

Out and about

Museums, art galleries, amusement parks

Accessible to me but refused access



**RIGHT TO
PARTICIPATE**

Useful knowledge

The Equality Act 2010 requires service providers, including shops, pubs, restaurants, art galleries, museums and theatres to make reasonable adjustments, if asked, to ensure that disabled people can use those services.

This can include providing additional support or assistance, providing a ramp to ensure wheelchair access, or making information available in alternative formats, such as braille or easy-read.

If you need reasonable adjustments that do not appear to be available, you will have to ask for them yourself. However, the Equality Act also requires service providers to think ahead and develop adjustments they think disabled people using their services are likely to ask for. Failure to make reasonable adjustments, particularly when you ask for them, is a form of discrimination.

Speaking to or writing to the owner or manager of a service is often the best way to ensure your access needs will be met. If you know what kind of adjustments you need, it is usually easier to get them implemented.

Museums, art galleries, amusement parks

Under the Equality Act 2010, museums, art galleries and amusement parks must make reasonable adjustments for disabled visitors. This can include modifying premises, installing accessibility equipment, providing seating areas and providing information in alternative formats.

There may be some circumstances where you could be denied entry to all or part of a space or attraction on health and safety grounds. This does not necessarily constitute discrimination, provided all reasonable attempts have been made to eliminate disproportionate risks for disabled people.

For example, amusement parks have minimum height and weight limits on some rides. Denying you access if you're below the minimum height would not be grounds for discrimination if the requirement can be shown by the park to be 'a proportionate means of achieving a legitimate aim'. If the aim is health and safety, it may be legitimate. As long as there is no other less discriminatory way of achieving the aim, other than refusing on height grounds, it will be justified

However, many services or attractions may be overzealous in refusing access on the grounds of health and safety. For example, if you're denied entry

because staff assume you won't be able to safely evacuate in the event of a fire, even though there are adequate means of evacuation, you're likely to have been discriminated against. Disabled people have the same rights as non-disabled people to take risks. In many circumstances you have a right to decide for yourself how much of a risk you're willing to accept.

Useful skills

- Effective communication
- Negotiation skills
- Writing clearly

Ways to assert your legal rights

1. If you're denied access on health and safety grounds that you believe discriminated against you, speak to or write to the manager of the museum, art gallery or amusement park. Provide details on what you were refused access to and why you think the refusal constitutes discrimination.
2. If you're not satisfied with the response, you can take them to court. You should seek legal advice before doing this. There are strict time limits for taking legal action under the Equality Act. You have six months minus one day from the date of discrimination to make your claim in the County Court. A court can allow a claim out of time in limited circumstances. You can claim for compensation, and a legal order for the service provider to make the reasonable adjustments you had asked for but been refused.

You can get more help from

The [Equality Advisory & Support Service \(EASS\)](#) runs a free helpline assisting individuals with equality and human rights issues across England, Scotland and Wales.

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| Telephone | • 0808 800 0082 |
| Text phone | • 0808 800 0084 |
| Email | • through websites form |