

Accessible Toilet Checklist for Venues

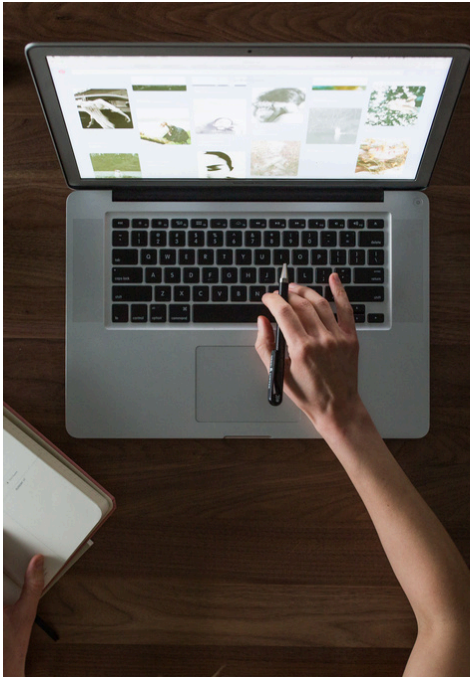
What every venue should have in place for disabled visitors



Introduction

This checklist focuses on one part of accessibility - toilets - because it's the part we know best, and often the part that decides whether a visit is possible at all. It won't cover everything a fully accessible venue needs, but it will help you get this piece right. Links to further resources on the wider picture are at the end.

Before Visitors **Arrive**



- ☐ Your website clearly states what type of accessible toilet facilities you have (standard Doc M, Changing Places Toilets , or both).
- ☐ You include real photos of the facility, not stock images or generic icons.
- ☐ You list the equipment available (e.g. hoist, adult-sized changing bench) rather than just "accessible toilet."
- ☐ There's a working phone number visitors can call ahead of a visit with questions.
- ☐ Opening hours for accessible facilities match your general opening hours - or any differences are clearly stated.

Finding the Toilet **On-Site**

Signage to the accessible toilet facilities are clear from the main entrance and from key visitor areas. ☐

The facilities are sited close to the areas visitors actually spend time in, not tucked away as an afterthought. ☐

If a RADAR key or staff assistance is needed to access the facility, this is clearly signed and easy to arrange. ☐

All staff are trained to understand what facilities are available and how to direct visitors to them ☐



Doc M Toilet Essentials



- ☐ Sufficient turning space for a wheelchair user.
- ☐ Grab rails, an emergency alarm cord, and a wash basin within reach of the toilet.
- ☐ The facility is kept clean and well-maintained, and any faults are reported and fixed promptly.



Changing Places Toilet Essentials



- ☐ An adult-sized, height-adjustable changing bench.
- ☐ A ceiling track hoist that covers the whole room.
- ☐ A peninsular WC with space for a carer on both sides.
- ☐ A height-adjustable wash basin.
- ☐ Enough room overall for the user and up to two carers to move around safely, plus privacy screening.
- ☐ Maintenance and Loler testing schedules are kept up with.

Day-to-Day Operations

Cleaning schedules for accessible facilities are as frequent and robust as for standard toilets.



Staff receive basic training on hidden disabilities and why not every visitor who needs these facilities is visibly disabled.



Feedback from disabled visitors is actively sought and acted on, not just collected.



Accessibility Doesn't Stop at the Toilet

Getting this right is a strong foundation, but it's one part of a much bigger picture - physical access, sensory considerations, staff awareness and clear information all matter just as much.

For more on the wider picture, see:

[Accessible Travel: What Makes a UK Summer Trip Truly Accessible?](#)

[Hidden Disabilities and Changing Places Toilets - Who Are These Facilities Really For?](#)

[Why an Accessible Doc M Toilet Isn't Always Enough](#)

If you're not sure whether your venue needs a Changing Places Toilet at all, try our interactive [self-assessment tool](#), or get in touch with our team directly.