
Policy Document:

Reasonable Adjustments Policy

Last updated: June 2026

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1. Overview:

1.1. This Policy Document aims to outline the guidance for making reasonable Adjustments for planning and delivering National SSAGO events. This Policy should be read alongside the Safeguarding Policy, the Activity Guidelines and Nights Away Policy and all other applicable Policies. This policy applies to National SSAGO events. It may be used as guidance for local club events; however, Students' Union policies take precedence for club-level activities.

1.2. This policy is to be reviewed where required by changes to legislation and guidance.

2. Our Duties

2.1. The Equality Act 2010 requires us to make Reasonable Adjustments for people with a disability. There is no requirement for a medical diagnosis of their disability. This means that it is possible in certain circumstances that people with a disability may receive more favourable treatment than people without a disability.

2.2. Disabilities can be visible or non-visible and include physical disabilities, sensory impairments, neurodivergence, long-term health conditions, mental health conditions, learning disabilities, chronic illnesses and other such conditions.

2.3. Reasonable Adjustments may include changes to policies, practices, communications, physical arrangements, activities, timings, or the provision of additional aids or support. Adjustments can and will vary according to the needs of the individual and the circumstances of the event.

2.4. We are under this duty when a disabled person would be placed at a significant disadvantage compared to someone who isn't disabled because of the way we carry out our functions, a physical feature or the lack of provision of aid.

- 2.5.** We will make reasonable efforts to agree, in advance and in collaboration with the individual concerned, the Reasonable Adjustments that can be made. Where a requested adjustment cannot be provided, we will give clear reasons and, where possible, explore alternative options.
- 2.6.** Attendees may be accompanied by a personal assistant, support worker or carer where required. Organisers will work with the attendee to determine any practical arrangements necessary to support attendance
- 2.7.** We also have an anticipatory duty to consider what Reasonable Adjustments attendees may require and, where reasonably practicable, make provision for them in advance. These may, depending on the event, include, but are not limited to:
- Accessible accommodation and toilet facilities.
 - Step-free access where reasonably available.
 - Accessible communication methods.
 - Alternative activity options.
 - Dietary requirements.
 - Quiet or low-stimulation spaces where practicable.

3. Requesting Reasonable Adjustments

- 3.1.** Requesting reasonable adjustments for an event should be done at the earliest opportunity, to allow events to be more able to accommodate the request.
- 3.2.** These should be communicated where possible in writing, either through a specific section on the booking form or through emailing the event organisers. Information regarding an individual's disability or adjustment requirements will only be shared on a need-to-know basis for the purpose of planning and delivering the event and will be handled in accordance with applicable data protection requirements.

3.3. In the vast majority of cases, we will be able to agree and deliver reasonable adjustments with minimal delay. In some cases we will need to consider these adjustments in more detail and what our volunteer team can reasonably provide.

3.3.1. Requests made after booking or during an event will still be considered. Whilst some adjustments may not be achievable at short notice, organisers will make reasonable efforts to identify suitable alternative measures.

3.4. Reasonable Adjustments, insofar as they apply within this policy, will be judged against the following criteria:

3.4.1. The effectiveness of the Adjustments

3.4.1.1. The adjustments should fully address the disadvantage faced by the attendee.

3.4.2. The practicality for us to make the adjustments

3.4.2.1. Where a requested adjustment would require changes beyond what can reasonably be delivered by a volunteer team, it may not be possible to provide it. In such cases, alternative adjustments will be explored where feasible.

3.4.2.2. An adjustment will not be considered reasonable where it would create a significant or unmanageable risk to the health or safety of the individual concerned or other attendees.

3.4.3. The resources required to make these adjustments

3.4.3.1. For an adjustment to be reasonable, it must be effective; however, an adjustment that would be effective may not be reasonable if it requires disproportionate resources or is impractical to deliver.

3.4.3.2. The resources available to the specific event will be a primary consideration when assessing reasonableness. Where appropriate, the availability of support or resources from SSAGO more broadly may also be considered.

3.4.4. The extent that the adjustment disrupts our activities

3.4.4.1. It would be unreasonable for organisers to devote excessive time and resources to one person where doing so would seriously disadvantage other attendees.

3.4.4.2. It may also be unreasonable to materially change the nature of an activity where doing so would remove core opportunities or experiences for other participants. Any such decisions will be made carefully and proportionately.

3.5. Event organisers will normally consider adjustment requests in consultation with the Events Officer. Complex requests may be referred to the Trustee Board for advice or determination.

4. Operational Matters

4.1. The SSAGO Trustee Board has responsibility to oversee and monitor the Reasonable Adjustments that have been requested and made, in order to review the support we can give to attendees and organisers.

4.2. If there is an issue with the offered Reasonable Adjustments from the Organisers of an event, their contact point is the Events Officer. If there is an issue with the offered Reasonable Adjustments from an Attendee, their contact point is the Members Officer.

4.3. Where an attendee disagrees with a decision regarding a requested Reasonable Adjustment, they may request a review by the Trustee Board. The review should consider whether this Policy has been applied correctly and whether alternative adjustments are available, and be undertaken in enough time for adjustments to be made for the event.

4.3.1. This review process does not replace any complaints procedure available under other SSAGO policies.

Appendix A: Guiding Examples

Example 1: A wheelchair user requests adjustments to make the challenging hike wheelchair accessible. The hike is planned to be across hills, over stiles and boggy terrain. The Committee talk to the Events Officer, and they decide that by 3.4.4, this adjustment wouldn't normally be reasonable as it would change the nature of the activity too greatly. They together respond to the request saying that they wouldn't be able to make that adjustment, and recommending other wheelchair accessible activities.

Example 2: A wheelchair user requests adjustments to the Saturday activities so that there are wheelchair accessible organised options to book onto. This is a situation that should not have happened under 2.4 and should have been noticed by the Events Officer and the committee at an earlier time. This would normally be a Reasonable Adjustment to make, even though the attendee would be able to organise their own activities.

Example 3: A wheelchair user requests access to plug sockets to charge their electric wheelchair overnight, when the only plugsockets available are in committee space. This would normally be a reasonable adjustment, even though it results in the member getting preferential treatment over other attendees under 2.1.

Example 4: An attendee informs organisers that they are autistic and may become overwhelmed in loud or crowded environments. They request access to a quiet space where they can take breaks during the event. The organisers identify a suitable area within the venue, and take reasonable steps to not disturb this space during the event. This would normally be a reasonable adjustment.

Example 5: An attendee requests event information in a format compatible with screen-reader software. The organisers provide electronic copies of event materials in an accessible format. This would normally be a reasonable adjustment.

Example 6: An attendee requires refrigeration for medication. The organisers arrange secure access to refrigeration facilities at the venue. This would normally be a reasonable adjustment.

Example 7: An attendee who can become non-verbal requests access to all participants contact information, to enable the attendee to communicate with the other attendees when non-verbal with equal ease as non-disabled attendees. This would not be a reasonable adjustment as it violates our data protection responsibilities. The Events officer and Event Committee would work with the affected attendee to find other, more reasonable management strategies.