pauses, the passage of time without voice, the music score, and subtle sounds in the background should be preserved whenever possible. It is also advisable and desirable that a person with visual impairment validates the audio description. The time allotted for writing the audio description varies depending on the film and its complexity.

Audio Description Narrator: the audio-described text is designed to be read in voiceover by professional actors. Depending on the client's request and the budget allocated to the project, the choice can be made on one or two voices, male and/or female. Alternation of voices must be done according to the context of the scenario.

Noise Control

Avoid noise sources around you when you convey messages or give orientations and directions.

Equipment Example



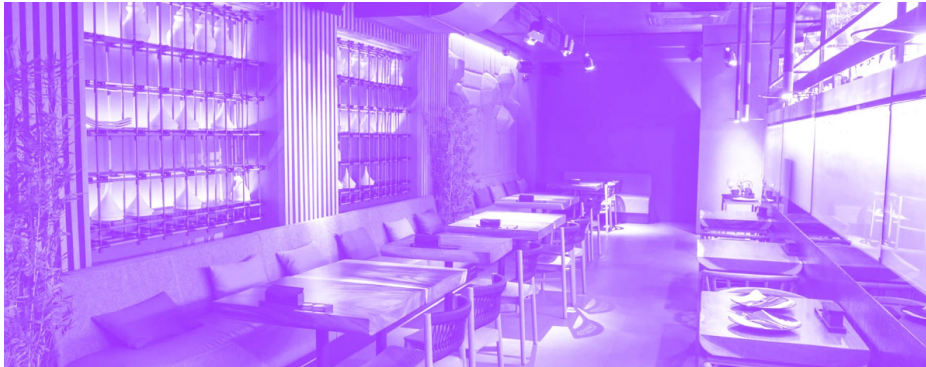
Dolby Fidelio Wireless Audio System

Dolby Fidelio is a wireless audio system that delivers both Hearing Impaired (HI) narration for hard-of-hearing customers and Visually Impaired narration (VI) for visually impaired customers. The system includes a transmitter that integrates with your digital cinema server and a charging station (with configuration tablet) that allows your staff to charge and program receivers for use in any equipped auditorium. The charging station can accommodate ten receivers. The tablet can program receivers to provide HI on both ears, or VI on both ears, or HI and VI together (one for each ear). These configurations allow you to give individual customers the experience they prefer. The Fidelio receiver can be used with the supplied plug-in headset or with customers' own preferred headset/earphones. Users can also control the volume on the device.

Lighting

Different Lighting Levels

Ambient lighting is essential for creating the right atmosphere in a cinema. When individuals first enter the theater, their eyes need time to adjust to lower light levels. Ambient lighting, which is soft and has lower lumen outputs than typical lighting, is easiest for the eyes to adjust to without any issues. The choice of color also plays a role, with most theaters opting for bluish or yellow-toned lights.



However, ambient lighting isn't the only needed type of lighting. Movie theaters should have overhead lights that are used during cleaning to provide adequate illumination for staff, but these lights shouldn't be on during the screening, since it's too harsh on the eyes to go from dimly lit to super bright in a matter of minutes. It is also a good idea to ease film-goers into the lower lighting levels in stages. While a bright lobby area is the expectation, the hallways leading to the various theaters should be dimmer than the lobby with the entrance to the individual theater being even dimmer to make the transition easier.

Natural Light

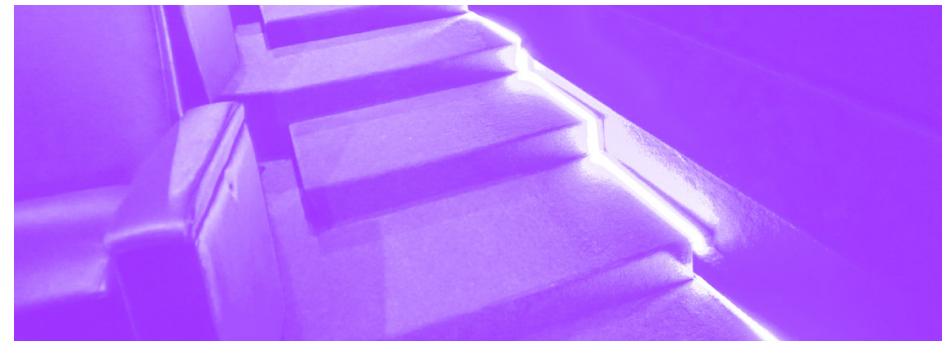
Usually in the lobby, natural light provides users with reassuring spatialization and temporalization benchmarks. However, it is essential to control the drawbacks in terms of disruptive visual effects: glare, variations, etc...

