Download 2018 Access Guide
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WELCOME – ARRIVING – WHERE TO GO

Welcome to Download Festival 2018. Ensure you read through his helpful guide, it contains important information about what you do when you arrive at Download and the process in collecting the Personal Assistant (PA) tickets and Access Wristbands you applied for.

No PA ticket or Access wristbands will be sent out in advance, so you will need to collect these onsite.

Read the following Arrival guidelines so you know what to do when you arrive onsite.

Please note this guide will be added to the App but will not be printed, if you would like a hard copy then please print at home.

OPENING & CLOSING TIMES

Please note these times are approximate and subject to Health & Safety checks prior to each opening.

If you arrive before these times you will not be allowed access until the site is safe to open.

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<th>CAMPSITE</th>
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<tr>
<td>WEDNESDAY</td>
<td>12:00PM</td>
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<tr>
<td>THURSDAY - SUNDAY</td>
<td>9AM – 10PM</td>
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<th>ARENA</th>
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<td>SUNDAY</td>
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For customer convenience this year we have moved our check in to inside the Disabled Access Campsite, our check in team will be based here.

ALL access customers can walk through the Disabled Access Campsite into the Arena.

SECURITY SEARCHING

Stringent car and person searches will be in operation, cars will be searched before entering the Disabled Campsite – there may be queues so please be patient when being searched – this is for the security of everyone at the festival.
IMPORTANT ARRIVAL INFORMATION

TRAVEL TO SITE

Travel advice will be available via social media and the website.

DISABLED ACCESS PARKING

Parking and drop off car passes have now been sent from noreplycarpass@festivalrepublic.com You should have received your parking pass by now. Please check junk folders.

If you haven’t received this pass then please email us on access@downloadfestival.co.uk

PUBLIC TRANSPORT

The public transport hub is located to the East of the site if you are camping you can request the shuttle bus to collect you and bring you to the Campsite – please notify a steward on arrival. There will be waiting times during our busiest periods, please be patient.

DISABLED CAMPSITE – DISABLED PARKING

If you are staying in the Disabled Access Campsite this year, please note the Access Customer will be able to drive their vehicle into the Campsite to unload. Your car will be searched first. Only 1 vehicle per Access Customer will be allowed into the Campsite to unload. Please respect other customers that are staying in the campsite and be mindful that we can only let a certain number of cars in at one time.

Wheelbarrows will be available for friends and family staying with you.

STRICTLY NO CARS CAN REMAIN IN THE CAMPSITE

Once unloaded, you will need to return your car to the Disabled Access Car Park, where it will remain for the duration of the festival. You can have access to your car throughout the festival.

Please note the Disabled Access Check in opening times on page 2. You can collect your wristbands throughout the day, this does not need to happen when you first arrive. This should be more convenient and cut down on queuing times.

STAYING IN DISABLED ACCESS CAMPSITE – ARRIVING BY PUBLIC TRANSPORT

You need to make your way to the Disabled campsite. If you feel like you can’t make the journey on foot that’s no problem, we can collect you from the transport hub, please notify staff at the transport hub that you require a shuttle to the disabled campsite we will come and collect you – please note during busy times you may have to wait a little while.
STAYING IN PUBLIC CAMPSITES – ARRIVING PUBLIC TRANSPORT

If you have decided to camp in our public campsites, you will still need to collect your PA ticket and wristbands. These will be held at the East Box office (see map for location).

STAYING IN PUBLIC CAMPSITE – PARKING IN DISABLED ACCESS

If you have requested a Disabled Access Parking Pass, then park up and head to the check in inside the Disabled Campsite. From here you can choose which campsite you want to stay in in our staff can advise on how to get to the campsites.

ARRIVAL INFORMATION – DAY TICKET HOLDERS (NON-CAMPING)

DAY TICKETS – DISABLED PARKING

If you have requested Disabled Parking then please follow parking directions to the Disabled parking area. Park up and make your way to the Disabled check in inside the Disabled Access Campsite. You collect your PA Ticket and the Access wristbands here.

DAY TICKETS – ARRIVING BY PUBLIC TRANSPORT

You will be dropped off in the transport hub, please go to the EAST BOX OFFICE (see map). Your envelope will be waiting for you, please go to the window with the blue wheelchair symbol. From here you can walk to the Arena.

If your envelope is not where you expect it to be, then please speak to member of event personnel with a radio and they will contact the Access Team.

