

2022 ACCESS INFORMATION



The festival is committed to ensuring it is an event everyone can attend. The following facilities are for customers with permanent/ long term access requirements and are not for people with temporary impairments such as broken bones, healing wounds or woman who are pregnant.

ACCESS TEAM CONTACT DETAILS

Email: accessibility@glastonburyfestivals.co.uk

Address: Access Team, Glastonbury Festival, Worthy Farm, Pilton, BA4 4BY

Phone: The Access Team is currently working part-time & remotely. If you would like to chat through any access queries we are very happy to do this. Please email us your contact details and we will happily call you at a convenient time for you.

TICKET INFORMATION

Tickets for the 2022 Festival are sold out, with deposits paid for the 2020 Festival having rolled over for a second year, following the cancellation of the 2021 Festival.

If tickets return to sale in a resale in the spring, you will need to have a festival registration to be able to buy one of these tickets.

REGISTERING FOR TICKETS

As part of our ongoing efforts against ticket touting, anyone who would like to attend the festival will need to have registered in advance before attempting to book a ticket.

Registration remains free of charge and only takes a few minutes at www.glastonburyregistration.co.uk.

If you are already registered with the festival, you do not need to re-register. However, we would advise you [check your existing registration here](#) and update your photo if it is no longer of a good likeness.

CHILDREN

Everyone aged 13 or over on Wednesday 22nd June 2022 (when the festival gates open) who plans to come to the Festival, must have booked a ticket to attend.

Children aged 12 and under do not require tickets and do not need to register.

If your child has or will turn 13 since you booked tickets for the 2020 Festival, and before the gates open for the 2022 Festival, please submit their registration at www.glastonburyregistration.co.uk and once you have their registration number, please contact us using the 'Any Other Enquiries' option on the Festival [Contact form](#) as soon as possible ahead of **31st December 2021**, for information on how to book an additional ticket.

BUYING FESTIVAL TICKETS

General admission full weekend tickets have all sold out.

COACH PACKAGE TICKETS

Combined coach & Festival ticket packages have all sold out.

COACH TICKETS FOR PERSONAL ASSISTANTS (PA'S) & CHILDREN AGED 12 & UNDER

All passengers including Personal Assistants and children aged 12 and under must purchase a valid coach ticket in order to travel.

If you have a combined coach ticket and intend on applying for a Personal Assistants (PA) ticket through the Festivals Personal Assistant Ticket Scheme, then please contact the access team ASAP to arrange an additional coach ticket for your PA. Likewise, please also contact us if you have a child aged 12 & under who requires a coach ticket.

WHEELCHAIR ACCESS ON COACHES

See Tickets cannot guarantee all coaches will have wheelchair access and wheelchair storage facilities so if you require this then you must contact coachtravel@seetickets.com no later than 30 days prior to the departure of your coach to ensure the coach you are booked onto has these facilities.

BALANCE PAYMENTS

Balance payments will be due the first week of March (1st – 7th 2022).

APPLYING TO USE THE ACCESS FACILITIES

Customers wanting to register to use any of the access facilities must have already secured a ticket for the festival.

You can request the link to the online 2022 Access Application by emailing accessibility@glastonburyfestivals.co.uk

All customers (including children) needing to use any of the access facilities must complete the Access Application Form. Along with completing this form we ask all customers to provide 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 Accessible Parking.

All documents provided must show your full name and be dated from no older than 2019. Once we have checked and processed your application your documentation will be destroyed.

Photo ID

It is also mandatory that a form of photo ID is included with your forms. This could be a passport, driving licence or concessionary travel card. Please refer to www.pass-scheme.org.uk for more info. Again this document will be destroyed once your application has been processed.

Please note Blue Badges cannot be accepted as forms of photo ID.

PERSONAL ASSISTANT (PA) TICKET SCHEME

If you are unable to attend the festival without the assistance of a Personal Assistant you can also apply for one of our complimentary PA Tickets. Customers wishing to apply for a PA ticket must already have secured a festival ticket.

If applying for a Personal Assistant (PA) ticket and the access facilities you must be able to provide one of the following forms of supporting documentation;

- **Middle or Higher** rate DLA for care and/or mobility.
(Lower Rate is only accepted if applying just for the access facilities)
- Receipt of Personal Independence Payment (PIP)
- Nimbus Access Card - + 1 category requirement for PA applications – www.accesscard.org.uk
- Armed forces Independent payment
- War Disablement Pension
- D/deaf or blind registration
- Medical professionals letter

All documents provided must show your full name and be dated from no older than 2019. Once we have checked and processed your application your documentation will be destroyed.

Photo ID

It is also mandatory that a form of photo ID is included with your forms. This could be a passport, driving licence or concessionary travel card. Please refer to www.pass-scheme.org.uk for more info. Again this document will be destroyed once your application has been processed.

