

Accessibility at in-person events

Updated August 2025

Reading this guide

We want our events to be accessible, welcoming and engaging for everyone. This includes supporting any access, religious or dietary requirements.

The following document is a summary of typical accessibility information for our in-person events. It also outlines further details we can provide in bullet point lists.

Please notify us of any access requirements you have when registering for an event. We can then send you a detailed access document for that event. This will also allow us to ensure we have provided what you need and to check if we need to make any changes to event setup.

If you require any further support on the day, please inform a member of staff. We also value any feedback after the event.

Contact

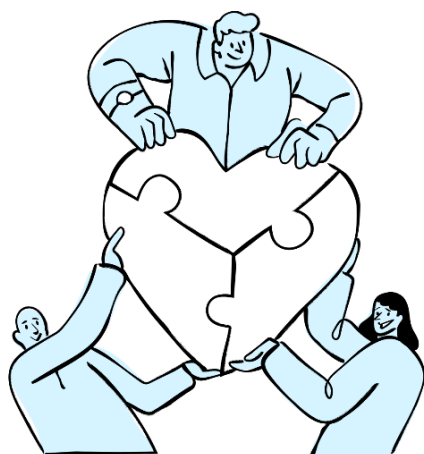
Email: tcpa@tcpa.org.uk

or call: +44 (0)20 7930 8903

For more information about the TCPA's vision and values, click here: [Our vision and values](#)

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1 Additional provisions you can request

The following are examples of what can be requested prior to an event, and we will do our best to accommodate:

- **Reading:** A printed copy of the agenda or related materials in a specified typeface, size or colour to make it easier to read. These will be provided on the day.
- **Access:** In-person support in accessing the building on arrival.
- **Communication:** A phone call to explain further details about the event.
- **Hearing aids:** Early arrival to check hearing loops.
- **Private space:** A private space for prayer/respice.
- **Guide dogs:** Access for guide dogs.
- **Costs in attending:** There may be funding for tickets, travel or other costs at our discretion if these pose a barrier to your attendance.

2 Event Introduction

You can see an agenda for most of our events on their event webpages.



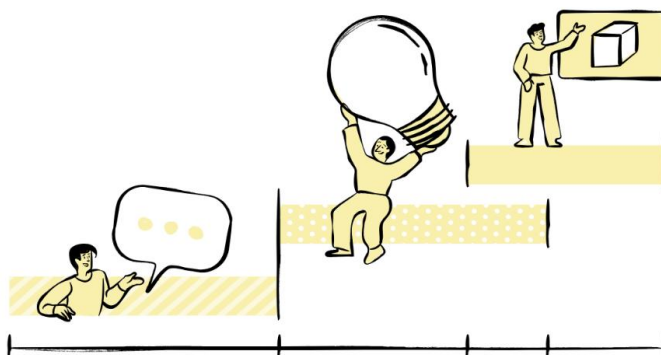
2.1 Format

- Details of the activities and sessions

2.2 Times, seating and refreshments

During refreshments, people often stand but some seating is usually available. If you require a seat, do let us know.

- Times
- Food/drinks (please let us know of any dietary requirements when booking)
- Seating arrangements and durations

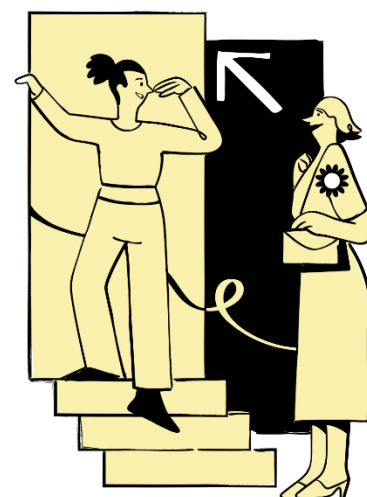


3 Physical Access

We aim to ensure all our event sites have level access, and handrails for any staircases. We also usually have seating during talks or workshops. If you have physical access requirements, please notify a member of staff on your arrival and we can confirm fire evacuation procedures.

3.1 Travel information

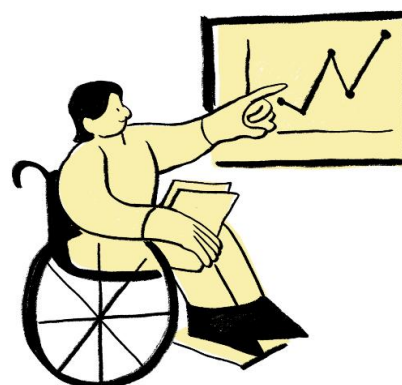
- What3Words entrance locations
- Description of entrance access and route to rooms for the event
- Detailed description of access from a nearby public transport stop
- Parking or drop off spaces



3.2 Toilets

We aim to ensure all our event sites have accessible toilets that have level access/lifts to them.

- Details on accessible toilets provision and proximity
- Details on gender neutral toilets provision



4 Language, sound, communication and visual access

4.1 Internet/cellular

- Cellular service
- Wifi

4.2 Sound and hearing

Hearing loops can be arranged at no charge. Please contact us in advance (use contact details on the front page).

- Audio on the day

4.3 Visual

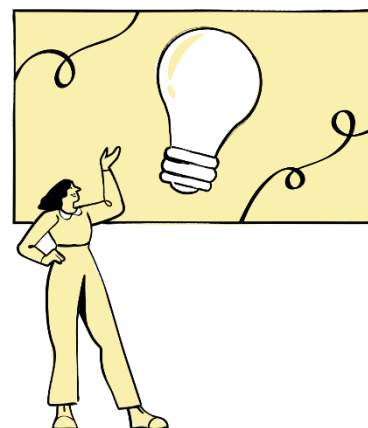
Paper versions of visuals can be printed in a specified typeface, size or colour for use on the day. Please contact us in advance by the details on the front page if you require this.

- Visuals on the day

4.4 Reading

Paper reading or event details can be printed in a specified typeface, size or colour for use on the day. Further reading can also be sent digitally before the event in a specified format. Please contact us in advance by the details on the front page if you require either of these.

- Advance notice of reading there will be on the day



5 Cognitive accessibility

5.1 Sound, light and temperature

There will usually be conversational level noise throughout our events and louder speaking voices during presentations.

- Temperature and air conditioning
- Floor types
- Other sounds such as music
- Natural lighting
- Artificial/electric lighting
- Food and drink options



5.2 Interactions

If used, name badges will be provided for attendees in a large typeface.

You may opt-out of any activities you are not comfortable with on the day.

There is no requirement for any physical contact throughout our events, although there will often be group networking sessions. It is entirely optional whether you shake hands when meeting new people.

- Numbers of attendees expected
- If there will be name badges

6 Privacy

6.1 Attendee lists

We may share attendee lists in advance with other attendees or organisers. There may also be name tags on the day. These will **only** include the: name, position, and/or organisation of attendees. If you would not like to be included in this, please notify us in advance.

6.2 Photography and videography

There may be photography or videography on the day. If you do not want to be included, please notify us in advance.

6.3 Social Media

Our events are usually publicised on our website, LinkedIn or Bluesky. Photographs and video including participants may be used from the event. If you would not like to be included in this, please contact us in advance of the day.

If you post on these social channels, please tag us:

LinkedIn: [Town and Country Planning Association \(TCPA\)](#)

Bluesky: [Town and Country Planning Association](#)

Thank you for reading! Any questions?

Email: tcpa@tcpa.org.uk

or call: +44 (0)20 7930 8903

