

Our aim is to make sure that All Points East is fully accessible to anyone who wants to attend. We work closely with Attitude is Everything, a charity that improves deaf and disabled people's access to live music.

Please bear in mind that there are limited hard standing walkways in Victoria Park which may make access a little difficult, especially in bad weather.

TICKET TYPES AND PASS COLLECTION

The accessible areas at All Points East are open air with very little shade so please bear this in mind when booking.

The following facilities are available only when booked in advance, with valid proof of disability and subject to availability.

Viewing Platform at the Main Stage

This raised platform is designed for wheelchair-users and those with disabilities for whom the Ground Level Viewing area is not suitable, and a PA if required.

Ticket includes:

- A free Personal Assistant Pass
- A place on the Viewing Platform at the Main Stage
- An unreserved space on other stage Viewing Platforms (subject to availability)
- General Admission entry through the dedicated accessible lane at the main entrance
- Access to an extensive range of bars, food concessions in the main arena
- Use of accessible toilets, which are located at every toilet block at the event
- Chairs on the platforms will be provided with priority for customer requiring these

A customer and PA pass providing access to the above will be provided at the Information and Help Point located inside the event, on presenting ticket and proof of disability. The PA pass is interchangeable during the event, so if customers come in a group it can be swapped with other members of the party to gain access to the viewing areas.

Ground Level Viewing Area at the Main Stage

This is a hard standing area for customers with disabilities who wish to stand for the event, but need a less crowded area and/or the option of sitting for short periods of time, and a PA if required. Please be aware that there will not be an unrestricted sight line of the Main Stage when seated in this area, as there will be customers in front of the Ground Level Viewing Area who are likely to be standing up.

Ticket includes:

- A free Personal Assistant Pass
- A place on the Ground Level Viewing Area at the Main Stage.
- An unreserved space on other stage Viewing Platforms (subject to availability)
- General Admission entry through the dedicated accessible lane at the main entrance
- Access to an extensive range of bars, food concessions in the main arena
- Use of accessible toilets, which are located at every toilet block at the event
- Chairs on the platforms will be provided with priority for customer requiring these

A customer and PA pass providing access to the above will be provided at the Information and Help Point located inside the event, on presenting ticket and proof of disability. The PA pass is interchangeable during the event, so if customers come in a group it can be swapped with other members of the party to gain access to the viewing areas.

Note on Personal Assistant Passes for Viewing Platform / Ground Level Viewing Area at the Main Stage

- This pass is limited to one per paying customer and is provided free of charge at the time of booking event tickets for the two accessible areas listed above.
- The pass is issued at the Information and Help Point, located inside the event on presenting the Personal Assistant Ticket.
- The Personal Assistant pass is interchangeable during the event, so if customers come in a group it can be swapped with other members of the party.

Personal Assistant Pass for any other ticket type

If you wish to book a free Personal Assistant pass for any other ticket type, such as All Points VIP, this is always an option (subject to availability), but please note that this can only be done via phone/email using the below contact details.

Blue Badge Parking

All Points East's Blue Badge Parking is only available when you book your ticket, must be pre-booked, and is subject to availability.

Important notes:

- Blue Badge Parking ticket is limited to one per paying customer, subject to availability.
- It is provided free of charge at the time of booking event tickets.

- The Blue Badge Parking ticket is valid with presentation of a blue badge, matching Photo ID and event ticket on arrival. If you arrive without this documentation you may be refused entry to the car parking area.
- Please note due to safety road closures at the end of the event, you will not be able to exit the car park between approximately 22:00 and 23:30.
- The Blue Badge Car Park is located off Grove Road - please follow signs for Red Gate.
- Please note the car park is on a grassy field, there is however a hard-standing route from the car park to the Main Entrance.
- An arrival form will be sent out to all Blue Badge ticket holders in advance of the shows – this must be completed and submitted before arrival. Full details will be listed on the form.

For more information on other Blue Badge Parking locations in the surrounding area please visit the Tower Hamlets website and the Hackney website.

