

GLASTONBURY FESTIVAL 2019 – DEAF & DISABLED ACCESS INFORMATION

BUYING FESTIVAL TICKETS

Tickets for the 2019 Festival have now all sold out. There will be a resale in the spring so please check the website again in March to find our more information on this.

Anyone that successfully gets a ticket in the resale will have the opportunity to apply for the PA Scheme and access facilities. Please note campervan/ caravan spaces do tend to sell out before the resale.

PA 2-FOR-1 TICKET SCHEME

If you are unable to attend the festival without the assistance of a PA, you can apply for one of our complimentary PA Tickets. Customers wishing to apply for a PA ticket must purchase their own ticket in the October sale but not one for their PA.

PA TICKET SCHEME TERMS & CONDITIONS

In order to apply for a PA ticket, you must be able to provide one of the following forms of supporting documentation;

- Middle or Higher rate DLA for care and/or mobility
- Receipt of Personal Independence Payment (PIP)
- Nimbus Access Card – + 1 category requirement – www.accesscard.org.uk
- Armed forces Independent payment
- War Disablement Pension
- D/deaf or blind registration
- Medical professionals' letter

Documents must show your full name and be dated from no older than 2017. Once we have checked and processed your application your documentation will be destroyed.

If you wish to join the Glastonbury Festival database please confirm this on your application. Joining this database means you will not need to re-submit your supporting documentation again until the 2022 Festival.

PHOTO ID

Anyone wanting to apply for the PA Scheme must also provide a form of photo ID with their forms. This could be a passport, driving licence or concessionary travel card. Please refer to www.pass-scheme.org.uk for more info.

HOW TO APPLY

1. If you can provide the supporting documentation required, you should only buy your ticket in the October sale.
2. Once you have paid your £50 deposit you can then request the PA Application & Access Packs.
3. The PA Application Packs will be available from the Access Team. You can request this by emailing accessibility@glastonburyfestivals.co.uk
4. Please note only ticket holders (customers aged 13 and over) can apply for the PA Ticket Scheme.
5. PA's attending through this scheme need to be 18 years old by the start of the festival.
6. The deadline to apply for the PA Scheme is Friday 15th March. Applications received after this date cannot be accepted.

Please Note: If there is a resale in the Spring the PA Scheme will reopen to anyone that successfully gets a ticket in this resale only.

REGISTERING FOR THE ACCESSIBLE FACILITIES

You can register for the below Access Facilities by completing the 2019 Access Requirement Pack.

The Access Requirement Pack will be available from the Access Team at the end of October, please email accessibility@glastonburyfestivals.co.uk to request this.

We do ask that anyone registering for the access facilities provides us with one of the following forms of supporting documentation;

- Any level of DLA for care and/or mobility
- Receipt of Personal Independence Payment (PIP)
- Nimbus Access Card – www.accesscard.org.uk
- Armed forces Independent payment
- War Disablement Pension
- D/deaf or blind registration
- Medical professionals' letter
- Blue Badge – only accepted as adequate evidence for disabled parking.

If you wish to join the Glastonbury Festival database, please confirm this on your application. Joining this database means you will not need to re-submit your supporting documentation again until the 2022 Festival.

PHOTO ID

Anyone wanting to apply for the PA Scheme or register for the Access Facilities must also provide a form of photo ID with their forms. This could be a passport, driving licence or concessionary travel card. Please refer to www.pass-scheme.org.uk for more info.

DEADLINES

The deadline for PA Applications and Access Registration forms will be Friday 15th March. Applications received after this date cannot be accepted.

RESALE

If there is a resale in the Spring the PA Scheme and Access Registration will reopen to anyone that successfully gets a ticket in this resale only.

ACCESSIBLE CAMPSITE

The accessible campsite is a dedicated campsite for Deaf and disabled customers. Anyone wanting to stay in this field must pre-register with the Access Team.

GROUP SIZE

Along with yourself and PA/ carer you can have an additional two other people camp with you in this field. If you want to camp in a bigger group in one of the surrounding fields then you can still register for an access pass which will allow you entry to the campsite to use the facilities only.

CAMPSITE FACILITIES

- Wheelchair accessible toilets
- Wheelchair accessible showers
- A High Dependency Unit containing an electric raised bed with a hoist above, it also has a sink and toilet. Please note that hoist slings will not be available. If you wish to use this unit please bring your own slings.
- Accessible sink and fresh water point.
- Charging facilities for wheelchairs and medical equipment.
- Fridge for the storage of medication.
- Hot water for cooking/ drinks

- Waste disposal point.
- Stewards on hand 24/7 offering assistance where necessary.