ARRIVAL INFORMATION – GENERAL CAMPERVANS

If you have a General Campervan ticket, then please notify the Access Team. An envelope with all your passes will be available to collect from the General Campervan Box Office.

ARRIVAL INFORMATION – RIP PACKAGES

If you have an RIP package, then your wristband will be available to collect from your RIP check in point.
THE ACCESS TEAM & HELPERS

The Access Team Mina, Natalie, Alison, Katie and Amanda have all been working in head office planning for festival. One of the team will be based at the Campsite Office from Wednesday to Monday.

CAMPsite Manager

We have two Campsite Managers who are on duty from Wednesday – Monday, providing cover 24 hours a day. They are identifiable by their unique tabard. Please do not hesitate to ask them any questions or advice on anything you are unsure of and report any issues to them – big or small.

CAMPsite Helpers

We have campsite helpers roaming the campsite, helping unload luggage and assisting the campsite managers. During busier arrival times the helpers may be assisting other customers so please be patient.

Please note they are there to assist the Disabled Customers where required, they are not there to erect tents or carry additional party members luggage or beer! Please be mindful and respectful of this.

CAMPsite Security

Security are based in the campsite 24 hours a day. They are easily identifiable by the coloured, numbered tabards they wear. If you require any assistance please do not hesitate to ask them, they are briefed to be helpful. Please feed back to the Campsite Manager any issues good or bad and try to note the number on their tabard.

Arena Manager

Dave Stott formally known as Orange Dave is back this year ensuring that all of the Arena is running smoothly. At every Disabled Platform in the Arena we will have a team of security and stewards.

If you require any assistance, please do not hesitate to ask them as they are briefed to be helpful. Please feedback to Dave any issues good or bad and try to note the tabard number of the person that dealt with you.

If you need to report anything to him then he can be found on the platforms or at our brand-new info tent located by the Download Dog statue. Please see the Access Arena Map for exact location.

If you are unable to locate a member of the access team, we advise locating a member of festival staff. They can always contact us on Radio, though there might be a slight delay getting to you during busier periods.
New for 2018, we have a dedicated Performance Interpreting team offering a service for our D/deaf audience. If you would like to speak to them at the event, then please visit them at the Information point in the Arena.

**There will be BSL live performance interpretation for:**

**Friday 8 June**
- Avenged Sevenfold
- Bullet for my Valentine
- Marmozets
- Dragonforce
- Avatar

**Saturday 9 June**
- Guns n’ Roses
- Black Stone Cherry
- Thunder

**Sunday 10 June**
- Ozzy Osbourne
- Marilyn Manson
- Shinedown
- Cradle of Filth

You Me at Six

Parkway Drive
- Babymetal
- Asking Alexandria
- Bury Tomorrow
- The Struts
- Monster Truck

Starcrawler

BSL performances will take place on the viewing platforms.

Our BSL information hub is located behind the Download Dog statue in the Arena.

Roaming Interpreting Service available for additional requests. Based on interpreting availability, first come first served. Please see BSL team for details.
GENERAL ACCESS INFORMATION

CAMPSITE

Please see the map in this guide for your Campsite location and facilities. Our Access Campsite has many facilities to cater for your requirements.

ARENA

QUEUE LANES

There is a dedicated Arena Entrance for our Access customer, please enter via the lane displaying the Wheelchair symbol.

Please see the map in this guide for your Arena facilities. There will be an access queuing lane at the signing tent, this will be first – come, first - served. Signing tent Artist & times will be advertised in the Campsite Hub.

CHAIRS

Please remember that customers can bring chairs into the Arena.

TOILETS

In the arena all toilets are located at the Access viewing platform at each stage.

BAGS & SEARCHING

The safety of all festival goers is of paramount importance. The restriction of bag sizes reflects this and we ask where possible you please respect this. However, as a registered access customer we will monitor bag sizes as we know you might need to carry additional items such as warmer clothing, medical equipment and Medication, food for specific dietary requirements etc. Ensure to use the Access lane into the Arena, show your Access wristband to security, searches will still be taking place.

VILLAGE

Please see the map in this guide for your Village map and facilities. We will run regular shuttle services from the Campsite the village until 3am. We have accessible toilets at the new platform at the Dog house.

The cinema tent will show films with subtitles.
TO THE PERSONAL ASSISTANT

Welcome to the festival we just want to highlight a few points to help you enjoy your festival experience as a PA.

You are attending the festival to accompany and assist the person who chose you as their PA. Should it become apparent you are not carrying out this role we have the right to eject you from the festival.

What is expected of a PA.

