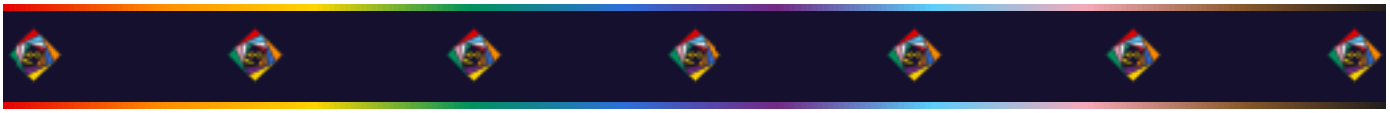
THE GLITTER STANDARD · DOCUMENT

The Venue Pack

The pledge, the door, search and toilets cards, the courtesies list, the wording templates, the Ask for Angela and non-inclusive incident procedures, the declaration and the evidence checklist.

Version 1.2 · October 2026 · Download as PDF · All documents · Large print, plain text or Word on request from hello@theglitterstandard.co.uk



Every template, card and procedure behind the Ten, ready to sign, print and put up. Fill in the gaps, upload the evidence, and you are most of the way there.

How to use this pack

Each of the Ten has a page here. Where a template is needed it is complete and only asks for your venue's details. Where a staff card is needed it is written to be printed and put in the staff area, the office and behind the bar. The evidence checklist at the back lists exactly what to upload. Nothing in this pack asks you to change a rule you already run for safety or licensing; it asks you to apply your rules to everyone equally and to train your people to do that with dignity.

#	POINT	IN THIS PACK
1	Sign the pledge	The pledge, one page, to sign and re-sign yearly
2	Train an Inclusion Lead	What the course covers; how to book
3	Train the team	How the module is assigned and recorded

#	POINT	IN THIS PACK
4	Brief the door	The door card and the search card
5	Toilets with dignity	The toilets card and the private facility sign wording
6	Needs-led	The courtesies list template
7	Tell people before they arrive	The wording template for your website or socials
8	Signpost	The poster (supplied separately as a print PDF) and where it goes
9	Ask for Angela, and respond to non-inclusive incidents	The Ask for Angela card and the non-inclusive incident procedure
10	Ask the belonging question	The QR card (supplied separately) and how it works
	Your venue record	Four questions we keep on file, including emergency procedures
	Keep it true	The annual declaration and the evidence checklist

1. The pledge

Add this page to the equality and diversity policy you already hold for Best Bar None. Sign it, date it, name the accountable person, and re-sign it every year with anything a test raised acted on.

The Glitter Standard inclusion pledge

This venue welcomes everyone the law protects: whatever their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity,

race, religion or belief, sex or sexual orientation. We put LGBTQIA+ inclusion and neurodiversity at the heart of how we train, because those are the guests most often failed on a night out.

We apply our own rules for entry, safety and behaviour fairly to everyone. Nobody is refused, removed or treated worse because of who they are.

Treating people fairly is not the same as treating everyone identically: some guests need something different from us to have the same good night. Within reasonable expectations we will try to deliver what a guest needs, without asking them to explain themselves, and where we cannot we will say so kindly and offer what we can.

The same welcome applies to our own staff. Nobody who works here is treated worse because of who they are, and every member of staff has a route to raise a non-inclusive incident, about a guest or a colleague, with someone other than their line manager.

Ask for Angela works here. Any member of our staff who is asked for Angela will take that guest somewhere safe, ask what they need and help them leave discreetly. Every member of staff is trained on it and we accept that The Glitter Standard will test it without warning.

We record any incident where a guest is targeted because of who they are as a non-inclusive incident, with its category, in our incident log, and we report it to the police with the consent of the person targeted.

We train every customer-facing member of staff, we keep one trained Inclusion Lead, and we act within sixty days on anything The Glitter Standard's testers or our own guests raise.

We accept unannounced testing by The Glitter Standard, its published complaints and delisting policy, and that the badge comes down if we stop deserving it.

