

## **ACCESS INFORMATION**

The 2024 Glastonbury Festival will take place from Wednesday 26<sup>th</sup> – Sunday 30<sup>th</sup> June.

The Festival is committed to being an event accessible to all which is why we have been working with Attitude is Everything since 2005 to ensure we can achieve this.

Attitude is Everything is a charity set up to help improve D/deaf and disabled people's access to live music. Glastonbury Festival is currently signed up to their 'Live Events Access Charter'.

For information on how to buy tickets, plus the access facilities available to festival goers please read the following sections.

- **Ticket Information**
- **Registering for the Access Facilities**
- **Personal Assistant/ PA Ticket Scheme**
- **Accessible Campsite**
- **Campervan & Caravan Spaces**
- **Viewing Platforms**
- **Accessible Toilets**
- **Deaf Customers**
- **Blind & Visually Impaired Customers**
- **Sensory Calm Space**
- **Wheelchair Hire**
- **Travel & Arrival**
- **Site Layout & Ground Conditions**
- **Access Map**
- **Temporary Impairments**

If you have any further questions, please email the festivals Access Team – [accessibility@glastonburyfestivals.co.uk](mailto:accessibility@glastonburyfestivals.co.uk)

If you would prefer to speak with someone, please email us with your name and a contact number and we will happily give you a call.

Please be aware that the Access Team is currently working part time, so at busy periods please allow up to 10 days for us to respond to your enquiry.

## **TICKET INFORMATION**

There are no separate weekend tickets for festival goers with access requirements. Anyone wanting to attend the festival must register and book tickets in one of the November ticket sales.

### **Tickets plus coach travel options on sale at 6pm GMT, Thursday, 2nd November**

### **General admission tickets on sale at 9am GMT, Sunday, 5th November**

Tickets will cost £355 + £5 booking fee, of which a £75 deposit (plus coach fare if booking a ticket + coach travel option) is payable when booking in November, with the balance payable in the first week of April 2024. Tickets will be sold exclusively at [glastonbury.seetickets.com](https://glastonbury.seetickets.com).

As part of our ongoing efforts against ticket touting, anyone who would like to attend the Festival will need to have registered in advance of the ticket sale. You can register online [here](#) and retrieve details of your existing registration [here](#).

Any registrations submitted prior to 2020 require reviewing and confirmation before 30th September 2023, with any non-confirmed registrations being deleted on 2nd October 2023 and you will be required to submit a new registration before you can try and book tickets for the 2024 Festival and future years.

[Please click here for full details on each of the ticket sales.](#)

## **REGISTERING FOR THE ACCESS FACILITIES**

All festival goers (including children 12 years and under) needing to use any of the access facilities, including the PA Ticket scheme, must complete the festivals online Access Application form and have a valid [CredAbility Access Card](#).

Once you have paid your deposit in one of the November ticket sales you must email [accessibility@glastonburyfestivals.co.uk](mailto:accessibility@glastonburyfestivals.co.uk) to request the link to the online Access Application Form.

Once available this will be emailed to you in December.

## **SUPPORTING DOCUMENTATION**

The festival is committed to protecting the access provision.

Confirmation on what supporting documentation access customers will need to provide with their 2024 Access Applications will be updated before the November ticket sales.

## **PERSONAL ASSISTANT/ PA TICKET SCHEME**

Festival goers unable to attend the festival without the support of a Personal Assistant (PA) can apply for an additional ticket at no extra cost. You can apply for a PA ticket when completing the Access Application Form.