Artificial lighting is always necessary.

Care is taken to homogenize the different lighting sources, using an artificial lighting temperature that meets the desired general atmosphere. The closest to that of daylight is 4,200 Kelvin, but this light can appear very cold when used in small amounts. In general, retain a shade between 3000 and 5000 Kelvins.

Light Guidance and Safety

Lighting inside a movie theater should be about safety first. Therefore, if the theater is poorly lit, it can unfortunately lead to accidents and injuries. All high-traffic aspects of the location should be taken into consideration, such as the stairs, seats, and exits. The stairs should have runner lights that run along the length of the stairs with additional step lights placed on each step. The seats should also have backlighting underneath to provide a better view. The exits should be clearly marked with emergency exit signs for the safety of movie-goers.



Attention



Reflections on reflective surfaces, and backlighting from poorly located light sources should be avoided. Artificial lighting is thought out in its entirety, respecting the functions of the different light sources that coexist: ceiling lights, wall lights, display screens and trailers, blocks, etc...



Lighting

Ambiance

The room benefits from a variation in lighting throughout the session: lights are on when spectators arrive, semi-darkness during trailers, and full darkness during the movie. Lighting gradually returns when the credits are shown. The gradual changes in light intensity ensure everyone's comfort and help prevent anxiety-provoking situations, particularly for individuals with intellectual or cognitive disabilities who may be sensitive to sudden changes in light.

Lighting also contributes to the aesthetics and identity of the venue, serving as 'staging' elements for the screen, walls, and false ceiling. It's important to avoid two pitfalls: under-lighting or overly bright, dazzling direct lighting. Lighting before the session should allow for a safe journey to the theater and comfortable reading of documents.

Security

To alert the public about obstacles during emergency evacuations (e.g., fire) or in the event of late arrivals, light beacons should be positioned on the ground. It's important to ensure these light sources are not glaring, especially for the visually impaired, to avoid anxiety-provoking situations. However, they must be positioned in a specific way to ensure their brightness doesn't affect the screening session.

New cinemas often feature white, matte, or blue light beacons, which are aesthetically pleasing but may be bothersome to the eye and create colored refractions on the projection during dark scenes. However, the color red often helps avoid this issue.

Comfort and Safety of the Course

Lighting devices, whether continuous or strategically placed in key areas such as space disruptions, changes of direction, or architectural elements, play a crucial role in both enhancing the scenography and ensuring the safety of pathways.

Colors

Signage and Instructions

Write instructions with different sizes, fonts, and contrasting colors.

Mark Dangerous Areas

Ensure that the stairs, edges, posts, pits, ramps, and other dangerous areas are well marked with clear lines (bright colors where possible; yellow, orange, etc...).

Simple Colors



Limit the use of color and opt for simple color schemes, avoiding large-scale patterns. Remember that too many colors can cause confusion.

Smell

Defining Spaces



Smells can help people with visual impairment form efficient geographical cognition based on smells that can facilitate their travel, by establishing the association between the olfactory sensation and memory.

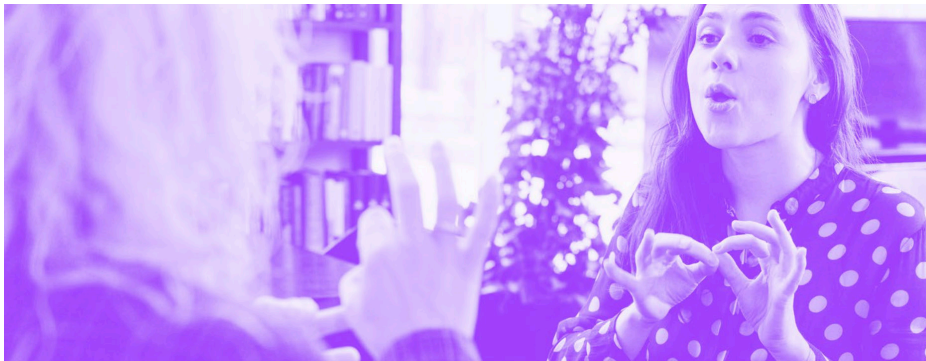
Talking to a Person with Visual Impairment

Identify Yourself



When meeting a person with a visual impairment, always identify yourself before you make physical contact with them.

