

European Accessibility Act (EAA) Compliance Checklist for Live Events

1. Ticketing & Websites

- ☐ Ticketing website and app comply with WCAG 2.1 AA standards.
- ☐ Users can navigate ticketing system with keyboard only and screen readers.
- ☐ Ticket confirmation and event info provided in accessible digital formats.
- ☐ Payment systems are accessible to people with disabilities.

2. Pre-event Information

- ☐ Programmes, schedules, venue maps and pricing are available in accessible formats (HTML, tagged PDF, large print and easy-to-read).
- ☐ Accessibility information for venue (step free access, induction loops, toilets, assistance points) is clearly published.

3. Venue & On-site Communication

- ☐ Emergency announcements delivered in both audio and visual form.
- ☐ Signage uses clear contrast, plain language and symbols.
- ☐ Provide sign language interpretation in the broadcast feed if required.
- ☐ Staff briefed on disability inclusion and assistance protocols.

4. Live Content & Performances

- ☐ Provide live captions/subtitles on big screens or app.
- ☐ Offer sign language interpretation where possible.
- ☐ Ensure audio systems can connect with assistive listening devices (e.g. hearing loops).
- ☐ If video content is shown, provide captions and audio descriptions.

5. Livestreaming & Online Events

- ☐ Streaming platforms used are accessible (player controls work with assistive tech).
- ☐ Provide real-time captions for livestreams.
- ☐ Provide sign language interpretation in the broadcast feed if required.
- ☐ Offer recordings with captions and transcripts afterwards.

6. Suppliers & Contractors

- ☐ Choose AV, captioning, ticketing and event tech suppliers who meet EAA requirements.
- ☐ Include accessibility compliance clauses in contracts.

7. After the Event

- ☐ Provide accessible feedback forms (digital forms compliant with WCAG).
- ☐ Offer a way for participants to raise accessibility complaints in live with national.