- Festival goers wishing to apply for a PA ticket must have paid the deposit on their own ticket in one of the November ticket sales before applying.
- We ask that only festival goers that would be unable to attend the Festival without the assistance of a PA apply for the scheme. Customers found making a false application will have their Festival tickets cancelled.
- PA tickets are provided with the understanding that the PA is willing and able to assist the access customer with the access application process (if required), as well as throughout their entire stay at the festival.
- PA's must arrive and leave the festival with the access customer they are supporting and must be able to perform all requirements as needed by the access customer, including assistance during an evacuation or other emergency.
- Each application will be looked at individually. The scheme is not run on a first come first served basis.
- The PA ticket scheme is only available to ticket holders so children under the age of 13 are not eligible for the scheme.
- Those people attending on PA tickets should be over the age of 18 unless otherwise agreed with the Access Team.

## **SUPPORTING DOCUMENTATION**

Confirmation on what supporting documentation access customers will need to provide with their 2024 Access Applications will be updated before the November ticket sales.

## ACCESSIBLE CAMPSITE

The Accessible Campsite is in Spring Ground which is on the west side of the festival site next to the Woodsies Tent (formally John Peel tent). It is a calm, friendly space stewarded 24/7 throughout the festival. You will find the following facilities within this campsite;

- Wheelchair accessible and standard unisex toilets
- Wheelchair adapted showers for use by our access customers **only**. PA's and other members of your group will not be able to use these showers. The showers are prioritised to those with the Access Wristbands who require them for medical/ health reasons.
- Charging facilities for wheelchairs and medical equipment
- Changing Places unit featuring a changing bed, toilet, sink and hoist. Please note that hoist slings will not be available. If you wish to use this unit please bring your own slings.
- Accessible sinks and freshwater points
- Fridge for secure medication storage
- Hot water for cooking and drinks
- Waste disposal point
- Rubbish points, including separate medical waste and separate sharps bins.
- Campsite HQ
- Communal campfire

The Campsite Hub is also based in the accessible campsite and is a space for customers to take some time out when needed and shelter from the sun or rain. A support desk provides advice and information to access customers. A team of volunteer practitioners also offer free daily taster treatments such as massage, reflexology and reiki which you can book to fit in with your Festival schedule.

If an electric power supply is required for a medical device, you must request this in the Access Application Form and provide documentation that confirms why this is essential.

### **GROUP & TENT SIZE IN THE ACCESSIBLE CAMPSITE**

- Due to limited space and the demand on the facilities in the campsite, access customers staying in the accessible campsite can have a maximum of 3 other people stay with them. This number includes PA's and children 13 years and over. Children 12 and under are not included in this number but are of course welcome to stay with you in this field.
- If you want to camp in a larger group, you can do this in one of the public fields near to the accessible campsite and still be given access to the facilities within this field if required.
- We appreciate some customers might need to use a larger tent for access reasons but friends/ family staying with you cannot bring oversized tents. If this happens there is the danger, we will run out of space in the campsite. **We ask that a group of 4 brings a maximum of 2 tents.**
- Please note gazebos are **not** allowed in the accessible campsite. If they are put up, they will be removed.

## **ACCESSIBLE CAMPERVAN & CARAVAN FIELDS**

### **WICKET GROUND**

Wicket Ground accessible campervan field is located next to Spring Ground accessible campsite. Spaces in this field are limited and are reserved for festival goers that are not able to camp due to their disability. Wheelchair accessible toilets and charging facilities for wheelchairs and medical equipment are available in this area. Access customers can also use the facilities in the Spring Ground accessible campsite.

**Campervan & caravan tickets for Wicket Ground can only be requested and bought via the Access Team by completing the online Access Application Form.**

Campervan tickets for 2024 will cost £200.

These spaces always sell out very early so customers are advised to complete their access application form as soon as it is available.

**Only campervans/ caravans under 8m long can be accommodated in the Accessible Campsite.**

### **EAST CAMPERVAN FIELD**

We have a reserved accessible campervan area in the East Campervan fields for festival goers with access requirements. Wheelchair accessible toilets and charging facilities for wheelchairs and medical equipment is available in this area.

Festival goers wanting to apply for an East Accessible Campervan Space must firstly secure a standard East Campervan ticket when they go on sale later in the Autumn.