Face the Person



Face the person with a visual impairment when talking with them. Always leave the conversation by saying or letting the person know that you are leaving. Ensure that the person with a visual impairment is standing in the front rows.

Be Accurate



When giving directions, use straightforward and accurate language, such as 'the door is on your left side,' rather than vague descriptions like 'the door is over there.' Utilize tactile materials to illustrate directions whenever possible. Additionally, rely more on verbal explanations than visual demonstrations or aids.



08

For People with Intellectual Impairment

The common point between Intellectual impairment and psychiatric disorder is the presence of behavioral disorders. Even though these two types of disability have different origins and characteristics, they require increased attention in terms of human support.

The regular screening experience needs to be adapted so that spectators with Intellectual impairment and their families feel comfortable with other spectators. People with a “mild” Intellectual impairment have sufficient autonomy to participate in cultural activities intended for all audiences.

About Intellectual Impairment

Intellectual Impairment

Intellectual Impairment results in a stable, lasting, and irreversible intellectual disability. Individuals with intellectual impairments may exhibit deficiencies in intelligence functioning, often accompanied by secondary disorders in language, motor skills, sensory perceptions, communication, and discernment.

Intellectual impairment can affect concentration, coordination, memory, and spatial and temporal orientation. To assist individuals with intellectual impairments, special attention should be given to signage and the use of pictograms to alleviate reading difficulties.

Individuals with disabilities often experience stress in new environments, such as movie theaters. The transition from a noisy, bright lobby, full of people and stimuli to a very dark room where they are asked to sit, not move and stay silent can be overwhelming. That's why sometimes the result of that might be an unusual behavior such as crying, laughing, off-beat applause, or "sit-stand" on the seat that can arouse pitying or aggressive glances. Unfortunately, these behaviors may provoke pitying or aggressive reactions from others, leading accompanying individuals to leave the theater. Thus, in order to know how to communicate and help them properly, staff awareness and collaboration with disability professionals are essential.

Psychiatric Disorders

Psychiatric disorders, recognized since the law of February 2005, were previously referred to as 'mental illness,' leading to confusion between psychiatric disorders and intellectual impairments. Psychiatric disorders arise from illnesses or disturbances of psychological balance.

The mental, cognitive, and intellectual capacities of these individuals remain intact but can be disturbed by the symptoms (manifestations) of these diseases. Mental illness can start, get stronger, or get better at different ages. It is sometimes difficult to communicate with people with psychiatric disorders during a crisis.



The feeling of not being accepted by one's environment can lead to emotional and social distancing, which can be deeply harmful. It's important to recognize that these individuals are not inherently 'less intelligent,' but rather may experience instability in their psychological state, leading to different patterns of reasoning and existential anguish, such as a fear of others. These people are likely to act differently in seemingly "simple" situations. Some may spend considerable energy masking their inner disorder; others exhibit deviant behaviors, and some will be influenced by their strong treatment that slows their speed of perception and comprehension.

People with psychiatric disorders are often highly sensitive and prone to intense emotions. Alongside their potential for artistic expression and creativity, they possess professional, social, and interpersonal skills like any other individual. Therefore, accommodating these spectators involves implementing measures to reduce environmental aggressiveness and raising awareness among staff who will interact directly with them.

Sensory-Friendly and Relaxed Screenings

A sensory-friendly or relaxed screening is specifically designed to welcome people who will benefit from a more relaxed environment, including people with Autism Spectrum Disorder, sensory and communication disorders, or a learning disability. So how can a screening be sensory-friendly:



Relaxed performances are designed to welcome individuals with learning disabilities, sensory and communication conditions, or anyone who would benefit from a more relaxed environment. These screenings adopt a relaxed attitude towards noise and movement, with small adjustments made to light and sound effects.