Venue: _____

Accountable person (name and role): _____

Inclusion Lead (name): _____

Signed: _____ Date: _____

Re-signed (date, yearly): _____

2 and 3. Training

The Inclusion Lead course (three hours, online)

For one manager or senior team member. Covers: the Ten and why each exists; the law in plain English (the Equality Act, the licensing objectives, the EHRC Code); the door, searching with dignity, the toilets and needs-led courtesies as judgement calls, with real scenarios; emergency procedures for everyone, covering how your own evacuation, invacuation and lockdown plans work for disabled, deaf and neurodivergent guests, and how to write that in; Ask for Angela and the non-inclusive incident response, step by step; LGBTQIA+ guests in practice: names and pronouns, same-sex affection treated like anyone else's, harassment of lesbian and bi women by men recognised for what it is, trans guests never remarked upon, HIV stigma, and intersex and asexual guests as part of the plus; neurodiversity: sensory overload, what to expect at the door, autism mistaken for drunkenness, and what to do when someone is overwhelmed (one person, quiet, space, time, no security escalation); disability, mostly not visible, and the needs-led rule; race and faith, including guests who do not drink; how to run the 45-minute module for your team; how to upload evidence and read your belonging dashboard. Certificate on completion. A two-hour online area session each quarter with other Leads in your area.

The team module (45 minutes, online)

For every customer-facing person including door staff and regular agency staff, within three months of starting and yearly after. Assigned by your Lead from the platform; completions are recorded automatically and form your training record. Covers the same ground as the course at the floor level: what to do in the ten seconds after someone is called something at the bar, what to say at a toilet door, how to ask who a guest would prefer to search them, what to do when someone asks for Angela, how to grant a small request without questions, the name a guest gives you, why an autistic guest is not a drunk guest, what to do when someone is

overwhelmed, what to do for a disabled or deaf guest if the venue has to evacuate or lock down, and where the poster is.

This module is the equality and diversity training Best Bar None already asks you to evidence.

4. The door card

Print for every door supervisor and the duty manager. Read it at the start of the shift briefing until it is second nature.

At the door: our rules, applied fairly

Our rules are ours. Capacity, group size, stag and hen parties, intoxication, dress code, banned lists, a bad feeling about someone. Every one of these is a legitimate reason to refuse, and refusing someone because they are not dressed for our dress code is fine.

Apply the same rule to the next person in the queue. A dress code that is enforced for one group and waved through for another is not a dress code. That is where a refusal becomes discrimination.

Nobody is refused or removed because of who they are: their skin, their faith, their accent, their disability, their gender, who they love, or who they are with.

ID is about reasonable likeness and age. Does the photograph reasonably look like the person in front of you, and are they old enough? That is the whole check. The name and the gender marker on the ID are not part of it and are never commented on.

Take the time, discreetly. If you are unsure, step aside from the queue, keep your voice down and get the duty manager. Nobody is questioned in front of a queue.

Signs of autism or a disability are not signs of intoxication. Not making eye contact, unusual speech, rocking, flapping, going quiet, taking a long time to answer or needing a moment are none of them reasons to refuse or

remove. Give the person time, out of the queue, with one member of staff rather than three: it keeps things calm and it avoids embarrassing anyone.

Searching is part of the job, and how you do it matters. See the search card.

Every refusal gets a reason in the refusal log, the one you already keep for Best Bar None.

Unsure? Get the duty manager. Never guess, never argue at the door.

4b. The search card

Print alongside the door card wherever guests are searched. Searching is increasing across the sector as venues prepare for the Terrorism (Protection of Premises) Act 2025 (Martyn's Law), which brings duties for premises with a capacity of 200 or more. A search is one of the most exposing moments of a night out, and it is the moment most likely to go wrong for a trans, non-binary, disabled or neurodivergent guest. Your search policy and your legal duties do not change. How your team carries them out does.

Searching, done with dignity

Say what is happening before you touch anyone. "We search everyone tonight. Is that all right?" A guest who knows what is coming can tell you what they need.

Ask, do not assume, who searches whom. "Would you prefer a male or a female member of staff?" Take the answer at face value, without comment, whatever the person looks like or what their ID says. If nobody of that gender is on shift, say so and offer the alternatives: waiting a moment, a private search, or a manager.

Offer a private search to anyone, always. Somewhere out of the queue, with a second member of staff present. Never make a guest ask twice.

