

Customer Journey Accessibility Services

Customer Journey – Services

We're committed to supporting an accessible customer journey for every visitor. Our team provides a range of measures designed to make the environment comfortable, welcoming, and easy to navigate for people with diverse access and sensory needs. Below is a list of services that we offer, if there is any additional support we can assist with, please let us know.

SEC Centre Key Features:

- There are wide accessible doors at both the east and west entrances and exits of the SEC Centre.
- There are automatic entry doors at both the east and west entrances.
- The concourse is broad, flat and accessible.
- All halls are at ground level making them easily accessible.
- Level 1 of the SEC Centre is also largely accessible with wide open spaces and corridors.
- There are lifts available to take customers up to the first, and only other, floor of the SEC Centre, making the building fully accessible. The first is in the centre of concourse, and the other is located behind the escalator, opposite Hall 5. Lift door opening dimensions are as follows:
 - Central Concourse Lift: **80cm wide.**
 - Escalator Lift: **108cm wide.**

Venue Wheelchair Hire:

- Our venue has a limited number of wheelchairs available to borrow. These can be booked in advance through an online form on the SEC website or are available on a first-come, first-served basis and can only be borrowed for one event day at a time.
- Collection and drop off for the SEC Centre is at the Information desk.

Sunflower Lanyards:

- We support the sunflower lanyard scheme at the Scottish Event Campus.
- Wearing a sunflower lanyard highlights to our colleagues that you have a hidden disability without you needing to declare it. If you require any additional support while in attendance, simply make any of our colleagues aware of how best they can assist you.
- We have a small stock of sunflower lanyards that can be borrowed from the information desk.



Sensory Backpack Service:

- The Scottish Event Campus is a buzzing, exciting hub for all kinds of events. We appreciate that for some, this can be a difficult environment. To help make your visit as enjoyable as possible, the SEC has a number of sensory backpacks, which are available to borrow, free of charge. These can be booked in advance through an online form of the SEC website or are available on a first-come, first-served basis.
- Each backpack contains a fidget toy, sensory distraction, ear plugs, ear defenders, sunglasses, feelings card and a sterilizing wipe. Children's packs also include a soft toy. Please note: some items included may be unsuitable for young children.
- Collection and drop off for the SEC Centre is at the information desk. Backpacks should be returned to the pick-up location, but children are welcome to keep the soft toy. Items are sterilized between use; however, a wipe is included in the backpack should you wish to use this yourself.

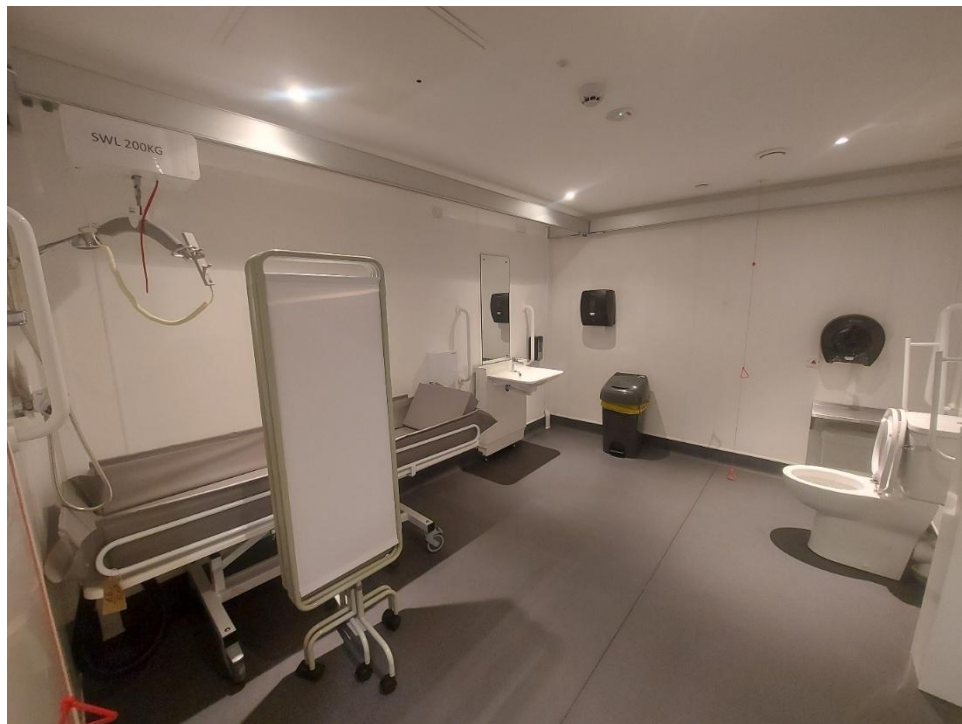


Ear Defenders:

