

Record Store Day is aware that some of our customers have disabilities and participating in Record Store Day can be more challenging. We take our responsibilities under the Equality Act 2010 seriously in terms of not discriminating against those with disabilities.

Our stores therefore do not treat them differently to other customers and are aware of their legal obligations under the Act when considering the services they offer and how they offer them.

Our stores are under no obligation to offer preferential treatment (like reserving product) but they do take positive steps to remove the barriers faced because of their disability to ensure customers can receive the same services, as far as this is possible, assomeone who's not disabled.

Our stores are asked to take steps to make access easier but it is not possible to experience an event like Record Store day without going to the place in which it is taking place.

RSD stores are under a strict code not to reserve items and to sell them on a first come first served basis.

The best option for many is to ask a friend or family member to queue up as this is the best way to guarantee they will get the product they want.

Stores are also asked to make reasonable adjustments for those with disabilities including for example the following:

* Ensuring if possible wheelchairs can access the shop with ramps or offering alternatives such as bringing product out to them outside the shop, giving a numbered ticket for their place in the queue, asking another person to hold their slot etc.
* Offering a chair, place to sit, numbered queue place holder etc.
* Offering a quiet location to wait, a numbered queue place holder or to bring product out to them etc.
* Ensuring if possible that customers can be helped downstairs etc or that products can be brought to them in a location they can access.

**We kindly ask customers not to pressure stores into reserving product which is in breach of the RSD rules**

AND REMEMBER you can buy online on the Monday following RSD at 8pm