

To whom it may concern,

This letter is to help staff working at attractions and venues understand the impact of Inflammatory Bowel Diseases (IBD) like Crohn's Disease, Ulcerative Colitis or Microscopic Colitis.

About these conditions

These are lifelong conditions of the gut, but they can affect other parts of the body too. They are painful, debilitating and widely misunderstood. There is no known cure, and the conditions may flare up unpredictably. People who live with these conditions may look well but may need extra support or assistance. Find out more at crohnsandcolitis.org.uk/information.

Symptoms and their impact

People living with these conditions can be affected in different ways. They may have:

- Severe diarrhoea - This can be sudden, uncontrollable and frequent. Having an 'accident' in public is many people's worst fear and can be devastating. People with these conditions may need urgent access to a toilet.
- Joint pain, severe tummy pain or extreme fatigue - These symptoms may affect how far a person can walk or how long they can stand in a queue.
- A stoma bag - Some people living with Crohn's or Colitis may have had bowel surgery and use a stoma bag. This means that the contents of their gut does not come out of their bottom but empties into a bag they wear on their tummy. People with a stoma may need extra space to change and dispose of equipment comfortably, hygienically and in privacy. This requires a fully enclosed cubicle with access to a sink and disposal facilities.

How you can help

Make reasonable adjustments - This would help to minimise the disabling impact of the symptoms that often accompanies these conditions. This could include:

- Use of accessible entry points
- Reduced time waiting in queues
- Access to fully enclosed toilets for urgent use
- A separate viewing area with seating at festivals
- Educate staff on how to support people with invisible conditions

Recognise the Crohn's & Colitis UK 'Can't Wait' card - This makes it easier for our members to ask to use toilets in shops, restaurants or other venues when they urgently need it. You can find out more at crohnsandcolitis.org.uk/cantwaitcard.

Adopt our 'Not Every Disability is Visible' accessible toilet signs - These show that people with invisible disabilities have a genuine need to use accessible toilets too. We can supply you with these signs free of charge, just email campaigns@crohnsandcolitis.org.uk.

Yours faithfully,



Marianne Radcliffe, Chief Executive, Crohn's & Colitis UK