Never remove, lift, press on or comment on anything a guest is wearing on their body. That includes binders, packers, prosthetics, stoma bags, insulin pumps, catheters, medical devices and religious dress. If you need to check something, ask the guest to show you themselves, in private. Mobility aids, prosthetics and medical equipment are never treated as weapons and are never taken away.

Assistance dogs are not searched and are never separated from their handler.

Medication, sharps and medical equipment are expected. Do not challenge a guest about needles, pens or spare medication. Note it if your procedure requires and move on.

Sensory awareness. Say before you use a wand or a torch. Give a neurodivergent guest a moment and a clear instruction, one at a time. Do not stand behind someone to search them.

A refusal to be searched is a refusal of entry, not an accusation. Say it plainly and without an audience, and log it like any other refusal.

If something goes wrong, the duty manager comes to the guest. Not the other way round.

5. The toilets card

Print for the staff area and the duty manager. The venue decides its own toilet arrangements within the law. This card is about how staff behave, not about designation.

Toilets: act on behaviour, never on who someone is

We keep every right to manage our toilets for safety. Checks for drug use, damage, more than one person in a cubicle, or anything our licence requires continue exactly as before.

Nobody is questioned about their body or their gender at a toilet door. Not by door staff, not by bar staff, not by cleaners.

If a guest raises a concern about another guest, take it to the duty manager. The manager handles it in private, calmly, with both people's dignity intact. Nobody is called out across a bar.

One private, lockable toilet is available to anyone. The accessible toilet counts. If someone asks where they can go privately, that is the answer, said kindly.

If something is happening in a toilet that breaks our rules, deal with the behaviour. Who the person is has nothing to do with it.

Sign wording for the private facility (A5, on the door, alongside the accessible symbol where it applies): "This toilet is private, lockable and available to anyone who needs it."

6. The courtesies list

Write your own. Choose things that cost nothing and that nobody would lie for. Put it up in staff areas and tell every new starter. The rule: nobody is asked for a diagnosis or documents before any of these. Safety and capacity rules still apply to everyone.

Small things we always offer, no questions asked

☐ A quieter table or spot, if one is free

☐ Tap water, always

☐ A large-print or digital menu, or a member of staff reading it out

☐ Ear defenders (if we hold them behind the bar)

☐ A moment outside with re-entry, at the duty manager's say-so

☐ A seat while waiting to order

☐ _____

☐ _____

Tick the ones you offer, add your own, cross out any you cannot. The list is yours.

7. Tell people before they arrive

Copy, complete and paste onto your website, your Google Business profile and your social channels. Then make a free listing at euansguide.com, which takes fifteen minutes.

The page has to be readable too. Put the words on the page as real text rather than inside a poster image, keep the contrast strong enough to read in daylight, and describe every image. If you sell tickets online to anyone in the EU or Northern Ireland, the European Accessibility Act has applied to your website and ticketing since 28 June 2025.

Suggested wording

Before you visit. [Venue] is usually [quiet / lively / loud] with [low / normal / bright / flashing] lighting; [the back room / the garden / the front bar] is the quieter spot. Getting in: [there is usually no queue / there is often a queue after 10pm]; [we search bags / we do not search bags]; we check ID [on everyone / if you look under 25]. [There is / There is not] step-free access to [the bar / the toilets / everywhere], and [there is / there is not] an accessible toilet. Assistance dogs are always welcome. Alcohol-free drinks are always available and nobody is pressed to drink. We recognise the Hidden Disabilities Sunflower lanyard: if you wear one, let us know if there is anything that would help. We are a Glittered venue: theglitterstandard.co.uk.

8. The poster

Supplied as a print-ready A4 and A3 PDF. Put one where guests will see it (near the bar or by the exit) and one inside the private facility. It carries the support lines every Glittered venue signposts (Galop, Switchboard, Report It, Samaritans, and 999), how

to reach The Glitter Standard, and the QR code for the belonging question. Replace it if it is damaged; photograph it in place for your evidence.