It is important to communicate the nature of these screenings in advance, and it's advisable to introduce the film before the screening begins so that the audience knows what to expect. Additionally, providing a designated rest area outside the screening room can be beneficial.

Some accessibility features, like ASL, CART, captioning, and audio description may require investment which should be included in the cost when planning

Other requirements are no or low-cost, like volunteers who can help with way-finding, live audio/description, etc...

Use Simple Language

Clear, short, simple instructions should be given and simple language should be used to ensure that the explanation provided can be simply understood.

When giving instructions, the addresser should stand in front of the individual to ensure they can hear and see him clearly.

Communication Methods

A wide range of communication methods should be used: verbal instruction, visual demonstration and other visual and auditory inputs (pictures, noise-making toys).



Repeat Instructions

Instructions should be repeated frequently, one has to be patient and give them extra time to make sure the message is well conveyed.



Use Colors

Use colorful images and equipment.

Simplify

Break down the task into small steps or use learning objectives.



09

Ticketing

Ticketing

Purchasing Tickets

Consider the accessibility of ticket purchasing for people with disabilities - if they do not have access to a computer or your website is not accessible, can they purchase by phone? Do they have to pick up the tickets in person before the festival or screening or can they be sent electronically or by mail? These questions must be considered and therefore multiple options must be offered to make purchasing tickets accessible. If rush tickets are available on the day of the screening, ensure the lineup area is wheelchair accessible and ideally covered in case of bad weather.

Financially Accessible Tickets

Consider offering financially accessible ticket options for individuals with low or fixed incomes. Additionally, if feasible, provide free or low-cost companion seating for those who require assistance. Make this information publicly available in advance to ensure accessibility for all attendees.

Customer Service and Volunteers



Uninformed ushers, box office or concession staff, volunteers, or event staff can undermine the accessibility goals of a film screening. Therefore, everyone who interacts with the audience should be aware of the available accessibility options and use inclusive language.

If the film screening is committed to be accessible for everyone, all vendors, including theaters, venue spaces, and caterers, must also prioritize accessibility and receive training to provide the same level of customer service and care.

Providing audience members with opportunities for feedback is always helpful for planning future film festivals. Thus, an additional section for the audience members can be added in order to comment on the accessibility options that were offered. It is advisable to offer multiple ways to give feedback.



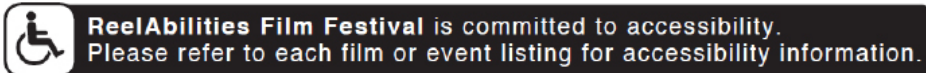
10

Communication

Communications

Once the accessibility features of the venue are known, the film-goers should be informed about them as well. As much information as possible should be provided in advance. For example, it should be indicated if a film is subtitled, or if it is multilingual. If this is the case, the number of languages and how many of them are subtitled must be mentioned before the event.

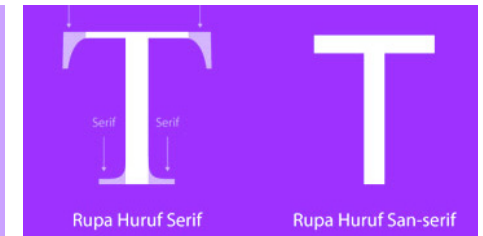
Contact information should be provided so film goers with disabilities can learn about the available accessibility features and request accommodations so they can enjoy the experience. It is also required to include universal accessibility symbols throughout the venue. (See image below)



An accessibility statement should be included in all of the communications such as: [Organization] is committed to accessibility. Please contact [NAME] by [phone and email] to let us know about your accessibility needs.

The start and ending times of all events must be mentioned.

The content description should be included so that audience members can make a decision about whether to attend the film that might include graphic depictions of abuse, suicide, or other potentially distressing situations or not.

