Lyra Festival 2022

Online Accessibility and Tech Information

Lyra Festival is committed to providing a programme of events and online viewing experience that is accessible, safe and inclusive for all audience members and workshop attendees.

Whilst we may not get everything right each time, we will constantly seek to learn and improve, and receive further training to continually adapt our methods and meet the needs of as many people as possible.

Please read this document and fill out the Online Form Here if you have access requirements you need assistance with.

<u>Ticketing</u>

In order to attend any of our online events, including free entry events, you **must** book a place in advance via our website.

All tickets will be sent via email. You will receive your online Zoom event link on the morning of the event, at the latest. If you haven't received it,

please remember to check your spam/junk folder. If you have booked a ticket but still cannot find your ticket link, please email us at lyrafestival@gmail.com so we can investigate the issue and re-send your link.

It is advisable that you create a Zoom account in advance to ensure the process of joining an event/workshop is smooth and easy.

For specific queries about the ticket booking system, please contact our ethical ticket provider [HeadFirst Bristol](#).

Event Safeguarding

Events and workshops will have a chat box where audience members and performers are encouraged to interact.

For poetry performances, we recommend typing in the chat box in between poems rather than during the poems themselves, to avoid distracting performers or any audience members following with audio description. Language in the chat box that is offensive, inappropriate or discriminatory will not be tolerated.

Please bear in mind that poets sometimes perform personal content that others may find difficult or triggering. Content warnings will be used where possible, and where individual poets decide to use them. Blanket trigger warnings may be given at the start of poetry events.

Our events are not age-restricted, since we cannot monitor this digitally. We encourage guardians of young people to make their own responsible decision about the suitability of an event. Where possible, we will include a content warning for strong language at the start of an event.

British Sign Language Interpreters

All events which include captions or BSL are clearly signposted in both our online brochure and our events listings.

The BSL interpreter will be positioned in an easily visible part of the screen.

For online events, the BSL interpreter will be positioned in an easily visible part of the screen. Where events feature several speakers, we will endeavour to restrict the number of speakers on screen alongside the BSL interpreter at any one time to just one, to ensure they are as visible as possible.

Our interpreters have all received training on how to use Zoom and are committed to adapting their cameras and screen sizes to ensure their entire range of signing is visible. Our interpreters will be using clear background colours and clear lighting during their performance.

Events signposted as *Captioned* will have captions automatically viewable on the screen during the event – you will not need to press anything. Events with *Zoom's auto-transcription technology* will have transcriptions enabled by clicking the button at the bottom of your screen - we cannot guarantee 100% accuracy with this software.

Please email us if you would like to request a copy of the poems for an event in advance, and we will endeavour to ensure that the written text versions are sent to you.

Using Zoom

Please register for a Zoom [account in advance](), if you do not already have one. This will save time on the day and allow you to join the session more easily.

If you click the Zoom link and it says the Zoom meeting has not yet started, please wait in the holding room for a staff member to begin the activity

Where possible, we would recommend using Zoom on a laptop or desktop if possible, rather than a tablet or phone.

To ensure strong Wi-Fi connection and avoid any video lagging, please remember to close down any other browsers, tabs or applications that you might have running during the event. It is also best to plug straight into your router via an Ethernet cable, rather than relying on Wi-Fi. Where possible, you can also try asking others in the house to refrain from using the Wi-Fi during the event.

We recommend having a glass of water to hand for a lengthy session of 2 hours, and where possible we will endeavor to build in a short break halfway through workshops.

Events will be screened as Zoom Webinars. Audience members will be able to interact in the chat box, but cannot turn on their videos or microphones. Audience names will not be viewable by others unless they have typed in the chat box.

During events that feature an audience Q&A, you can submit a question in the Q&A box and it will be answered if there is time. For specific tech or safeguarding queries, you will be able to private message a member of Lyra Festival staff.

During workshops, you will be encouraged to have your video switched on, but there is absolutely no obligation to do so. You will also be able to switch your video on/off at any point. You can mute the session and come back to it if you feel like you need a breather. A host from Lyra will introduce the event and provide necessary safeguarding information before handing over to the workshop facilitator. Some workshops may use break-out rooms where participants will have a brief shared discussion in smaller groups, before returning to the main room.