

# ACCESS FACILITIES – INSIDE THE EVENT

There are limited hard standing paths in Victoria Park, and are made worse by bad weather.



## Ticket Types and Collection

The Accessible Areas are outside with very little shade.

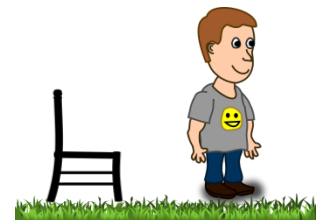
### **Viewing Platform at the Main Stage**

The Viewing Platform is designed for wheelchair users and other impairment groups where standing area is not suitable. (Subject to availability)



### **Ground Level Viewing area at the Main Stage**

The Ground Level Viewing is for customers who have access needs but wish to stand, need a less crowded area and/or the option of sitting for short periods of time. (Subject to availability)



### **Viewing Platform at other stages**

An unreserved place on the Viewing Platforms at other stages and valid with proof of disability. (Subject to availability)



## Personal Assistant Pass for Viewing Platform / Ground Level Viewing Area at the Main Stage

The passes can be swapped with other members of a group.

All passes can be collected from the Accessible Information Hub at the event by showing a ticket and proof of disability.



## Blue Badge Parking

Free of charge and limited to one per paying customer.

(Subject to availability)

Valid with blue badge, matching Photo ID and event ticket.

There is no exit from the car park between 10pm and 11:30pm.



## Facilities

### 1. Entrance

There is a dedicated accessible lane at the main entrance at Crown Gate, on Grove Road.

### 2. Access Manager

You can find the Access Manager at the Information Hub, near the main entrance. This will be clearly signposted.



### 3. Accessible toilets

Accessible toilets are at all toilet blocks, the Information Hub and the Main Stage Viewing Platform.



### 4. Charging points for power chairs

These are available at the Main Stage Viewing Platform



### 5. Lowered counters

There will be lowered counters where possible at the box office, bars, merchandise stands, and some food outlets. Provisions will be made where they are not available.

### 6. British Sign Language (BSL) Performance Interpreters

BSL Performance Interpreters are available for all acts on the Main Stage.

If you wish to request this please email [access@allpointseastfestival.com](mailto:access@allpointseastfestival.com) no later than Monday 23<sup>rd</sup> May 2020.



### 7. Hearing (Induction) Loops

These are located at one of the Box Office windows and Customer Services Hub and limited bars locations.



## 8. Merchandise

Merchandise can be produced in alternative formats within a reasonable time frame. Please email your request to [access@allpointseastfestival.com](mailto:access@allpointseastfestival.com)



## 9. Quiet space

This is a space that people can use when they need to get away from the crowd for a while. It is located in the Welfare Tent.

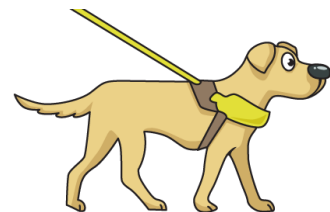


## 10. Hidden Disabilities

If you would like support or advice inside All Points East our Access is based at the Information Hub, near the main entrance. Or please contact us in advance with your questions [via access@allpointseastfestival.com](mailto:access@allpointseastfestival.com)

## 11. A dog spending area for assistance dogs

If you require dog spending area on site please email your request within a reasonable time frame to [access@allpointseastfestival.com](mailto:access@allpointseastfestival.com)



## Other questions around accessibility?

Please contact us in advance via [access@allpointseastfestival.com](mailto:access@allpointseastfestival.com) any other questions which are not answered on the website.

## Medication

Please bring any medication that you would normally take. Medication can be safely stored and refrigerated at the event First Aid point on site if required.

Please remember that all medication must be self-administered.



## Strobe Lighting

Please note that it is likely that most acts performing at the event will use strobe lighting as part of their performance.

