

The IRN-BRU Carnival

Accessibility Guide



Accessibility

The IRN-BRU Carnival has taken a number of measures to make sure that as many people as possible can enjoy their day out at the Carnival. However, please be aware that while we have made a great effort to provide facilities to accommodate as many access requirements as possible, there will inevitably be some areas and rides which still present a challenge for some. This guide has been designed to detail the facilities available to you so that you can make an informed decision as to the best way to visit Carnival.

If you have any questions that are not answered below, please contact info@qdevents.co.uk and we will do our best to help.


When to visit

The days prior to Christmas, and the final week (Monday 7th January – Friday 11th January) are generally quieter times, however we cannot guarantee this will be the case.

Ride Access Passes

The Carnival offers a Ride Access Pass to guests who are unable to stand in queues due to a disability. The pass is available in addition to paying for standard entry, and can be used by eligible guests to access the ride via the exit barrier. This access is intended to provide a reduced waiting time compared to the standard queue line, although this cannot always be guaranteed. The eligible guest plus one of their visiting party will be able to access the ride in this way.

To ensure the system remains beneficial to those who rely on it, the Organiser reserves the right to check a person's eligibility under the Equality Act. Please bring one of the following documents to the Organiser's Office to be granted your Ride Access Pass.

1. Disability Living Allowance or Attendance Allowance award letter (dated within the last 12 months) showing that you receive the higher rate mobility component.
 2. Personal Independence Payment letter (dated within the last 12 months) showing that you receive enhanced mobility component.
 3. A current and valid Blue Badge.
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If you believe you are unable to stand in a queue but do not hold any of the above documentation, we are happy to arrange a Ride Access Pass upon presentation of a letter from your GP or consultant on headed paper (dated within the last 12 months) which clearly states that you are unable to queue and why.

Please note that the IRN-BRU Carnival does not copy, record or store the data provided in your documentation – once you have been given your pass, your documents will be immediately returned to you.


Carers

Visitors who require a Carer to accompany them to the Carnival must obtain the appropriate ticket for their Carer.

Carers who wish to ride or use the stalls will require a standard ticket with vouchers, which can be bought at the discounted rate of £8 from the Organiser's Office on arrival. Those who will not be using any of the rides or stalls can obtain a Carer's pass free of charge from the Organiser's Office on presentation of their Carer card, or one of the following documents (pertaining to the visitor they are caring for):

1. Disability Living Allowance or Attendance Allowance award letter (dated within the last 12 months) showing that you receive the higher rate mobility component.
2. Personal Independence Payment letter (dated within the last 12 months) showing that you receive enhanced mobility component.
3. A current and valid Blue Badge.

Please note that the IRN-BRU Carnival does not copy, record or store the data provided in your documentation – once you have been given your pass, your documents will be immediately returned to you.



Wheelchairs

A limited number of wheelchairs are available to hire free of charge, however visitors are advised to bring their own wheelchair if possible. If you wish to hire a wheelchair, please use this form to request one in advance: <https://www.sec.co.uk/visitor-information/accessibility>. If you have not booked one in advance, please visit the SEC Cloakroom for more information.

Please be aware that ride attendants are unable to assist with helping patrons onto rides, and this will remain the responsibility of your Carer or accompanying guests. If you require a Ride Access Pass to assist with this, this can be obtained from the Organiser's Office on presentation of suitable documentation (see **Ride Access Passes**).

Autism Friendly Hour

On the 31st December and Tuesday 8th January, we will open the IRN-BRU Carnival for an autism friendly hour one hour before general entry. This will be from 11am-12 noon on the 31st, and 4pm-5pm on Tuesday 8th January. During this hour, the main hall lights will be on, music will be turned off, the rides will be slower where possible (although the ride lights will still be on), and no one holding a general entry ticket (valid from the standard entry time) will be granted access to the hall until the end of the hour, so it will also be a quieter time to visit.

After the hour is finished, visitors who have attended the autism friendly hour will be welcome to stay in the halls, however the Carnival lights will be on and the main hall lights will be dimmed, also with the music going on and rides will be back to their regular speed. Standard ticket holders will also be able to enter as normal after these sessions, so it is your choice whether to leave before then or remain at the Carnival.

The IRN-BRU Carnival
SEC Exhibition Way, Glasgow G3 8YW

