

Accessibility Policy

Stamford International Film Festival
Stamford Arts Centre

1. Statement of Commitment

The Stamford International Film Festival is committed to creating an inclusive, welcoming, and accessible environment for all attendees, participants, staff, and volunteers. We aim to ensure that everyone, regardless of ability or access needs, can fully enjoy and participate in the festival.

2. Accessibility Principles

Our approach is guided by the following principles:

- **Inclusivity:** Everyone should feel valued and able to participate.
- **Equity:** We strive to remove barriers and provide reasonable adjustments.
- **Dignity and Independence:** Attendees should be able to access services comfortably and autonomously where possible.
- **Continuous Improvement:** We actively seek feedback to improve accessibility year on year.

3. Venue Accessibility

Stamford Arts Centre offers a range of accessibility features, including:

- Step-free access to key public areas where available
- Accessible toilets
- Designated wheelchair seating in screening areas
- Assistance for navigating the venue upon request
- <https://www.stamfordartscentre.com/about/access/access-cinema/>

Detailed venue-specific accessibility information will be made available on the festival website prior to the event.

4. Communication Accessibility

We are committed to accessible communication by:

- Providing festival information in clear, easy-to-understand language
- Making large-print materials available upon request
- Providing a contact point for accessibility enquiries before and during the festival

5. Ticketing and Booking

- Accessible seating can be reserved during booking or by contacting the venue, Stamford Arts Centre
- Complimentary tickets for personal assistants/carers will be available where required
- Booking assistance will be provided for those who need it

6. Staff and Volunteer Training

All staff and volunteers will receive guidance on:

- Disability awareness and inclusive customer service
- Assisting individuals with different access needs
- Responding appropriately to accessibility requests and concerns

7. Assistance and Service Animals

- Assistance dogs are welcome throughout the venue
- Water and relief area information will be provided on request

8. Feedback and Continuous Improvement

We welcome feedback to help improve accessibility. Attendees can:

- Speak to staff during the event
- Submit feedback via email or an online form after the festival

All feedback will be reviewed and used to inform future planning.

9. Contact Information

For accessibility enquiries, requests, or support, please contact:

Email: greenstreetcollective25@gmail.com

We encourage attendees to get in touch in advance so we can best accommodate individual needs.

This policy will be reviewed annually and updated in consultation with accessibility advisors and community feedback.