CAMPERVAN & CARAVAN SPACES IN THE ACCESSIBLE CAMPSITE

Campervan & Caravans spaces in the accessible campsite have now sold out.

VIEWING PLATFORMS

- There will be viewing platforms at all the main stages. Anyone wishing to use these platforms will require a Viewing Platform (VP) pass which can be requested by completing the Access Requirement Pack.
- The viewing platforms are solely for the use of our disabled Festival goers plus one other.
- They are run on a first come first serve basis and at times will become full.
- Every platform is run by a team of Access Stewards ready to assist where necessary.
- Wheelchair accessible toilets are located at all the main viewing platforms.
- The access ramps will be in accordance with disability regulations
- Chairs are not provided but customers can bring their own to use.
- Customers are advised that flicker, laser, strobe and other lighting affects may be in use during performances.

WHEELCHAIR ACCESSIBLE TOILETS

- There will be wheelchair accessible toilets located throughout the Festival site. These will be locked to avoid their misuse.
- There is a high dependency toilet unit located in the accessible campsite.
- Anyone requiring access to these must pre-register with the access team by March 2019.

WHEELCHAIR ACCESSIBLE SHUTTLE BUS SERVICE

There will be a wheelchair accessible shuttle bus service running during the Festival for our disabled customers plus 1 accompanying person/ PA.

This will run from the accessible/ blue badge car park to the accessible campsite, plus it will run from the accessible campsite to the Theatre & Circus area and the Park Ground Area.

ACCESSIBLE / BLUE BADGE PARKING

- Parking tickets will be available from See Tickets when you pay your balance in April at a cost of £45.
- Blue badge holders do not need to buy a Festival parking ticket but must register for disabled parking by completing the Access Requirement Pack. They will also need to have their Blue Badge clearly visible in their windscreen when they arrive.
- Parking in the accessible carpark is limited so friends/family arriving in separate cars will need to park in the general car parks.

WHEELCHAIR HIRE

Both electric and manual wheelchairs will be available to hire in advance of the Festival. More information on how to book one of these will be available in the Access Requirement Pack.

BSL INTERPRETING SERVICE

There will be a team of BSL Interpreters at the Festival offering a free service to our Deaf & hard of hearing Festival goers.

Bookings can be made both in advance of the Festival and during the event for this service.

Further information will be made available in the Access Requirement Pack.

HEARING LOOPS

Induction loops will be installed at the following venues;

- Cabaret Tent
- Astrolabe Tent
- Circus Tent
- Cinema Tent
- Leftfield Tent
- Arrivals Tent

DISTANCES ACROSS SITE

The festival is located within a valley made up of farm land. This means the terrain is uneven in places. There are stone paths throughout the site and metal trakway is also put in place to create temporary roads.

The following information gives an idea of how far it is from the accessible campsite and shuttle bus drop off points to various stages and areas using the stone paths and trakway roads.

Please note all distances are approximate and are subject to change.

ACCESSIBLE CAMPSITE TO -	
Pyramid Stage VP1 = 750m	Pyramid Stage VP2 = 400m
Other Stage VP = 950m	The Park Stage = 1800m
Theatre & Circus Area = 1700m	West Holts VP = 1500m
Meeting Point = 1000m	Green Fields = 1700m
Late Night Area = 2000m	Kids Field = 1200m
<u>THEATRE & CIRCUS SHUTTLE BUS DROP OFF TO -</u>	
Late Night Area = 200m	Green Fields = 800m
Acoustic Tent = 550m	West Holts VP = 400m
Meeting Point = 670m	Leftfield Tent = 600m
Kids Field = 500m	Pyramid Stage VP1 = 950m
<u>PARK GROUND SHUTTLE BUS DROP OFF -</u>	
The Park VP = 550m	Green Fields = 950m
Other Stage VP = 350m	West Holts VP = 1150m
Leftfield Tent = 900m	Silver Hayes = 420m

TEMPORARY IMPAIRMENTS

Please note the access facilities are not for people with temporary impairments such as broken bones, healing wounds or woman who are pregnant.

Unfortunately the Festival cannot offer closer parking, reserve camping or assistance getting on/ off and around the site to people with temporary impairments.

Please refer to the medical and first aid information if you have concerns about attending the Festival with a temporary impairment.