Campervan tickets for 2024 will cost £200.

Once you have secured this East standard ticket you can then request for this to be upgraded to an East Accessible Campervan space.

**Only campervans/ caravans under 8m long can be accommodated in the East Campervan Fields, including the Accessible area.**

### **BATH & WEST SHOWGROUND**

Campervans/ caravans that are 8m and over in length can be accommodated at the Bath & West Showground.

Bath & West campervan tickets will go on sale later in the Autumn. Standard pitches will cost £200, pitches for vehicles 8m and over will cost £300.

Charging facilities are not available at the Bath & West Showground.

## **VIEWING PLATFORMS/ VIEWING AREAS**

- There will be viewing platforms at all the main stages. **These raised platforms are solely for festival goers that need to be seated to be able to watch the performances, plus one accompanying person.**
- Festival goers that require access to these platforms will need to apply for a Viewing Platform (VP) pass. This can be requested through this application form.
- The viewing platforms get very busy so can be overwhelming for customers who find crowded spaces difficult.
- Festival goers using electric scooters will be asked to park these at the bottom of the ramps in a designated space so that more space is available on the viewing platforms.
- Chairs are not provided on any of the platforms., however access customers and 1 accompanying person can bring their own chairs to use on these.
- Every viewing platform has a team of Access Stewards checking wristbands and ensuring customers are using the space safely. Viewing Platform are run on a first come first serve basis, once these are at capacity stewards will close the platform and revert to a one off/ one on system.
- Wheelchair charging points will be available on some of the viewing platforms.
- Wheelchair accessible & standard toilets will be available at all viewing platforms.
- Smoking is not permitted on any of the viewing platforms.
- Anyone found to be misusing the viewing platforms or behaving in an unacceptable manner will be asked to leave the platform. If necessary, VP and PA passes will also be removed from offending customers.
- At some stages/ tents there will also be ground level designated viewing areas.
- Information on the location of all viewing platforms and viewing areas will be made available closer to the Festival.

## **ACCESSIBLE TOILETS**

There are both wheelchair accessible and standard toilets that are locked throughout the festival site so that only registered access customers can use them. Customers who require quick access to toilets due to having conditions such as IBS or IBD can apply to have access to these toilets.

Applications for access to these locked toilets must be submitted by the 30<sup>th</sup> April 2024.

Please note the access toilets are not flushing toilets and are not all located by hand washing stations. There will however always be the option of hand sanitizer in these toilets.

## **CHANGING PLACES TOILET**

There is a Changing Places toilet located in the Accessible Campsite. This high dependency toilet unit contains an electric raised bed with a hoist above. Please note that hoist slings will not be available so should be brought by customers.

## **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, Astrolabe, Big Top Circus Tent, Cinema Tent and Leftfield Tent. There will also be a mobile loop system located in the Accessible Campsite HQ and the Information Tent located at the Meeting Point.



## **BLIND & VISUALLY IMPAIRED CUSTOMERS**

### **GUIDE DOGS**

The festival recognises accredited guide dogs & assistance dogs which have been trained by a member of the International Guide Dog Federation (IGDF) or Assistance Dogs International (ADI)

We request that festival goers wanting to bring their accredited guide dogs and assistance dogs provide a copy of their Assistance Dogs (UK) branded ID book which confirms their dogs training and training organisation. We ask that this information is included with festival goers completed Access Application.

Glastonbury is a very large site where dogs would experience dense crowds, high levels of noise, lasers, strobes and pyrotechnics. We ask that festival goers fully consider these points and think about the welfare of their dog and whether they can handle this environment for up to 5 days.

If you are authorised to bring a guide/ assistance dog to Glastonbury Festival, you would be required to camp in the accessible campsite or accessible campervan field. You would receive information on dog spending areas and waste disposal. You would be responsible for managing the hygiene of your dog whilst onsite, which includes clearing up their waste.