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HOW TO APPLY

- If you secured a ticket for the 2020 festival this has been rolled over to the 2022 festival. You can request the 2022 access application by emailing accessibility@glastonburyfestivals.co.uk
- Please note only ticket holders (customers aged 13 and over) can apply for the PA Ticket Scheme.
- PA's attending through this scheme need to be 18 years old by the start of the festival.
- The deadline to apply for the PA Scheme and/ or Access Facilities is the **21st February**.
- Please note - due to the high demand for these facilities we do recommend customers completing the form and returning this to the Access Team as soon as they can.
- Applications received after the deadline cannot be accepted.

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

ACCESSIBLE CAMPSITE

The Accessible Campsite is available to customers who require accessible facilities. Anyone wanting to stay in this field must complete the Access Application Form.

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 Changing Places 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

ACCESSIBLE CAMPSITE

Campervan & caravan spaces within the accessible campsite have sold out. If you would like to be added to the waiting list in case we have any cancellations you can request this when completing your access application.

EAST CAMPERVAN FIELD

We have a forward reserved area in the east campervan fields for customers with access requirements. There are a limited number of spaces still available for customers that would be unable to attend the festival without staying in a campervan/ caravan. You can apply for one of these via the access application. Campervans/ caravans 8 meters and over cannot stay in the East Campervan Fields.

BATH & WEST SHOWGROUND

Campervan & caravan spaces at the Bath & West have sold out.

VIEWING PLATFORMS

There will be viewing platforms at all the main stages. Customers requiring access to these platforms will require a Viewing Platform (VP) pass. These can only be requested by completing the Access Application Form.

The viewing platforms are solely for the use of our access customers plus one other. Every platform has a team of stewards managing the space. Chairs are not provided on any of the platforms but customers can bring their own.

Please note customers using large scooters will be asked to park these at the bottom of the VP ramps when possible to ensure we can accommodate as many access customers on the platforms as we can.

WHEELCHAIR ACCESSIBLE TOILETS

There will be wheelchair accessible toilets located throughout the festival site. These will be locked to avoid their misuse. Customers needing access to these must complete the Access Application Form.

There will be a Changing Places Unit containing an electric raised bed with a hoist as well as 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 PARKING

The Accessible Carpark is located via the Yellow Gate.

Blue badge holders do **not** need to buy a Festival parking ticket but **must** register for accessible parking by completing the Access Application Form.

Customers who do not have a valid Blue Badge can still register to use the accessible car park by completing the Access Application Form, they will however need to also purchase a festival parking ticket.

Parking tickets will be available from See Tickets when you pay your balance in March.

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 Application Pack.

WHEELCHAIR ACCESSIBLE SHUTTLE BUS SERVICE

There will be a wheelchair accessible shuttle bus service running during the festival. This will run from the accessible car park to the accessible campsite, plus it will run from the accessible campsite to the Theatre & Circus area and the Park Ground Area.

DEAF CUSTOMERS

BSL Service

There will be a team of BSL Interpreters at the festival offering a free service to our D/deaf customers. Bookings can be made both in advance of the festival and during the event for this service. There will also be interpreters based at some of the spoken word stages throughout the event.

We ask that anyone wanting to use this service does complete the Access Application Form so that we can ensure they receive all the relevant information on this service before the festival.

Induction (Hearing Loops)

There will be induction loops installed at the Cabaret Tent, Cinema Tent, Astrolabe Tent and Leftfield Tent. There will also be a mobile loop system located in the Accessible Campsite HQ.

MENTAL HEALTH & WELLBEING

The festival wants to be a safe and happy place for everyone to enjoy. However, the size of the site and the large crowds mixed in with all the different sounds, lights, smells and experiences can be overwhelming especially for customers with mental health, emotional and sensory issues.

During the festival there are Welfare Centres providing experienced, caring and confidential help for all kinds of practical and personal problems. The Festival Branch of Samaritans are also onsite offering 24-hour emotional support from the Green Fields.

The Accessible Campsite is also a calm space for customers with access requirements to stay in where they can have a break from the crowds and noise.

DISTANCES

The Festival is located within a valley made up of farmland. 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.

From the Accessible Campsite to:

- Pyramid viewing platform 1 = 750m
- Pyramid viewing platform 2 = 400m
- The Other Stage viewing platform = 960m
- Theatre & Circus = 1700m
- West Holts Viewing Platform = 1510m
- Acoustic Tent = 1200m
- The Meeting Point = 1000m
- The Green Fields = 1720m
- The Park = 1800m
- Shangri-La = 2000m
- Silver Hayes = 510m
- Kidzfield = 1150m
- The Late Night Area = 1770m

Distances from the Theatre & Circus Shuttle Bus Drop Off to:

- The Late Night Area = 200m
- The Green Fields = 800m
- The Acoustic Tent = 550m
- West Holts Viewing Platform = 410m
- The Meeting Point = 670m
- The Leftfield Tent = 610m
- Kidzfield = 470m

Distances from Park Ground Shuttle Bus Drop Off to:

- The Park = 550m
 - The Other Stage viewing platform = 360m
 - The Green Fields = 950m
 - The Late Night Area = 1170m
 - Silver Hayes = 420m
 - West Holts Viewing Platform = 1150m
 - The Leftfield Tent = 890m
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