BOOKING PROCESS

To book the above accessible ticket types please click here:

<http://allpointseastfestival.com/tickets/>

Please note that if you wish to book a free Personal Assistant pass for any other ticket type this can only be done via phone/email using the contact details provided on this page.

As our accessible facilities are limited, and we prioritise them for guests with long term disabilities. Therefore, they are not generally available for those with temporary conditions, such as pregnancy or broken limbs. For any issues around access that arise on the day please go to the Information and Help Point for assistance.

Proof of disability is required to redeem this ticket type. Once you have booked your tickets, you have the opportunity to submit your supporting documents in advance of the show. Please see below for full instructions on how to submit your evidence. You will need your order number to complete this process.

PLEASE NOTE THAT IF THE ACCESSIBLE AREAS ARE SOLD OUT FOR YOUR CHOSEN SHOW (OR YOU DO NOT REQUIRE THE ACCESSIBLE AREAS) – YOU ALWAYS HAVE THE OPTION OF BOOKING A FREE PA PASS FOR ANY OTHER TICKET TYPE (SUBJECT TO AVAILABILITY), BUT PLEASE NOTE THAT THIS CAN ONLY BE DONE VIA PHONE/EMAIL USING THE BELOW CONTACT DETAILS.

CONTACT US

By phone:

If you require further assistance with booking tickets or the information required

cannot be found on any web pages, please call our dedicated All Points East phonenumber on: 0203 481 5509 (18001 0203 481 55 06 For Typetext).

Lines are open Monday - Friday 8:30am - 8pm, Saturday 8:30am - 6pm. Sunday 9am - 6pm. Calls to this number are charged at standard rate of 7 pence per minute plus your operator's access charge. (Calls are chargeable at a local rate from both UK landlines and mobile phones).

If you are happy for someone to call you back within 24 hours please call 02077577853 and leave a voicemail with your name, contact number and summary of access query. Please note this call back service is for access queries only.

By email:

You can also contact us by email on access@allpointseastfestival.com please note that it might take up to 48 hours to response.

If the event is in 3 days or less, please call us on the telephone number above.

VALID PROOF OF DISABILITY & SUBMITTING SUPPORTING DOCUMENTS IN ADVANCE

Proof of disability is required to provide you with access to the booked facilities and /or your PA ticket.

ALL TICKET PURCHASERS SHOULD COMPLETE THIS FORM: WWW.ALLPOINTSEASTFESTIVAL.COM/FORMS/ACCESSIBILITY/

The following are recognized as a valid proof of disability:

- Front page of DLA letter (no specific rate required)
- Front page of Attendance Allowance letter (no specific rate required)
- Receipt of Personal Independence Payment (PIP)
- Evidence that registered severely sight impaired (blind)
- CredAbility Access Card – + 1 category requirement
- Recognised Assistance Dog ID card
- Evidence of War Disablement Pension

We will review an application without the recommended evidence on a case-by-case basis.

If you do not submit your supporting documents 4 week prior to the show your order may be cancelled, this is to ensure that the facilities and complimentary companion passes are only booked by those requiring them. Those who purchase tickets after this deadline will need to submit supporting documents no later than 72 hours prior to the show.

BLUE BADGE CAR PARKING

All Points East's Blue Badge Parking is only available when you book your ticket, must be pre-booked, and is subject to availability.

Important notes:

- Blue Badge Parking ticket is limited to one per paying customer, subject to availability.
- It is provided free of charge at the time of booking event tickets.
- The Blue Badge Parking ticket is valid with presentation of a blue badge, matching Photo ID and event ticket on arrival. If you arrive without this documentation you may be refused entry to the car parking area.
- Please note due to safety road closures at the end of the event, you will not be able to exit the car park between approximately 22:00 and 23:30.
- The Blue Badge Car Park is located off Grove Road - please follow signs for Red Gate.
- Please note the car park is on a grassy field, there is however a hard-standing route from the car park to the Main Entrance.
- An arrival form will be sent out to all Blue Badge ticket holders in advance of the shows – this must be completed and submitted before arrival. Full details will be listed on the form.

For more information on other Blue Badge Parking locations in the surrounding area please visit the Tower Hamlets website and the Hackney website.