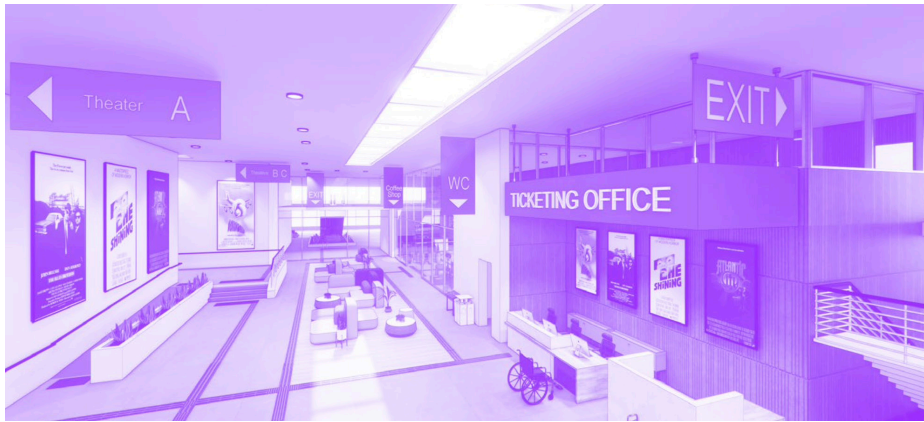


A variety of communication mediums should be available, such as telephone, email, and in person, to ensure that the film goers with disabilities receive the information they need, and are able to provide information back in a way that works best for them.

At least 14-point sans serif fonts such as Arial, Verdana, or Source Sans Pro should be used for print materials.

Signage

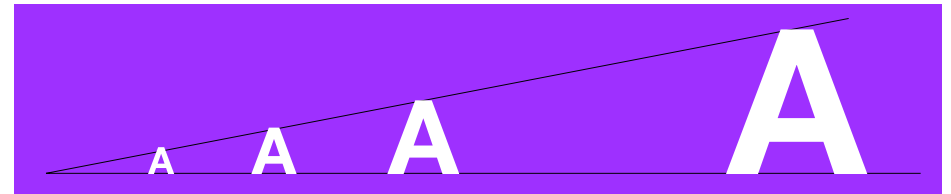
The graphic charter incorporates color, used as one of the constitutive elements of the identity of the place. It underlines, punctuates the spaces, and accompanies the viewer on their journey. The information provided to spectators by means of visual or sound signaling must be able to be received and interpreted by all.



Conceptual Approach

Certain rules govern the use of pictograms so that they are understandable by all:

- A good pictogram should contain little detail and should be easily distinguishable
- Legibility: the size of elements and their separators, the levels of contrast between elements, and also content familiarity facilitate legibility and comprehension
- The use of carefully selected pictograms facilitates the understanding of messages for all visitors
- The pictograms are to be used on the site (surroundings and interiors) as well as on all media (paper and online).



Visibility

Information media must meet the following requirements:

- Be contrasted with their immediate environment.
- Allow viewing and reading in "standing" as well as in "sitting" position.
- Be chosen, positioned, and oriented so as to avoid any glare, reflection, or backlighting effects due to natural or artificial lighting.
- If they are located at a height of less than 2.20 m, allow a visually impaired person to approach within 1 m.
- The signage must be frequent and clear.

Dynamic Display



Cinemas are increasingly embracing dynamic electronic displays within their halls and on their facades.

The dynamic display makes it possible to alternate a multiplicity of information with a defined and evolving schedule, according to the variation of the schedules of screenings, the events, or the schedule of releases.

This dynamic signage offers numerous advantages:

- a. Stimulates and captivates the attention of viewers during waiting periods
- b. Distributes information in real-time
- c. Provides diverse content through a single medium



QR Code

The QR Code “Quick response code” is accessible from a personal reader. It enables content (text, images, video) to be triggered, which is stored either in the application of the spectator’s terminal or on an online website (streaming) which requires an internet connection from the terminal (3G / 4G, Wi-Fi).