- For anyone who may find the environment overwhelming, we can provide ear defenders to borrow, free of charge.
- These can be collected and dropped off at the SEC Centre information desk.

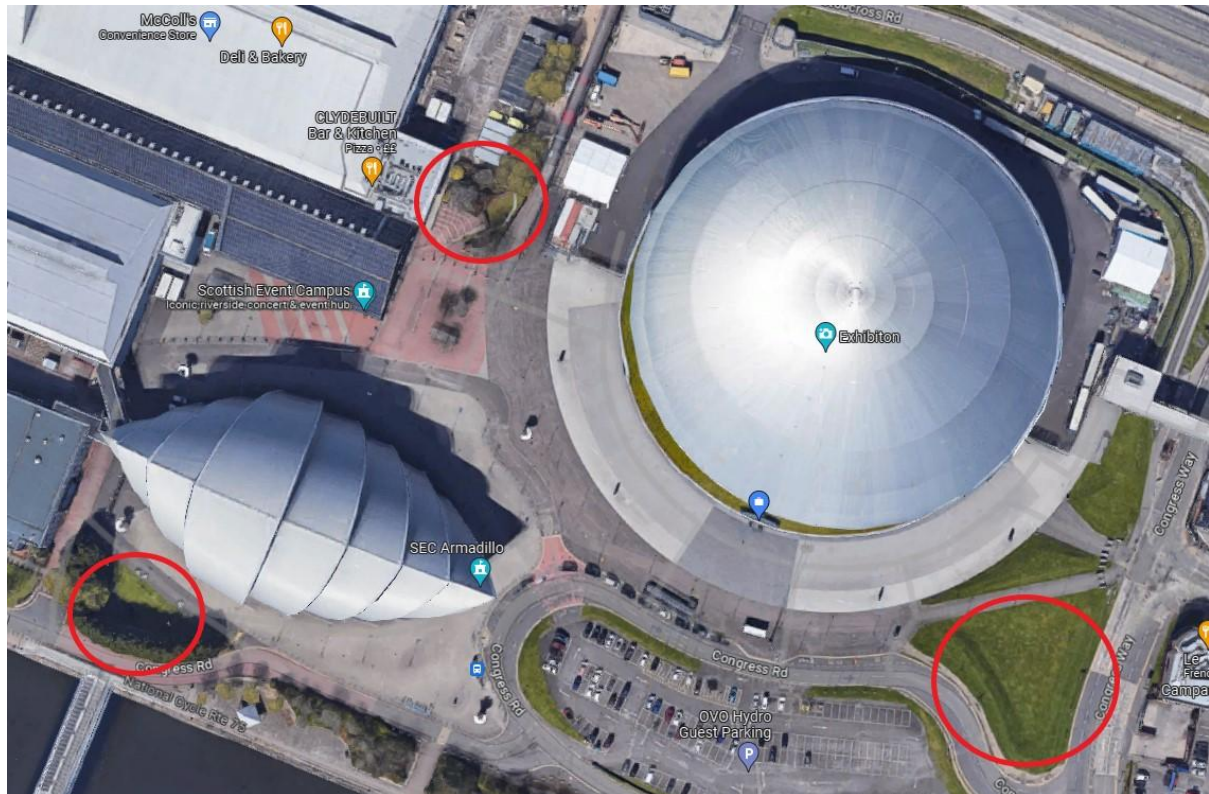
Toilets & Changing Place Facilities:

- Accessible toilet facilities are within easy reach inside the SEC Centre. These facilities can be accessed using Radar keys, which are available to borrow from stewards, the cloakroom and the information desk, or may be purchased from the Information Desk in the SEC Centre if you wish to have your own.
- The SEC Centre changing place is located inside the east entrance on the ground floor and includes the following facilities:
 - Changing Bed - Height Adjustable, Adult Sized, Free Standing
 - Hoist - Ceiling, Loop (personal straps required)
 - Peninsular Toilet
 - Washbasin Height Adjustable
 - Non-Slip Floor
 - Floor Space (SEC Centre) (sq. m) - 12
 - Emergency Alarm
 - Privacy Screen



Assistance Dogs:

- The SEC welcomes visitors with assistance dogs. We would ask that assistance dogs are clearly identifiable around the campus.
- The photo below shows the designated locations for dog spending areas within the site.