### **AUDIO DESCRIBED TOURS**

Following on from the success of our audio described tour at Glastonbury-On-Sea, the festival is committed to bringing more areas of the festival to life for our blind & visually impaired festival goers.

Our live tours will include the visual features of the sets, artworks, objects, and costumes, all interwoven with fascinating insights into how, when, and why they were created.

More information on the tours will be available closer to the festival.

## **SENSORY CALM SPACE**

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.

There will be Sensory Calm Tents located in different locations within the festival. The aim of these spaces will be to provide a safe, low-level stimulation and recalibration zone for our neurodivergent festival goers. This will be created by using adjustable lighting, textures, and sounds. There will also be weighted blankets and ear defenders that people can use whilst in the spaces.

The spaces will be managed by a mixture of Autism specialists and neurodiverse volunteers who are passionate about the importance of calm spaces in busy, vibrant, and loud festival environments.

There will also be 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

## **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 charging will be available at different locations throughout the festival site.

## **TRAVEL & ARRIVAL**

### **ACCESSIBLE PARKING**

The Accessible Car Park is located via the Yellow Gate on the west of the site. This car park is only for festival goers with access requirements who have completed the online Access Application Form.

Parking tickets for the Accessible Car Park can only be purchased via the festivals Access Team.

Parking in this area is limited, so friends and family arriving in separate vehicles will not be able to use this car park.

### **WHEELCHAIR ACCESSIBLE SHUTTLE BUS SERVICE**

There will be a wheelchair accessible shuttle bus service running during the festival.

This will initially run from the accessible car park taking access customers to the accessible campsite with their camping equipment. It will also then run through the festival from the accessible campsite to various drop off/pick up points around the site.

The shuttle service is only available to access customers plus 1 accompanying person.

## **SITE LAYOUT & GROUND CONDITIONS**

Glastonbury Festival is an outdoor event taking place on 1500 acres of farmland in Somerset. The main festival site is within a grassy valley, which does mean there are hills, and the terrain is uneven in places. There are a mixture of stone and gravel paths throughout the site as well as some temporary trakways used to create temporary roads.

It is important to remember that the weather can have a massive impact on the ground conditions. During inclement weather some parts of the site may become muddy or water-logged. In hot weather some parts of the site may also become dusty.