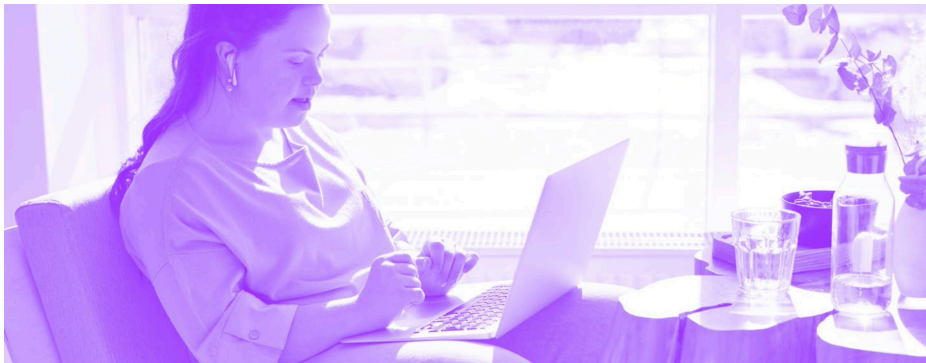
This technology, often used as cultural signage in the heritage center, is now being developed in many areas, for example for the sale of tickets through applications on smartphones. QR codes can be present at the bottom of posters and thus provide access to content (trailers, extracts, music, reviews, photos, newspapers or gazettes, and information).

QR codes enable a more efficient and updated workflow for event planning, management, and marketing. With the simple scan of a QR Code, the guests can get a comprehensive view of all the event details. QR codes can provide more information about the product or service without a sweat and the information quickly goes to the user’s device.

Website and Social Media Pages



Navigation



Websites should be navigable using a keyboard, and alternative texts should be provided to describe any images.

Information

It is recommended to share presentations, lectures, or speeches prior to the event if possible.

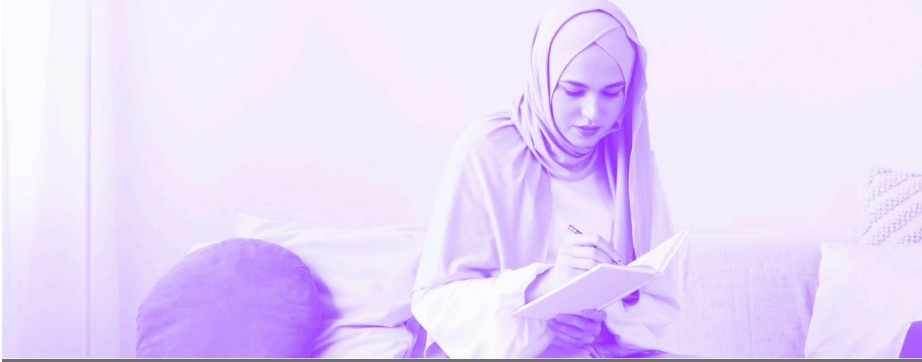
Engagement



If Audience Awards will be offered for various films, polls should be available in multiple formats to ensure accessibility for all voters.

General Tips

Consult Persons with Disabilities



People with disabilities can be involved in the decision making process and their opinion should be taken into account. Consider them as the best experts about their disability/injury. It is best to always ask them for advice on how to meet their needs.

Ask Before You Assist



Don't assume that all people with disabilities need assistance, as many are capable of performing their daily activities independently. However, if assistance is needed, it's crucial to ask them how you can best support them before offering assistance.

Be Sensitive About Physical Contact



Respect their dignity by not touching people with disabilities without their consent. Always ask before grabbing or holding their wheelchairs and other equipment they use.

Don't Make Assumptions

People with disabilities know best what they can or can't do. Avoid assuming their abilities or limitations based solely on their appearance.

Speak Directly to People with Disabilities

Remember, even if people can't speak, they can communicate in other ways. Be patient with individuals with disabilities and avoid assuming that they won't understand.

Treat People with Disabilities with Dignity

Respect their differences just as you would acknowledge anyone else's uniqueness, and treat them with the same level of respect and consideration you would offer to anyone.



11

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Symbols



Access to Low Vision



Accessibility Symbol



Audio Description



Telephone Typewriter (TTY)



The Information Symbol



Closed Captioning (CC)



Volume Control Telephone



Sign Language Interpretation



Assistive Listening System



Accessible Print



Braille Symbol



Visually impaired



WC

Restroom Symbols



General Circulation Symbols



General Safety Symbols



Vertical Circulation Symbols



General Safety Symbols

Credits

Research and Compilation

RE sarl

English Text Revision

Samar Yammine

Arabic Translation

Bassem Fayad

Design

Abraham Zeitoun



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