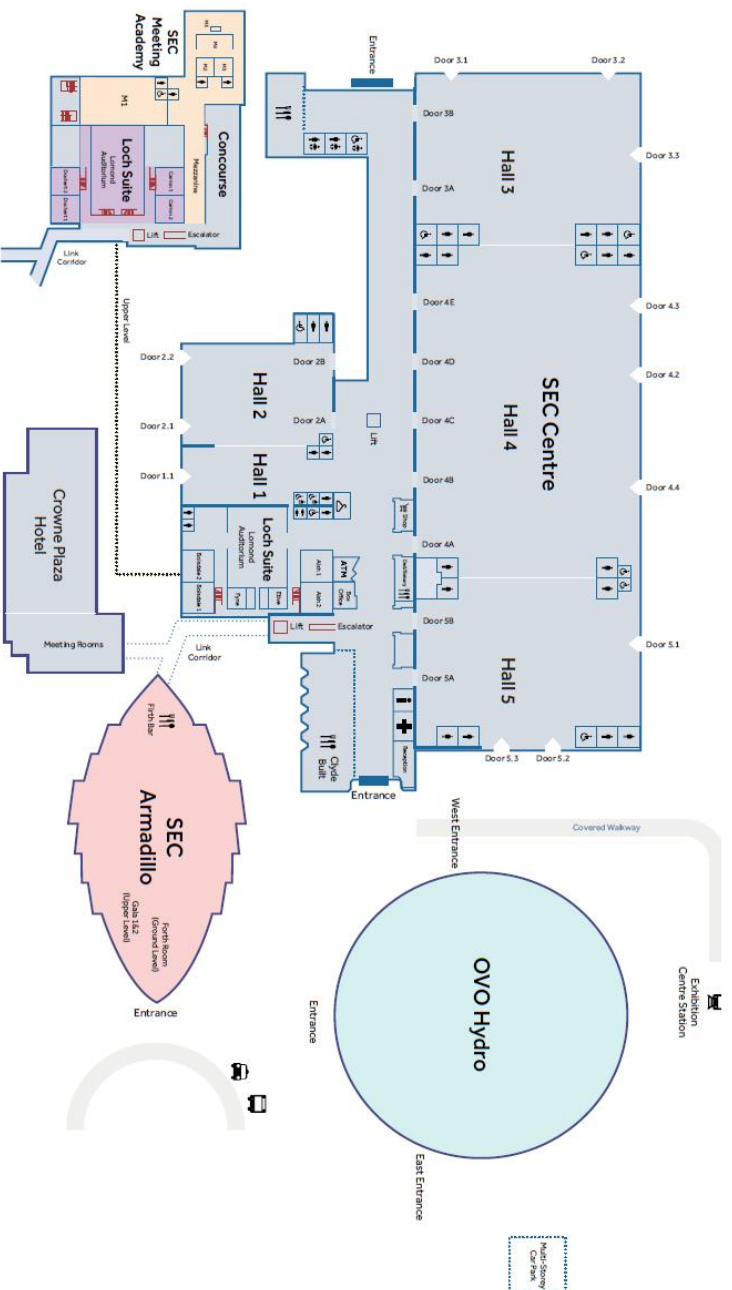
Gus the Bus:

- Our accessible shuttle transfer "Gus the Bus" operates on a per-event basis. The shuttle runs to assist customers from the drop off point, at the rear of the campus, to the front of the campus.

Provision can be discussed with your event manager and will be dependent on other events on campus at the same time



SEC



Scottish Event Campus, Glasgow, Scotland, G3 8YW
+44 (0)141 248 3000 / info@sec.co.uk
www.sec.co.uk / www.ovohydro.com

Plans are indicative only and are not true to scale.