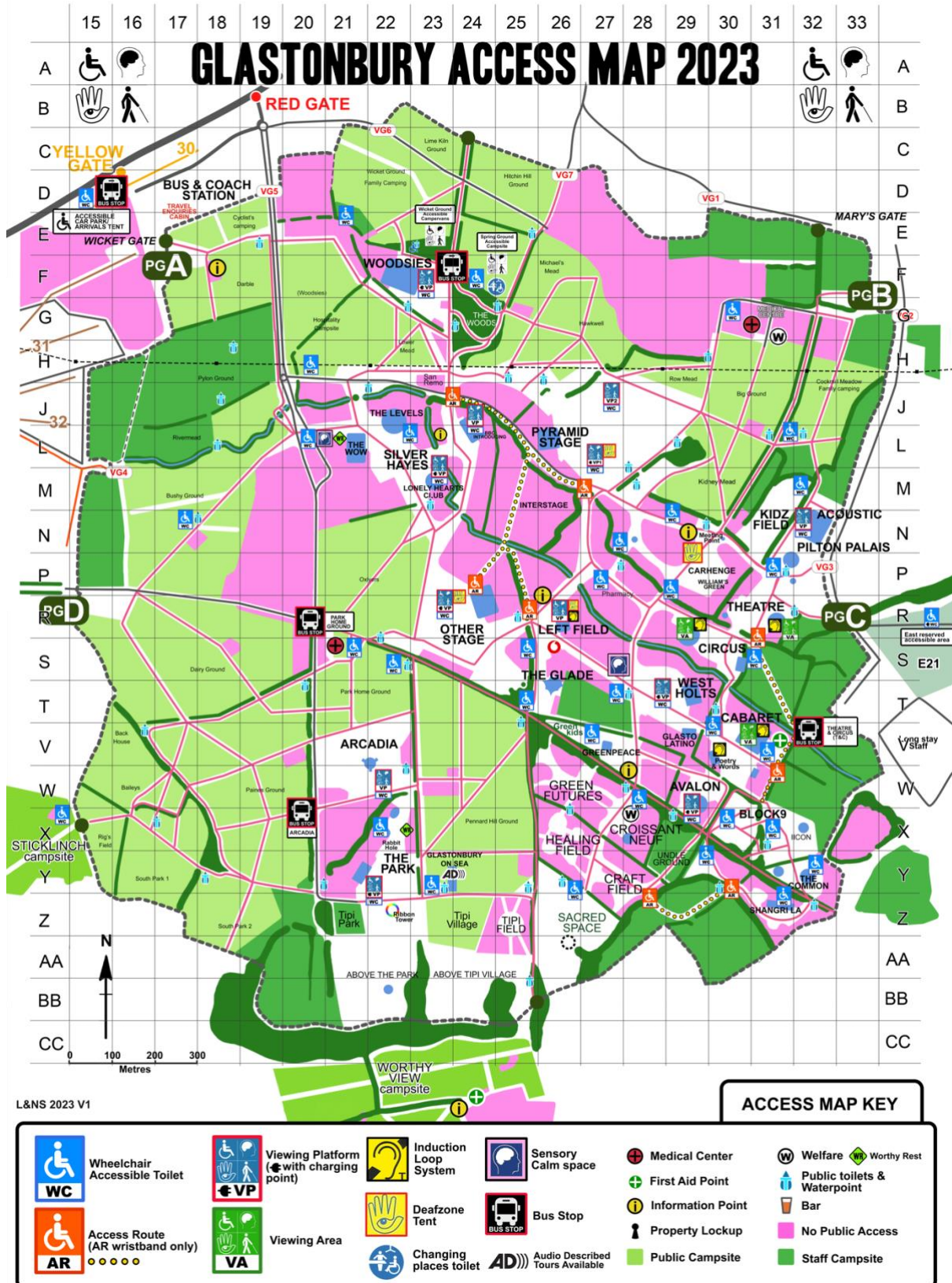
The majority of the festival site is in the open air, so it is important that festival goers come prepared for all weather conditions.

There are different areas for customers to enjoy throughout the Festival site, below are details of the distances between these different areas and the accessible campsite.

<b>ACCESSIBLE CAMPSITE TO -</b>	
Accessible Car Park = 900m	Festival Bus Station = 700m
Pyramid Stage VP1 = 900m	Pyramid Stage VP2 = 750m
Other Stage VP = 1km	The Park = 1.8km
Theatre & Circus Area = 1.8km	West Holts VP = 1.8km
Deafzone Tent = 1.3km	Green Fields = 2km
Late Night Area = 2km	Kids Field = 1.2km
East Campervan Field = 1.6km	Big Ground Medical = 950m
<b>THEATRE &amp; CIRCUS SHUTTLE BUS DROP OFF TO -</b>	
Late Night Area = 200m	Green Fields = 800m
Acoustic Tent = 550m	West Holts VP = 400m
Deafzone Tent = 670m	Leftfield Tent = 600m
Kids Field = 500m	Pyramid Stage VP1 = 950m
East Campervan Field = 700m	Big Ground Medical = 1.3km
<b>PARK GROUND SHUTTLE BUS DROP OFF -</b>	
The Park VP = 550m	Green Fields = 950m
Other Stage VP = 350m	West Holts VP = 1.2km
Leftfield Tent = 900m	Silver Hayes = 420m

# ACCESS MAP

This is the 2023 access map so there could be changes to this. The 2024 access map will be available in June.



L&NS 2023 V1

## **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.