9. Ask for Angela, and the non-inclusive incident response

Ask for Angela: what every member of staff does

1. Someone asks for Angela, or asks if Angela is working, or asks to speak to Angela. Treat it as exactly that, however calm they seem.
2. Say "Of course, come with me" and take them somewhere away from whoever they are with: the office, behind the bar, the kitchen door.
3. Ask what they need. It might be a taxi, a friend called, a quiet minute, or just to leave without being followed.
4. Get the duty manager. Help them leave discreetly if they want to; call a licensed taxi for them if they want one; do not send them back.
5. Log it in the incident log. Do not discuss it on the floor.

If The Glitter Standard is testing you, the tester will end it the moment you begin to respond, with the words "Thank you, I am fine, I thought I saw someone I know." Nothing else happens, and you learn it was a test from the report.

Non-inclusive incident response: the ten seconds after

A non-inclusive incident is anything a guest experiences as hostility because of who they are: race, religion, disability, sexual orientation, gender identity. It does not have to be a crime to be logged.

1. **The person targeted comes first.** Go to them. "Are you all right? I saw that. What would you like us to do?" Somewhere quieter if they want it.
2. **Deal with the person responsible under our own rules**, the same rules as for any other behaviour. That usually means they leave.
3. **Log it as a non-inclusive incident with its category** in the incident log you already keep.

4. **Offer to report it to the police, and do so if the person targeted consents.** Tell them about Report It (report-it.org.uk) if they would rather report it themselves.
5. **Tell the duty manager and the Inclusion Lead.** It goes in the next team briefing without names.

10. The belonging question

Supplied as print-ready QR cards for tables and the bar, and a QR block on the poster. The code opens theglitterstandard.co.uk/belong with your venue code already filled in. Guests answer one question ("I feel like I belong here") and, if they choose, tick which groups describe them. No names, no cookies. You see your score and the gap between groups on your dashboard; The Glitter Standard publishes only area and national figures. Aim for fifty answers a quarter, twenty-five if you are small: a card on every table and one at the till does it.

Your venue record

Four questions we ask once and keep on file. They are not scored and they are not part of the Ten. They tell us what your venue is, and one of them is the question nobody else asks.

The venue record

Capacity, and whether you expect 200 or more people at any one time, or 800 or more. This tells us whether the Terrorism (Protection of Premises) Act 2025 applies to you at the standard or enhanced tier.

Do you search guests? Yes or no. If yes, the search card applies.

Do your emergency procedures say how a disabled, deaf or neurodivergent guest gets out? Evacuation, moving people inside, lockdown. Yes, no, or working on it. We do not write your procedures and we do not assess them. We ask because most procedures do not say, and because the training will help you fix it.

Who is your accountable person and your Inclusion Lead?

The Glitter Standard is not a security standard and does not assess anything under the Terrorism (Protection of Premises) Act 2025. The Security Industry Authority regulates that. We ask the third question because the statutory guidance is clear that the Act does not supersede your Equality Act duties, and because a procedure that leaves a wheelchair user on the first floor is not a procedure.

Keep it true: the annual declaration

Annual declaration

I confirm that the evidence this venue has uploaded for the Ten is true and current; that every customer-facing member of staff has completed the team module within the last year; that our Inclusion Lead is trained and attends the area sessions; that any finding from a test or our belonging score has been acted on within sixty days; and that our incident log records non-inclusive incidents with their category. I understand that a false declaration ends this venue's accreditation.

Venue: _____

Accountable person: _____

Signed: _____ **Date:** _____

The evidence checklist: what to upload

#	UPLOAD
The six core competencies	Your Best Bar None accreditation, or evidence of each of the six on our templates

#	UPLOAD
1	The signed pledge
2	The Inclusion Lead's certificate (added automatically when the course is completed on the platform)
3	The team training record (generated by the platform)
4	A photo of the door card and, where you search guests, the search card in the staff area, and confirmation your refusal log has a reason field
5	A photo of the private facility sign in place, and of the toilets card in the staff area
6	A photo of your courtesies list in the staff area
7	A screenshot of your "before you visit" wording online as real text, and your Euan's Guide listing link
8	Photos of the poster in place, including inside the private facility
9	A photo of the Ask for Angela card and the non-inclusive incident response procedure in the staff area, and confirmation your incident log has a non-inclusive incident category
10	Nothing: your belonging answers appear on the dashboard as guests use the cards
Yearly	The signed annual declaration