The event is on a green-field site – although there are some tarmac tracks, these do not run into the stages (which all stand on grass). Weather and ground conditions may be variable. The location of the event is an area of Victoria Park to the East of Grove Road.

ACCESS FACILITIES

Entrance

Customers may use a dedicated accessible lane at the main entrance to the event. The main entrance is located on entry to the park at Crown Gate, on Grove Road

Box Office

A lowered counter for wheelchair users will be available at the box offices which will each contain hearing loops

Access Manager

Our Access Manager will be the main point of contact for all customer access queries and is based at the dedicated Information and Help Point, near the main entrance. The Information and Help Point will be clearly signposted on site and highlighted on the event map. The Access Manager will also be contactable on radio

during the event.

Viewing Platform (Main Stage)

This raised platform is designed for wheelchair users and other impairment groups for whom the Ground Level Viewing area is not suitable; and their PAs if required. This is only available when pre-booked, subject to availability and only valid with proof of disability.

Ground Level Viewing Area (Main Stage)

This is a hard standing area for disabled customers who wish to stand for the event, but need a less crowded area and/or the option of sitting for short periods of time. Please be aware that there will not be an unrestricted sight line of the stage when seated in this area, as seated there will be customers in front of the Ground Level Viewing Area who are likely to be standing up. This is only available when pre-booked, subject to availability and only valid with proof of disability.

Viewing Platform (other stages)

These are raised platforms at other stages. Places on these other platforms are unreserved, only available when pre-booked, subject to availability and only valid with proof of disability.

Accessible toilets

Accessible toilets are available at each toilet block, the Information and Help Point and the Main Stage Viewing Platform.

Charging points for power chairs

These are available at the Main Stage Viewing Platform

Lowered counters

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

British Sign Language (BSL) Performance Interpreters

BSL Performance Interpreters are available on request for all Main Stage performances. Please send requests to access@allpointseastfestival.com by Monday 23rd March 2020. The interpreters will be situated on a raised platform next to the main stage facing the audience (on the right side of the stage if you're facing it).

Hearing (Induction) Loops

These are located at one of the Box Office windows and the Information and Help Point and limited bars locations, they will be identified by a sticker.

Merchandise

Merchandise can be produced in alternative formats within a reasonable time frame. Please email your request to access@allpointseastfestival.com

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 at the Information and Help Point

Hidden Disabilities

We understand that a hidden disability is not immediately apparent. If you would like support or advice inside All Points East our Access Manager will be the main point of contact and is based at the Information and Help Point, near the main entrance. Or please contact us in advance with your questions via access@allpointseastfestival.com

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

Other questions around accessibility?

Please contact us in advance via access@allpointseastfestival.com if you have high dependency needs or any other enquiries which are not answered on the website: we will do our best to support your visit.

Medication

Please bring any medication that you would normally take and tell your friends about any allergies that you have. 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.

ATTITUDE IS EVERYTHING

Attitude is Everything improves Deaf and disabled people's access to live music by working in partnership with audiences, artists and the music industry.

Having begun as a pilot project in 2000, Attitude is Everything is now a fully independent charity and part of Arts Council England's National Portfolio of Organisations. They encourage events producers to go beyond the legal obligations set out in the Equality Act and implement best practice, providing a fair and equal service to their Deaf and disabled customers.

Attitude is Everything support the music industry to understand Deaf and disabled people's access requirements at music venues and festivals by building equality into the strategic process using a Charter of Best Practice. The ethos of the Charter is that Deaf and disabled people should be as independent as they want to be at live music events and over 100 venues and festivals have already signed up.

www.attitudeiseverything.org.uk
www.twitter.com/attitudetweets
www.facebook.com/attitudeiseverything

Become an Attitude is Everything Mystery Shopper

The Attitude is Everything Charter of Best Practice encourages live venue promoters to publicly show their commitment to improving access, and is assessed by a nationwide team of Mystery Shoppers.

To become a Mystery Shopper, you can either register [online](#) or si@attitudeiseverything.org.uk to request the forms and more information.