- It is important you are willing and able to assist and help with the required needs of the person who chose you as their PA throughout the festival.
- You need to be available and able to help them in an evacuation or emergency.

Tips for an enjoyable experience:

- Familiarise yourself with the facilities and meet the campsite staff.
- If you encounter any problems, know you can contact the access team who will try to find solutions.
- Check the weather beforehand and wear appropriate clothing.
ACCESSIBLE VIEWING PLATFORM TERMS & CONDITIONS

- Platforms operate on a first-come, first-served basis.
- If the platforms become full we operate a one-in one-out policy.
- Access to the viewing platform is strictly controlled. You need to apply in advance.
- PAs are welcome to use available seating, however please vacate if a disabled customer requires a seat or you are asked to do so by a steward.
- Smoking is not permitted. This includes e-cigarettes.
- Some viewing platforms have power points for charging electric wheelchairs/medical equipment only. Please ask staff for details.
- Staff reserve the right to ask customers to leave the platform.
- Use of the platform implies acceptance of these conditions.

  Strobe Lighting, Special Effects and Fireworks may be used in performances.
DISABLED ACCESS VILLAGE MAP

KEY

- WC
- Accessible Toilets
- Viewing Platform
- Shuttle Bus Pick Up and Drop Off Point
- Viewing Platform with Accessible Toilets

DISABLED ACCESS
2018 VILLAGE MAP

THE VILLAGE

PUBLIC CAMPSITES

TO DISABLED ACCESS CAMPSITE

TRANSPORT HUB
CASTLE DONINGTON SHUTTLE BUS

For the 5th consecutive year, your dedicated transport at Download is provided by the Castle Donington Volunteer Centre.

2018 is the 43rd year that the Volunteer Centre have been providing transport and support services to the elderly and disabled members of Castle Donington and the surrounding district.

“We arrange and manage contact groups, outings and meals, using disability equipped minibuses to transport clients to and from these sessions. In addition, we operate “Dial-a-Ride” transport for medical appointments and shopping trips for those whose disability or age requires a personal approach to help maintain their independence.

All our drivers and assistants at Download are giving their time for free as volunteers. Contributions in recognition of our work during the Download Festival form a significant part of our fund raising, but the satisfaction of making Download accessible to all is a major factor in us being with you.

If you are happy with our efforts please contribute as you can to help us continue our work.

Have a great festival, here’s hoping for a warm and dry week.;”
The bus will operate a shuttle service, please be patient during busier times.

At busier times we will restrict the use of the bus to the Disabled Customer plus one only.

**ROUTES:**

Disabled Campsite ↔ Bus Stop in the Village,
Village bus stop ↔ Disabled Campsite.
Transport Hub ↔ Disabled Campsite.

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<tr>
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<tr>
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<td>12:00 - 03:00</td>
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<td>MONDAY 11TH JUNE</td>
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**KEY**

T = TRANSPORT HUB    
C = CAMPSITE        
V = VILLAGE
RECYCLING

Since 2016 Download has participated in Creative Green Certification. This is an external assessment by Julie’s Bicycle—a charity who support the creative industries to act on climate change—to measure our understanding, commitment, and improvement towards environmental sustainability. In 2017 we achieved an awesome four out of five stars! We could not have done any of this without your help, so a huge thank you to the environmentally conscious Download community who participated in our initiatives. Read how you can get involved this year below:

THREE BIN SYSTEMS

We run a three-bin system at the festival, which means every bin station in the campsite will be formed by 3 bins:

COMPOST – When you buy food from the traders, everything your food comes in is compostable so plates, cutlery and napkins can be placed in the compost bins along with the food scraps. Please make sure NO PLASTIC goes into the compost.

RECYCLE – Plastic bottles, aluminium cans, newspapers, magazines and clean and dry cardboard (no used greasy pizza boxes as these do not recycle).

GENERAL WASTE – There should be minimal left over that goes into General Waste.

BIN YOUR BUTTS

Every butt should be picked up by hand, so it would be awesome if you did not flick your cigarette and put it out before you bin it.

TENTS AND CAMPING EQUIPMENT

We ask you to please take your tents and camping equipment home with you. If you leave it in the field it will most likely end up in landfill or incineration. If you have any broken or unwanted tents, chairs or gazebos, empty batteries, unopened tins of food, etc please take them to the Recycling Points so that we can deal with it properly.

If you wish to donate your tent to charity, please take it to your local charity shop.
We look forward to meeting you at Download Festival

Rock on!