

DISABLED ACCESS

ACCESS REQUIREMENTS APPLICATION FORM

Please complete an [application form](#) if you require Access facilities and/or a PA ticket whilst at Download.

Please only apply if you have purchased a ticket.

PLEASE NOTE: Campervan pitches in our access campsite have reached capacity. We can add you to a wait list but cannot guarantee this, please email us at access@downloadfestival.co.uk.

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ACCESS CAMPSITE

The Disabled Access Campsite is available to customers who require Accessible Facilities. By locating these facilities in one campsite we can ensure that they are serviced, cleaned and maintained regularly.

- 5 Day Camping ticket gives you access to Campsites from 12PM Wednesday on 12th June until 2pm on Monday 17th June 2019.
- 3 Night Camping ticket gives you access to campsites from 10am on Friday 14th June until 2pm on Monday 17th June 2019.

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.

The campsite is located close to the arena and there will be staff from the Access Team based here 24 hours a day. There will also be security personnel and stewards based in the campsite.

Disabled Access Campsite Facilities:

- Wheelchair accessible unisex showers and toilets
- Changing places Unit – Wheelchair accessible unit featuring toilet with grab rail, an electric hoist, adult sized changing bed, running water, large bin and hook. Please bring your own slings.
- Standard toilets and showers
- Fresh water points and accessible sink
- Waste-disposal point
- Electrical points for charging wheelchairs or mobility scooters
- Fridge for secure medication storage

As well as you and your PA we will allow two friends to camp with you. You must register the number of your group during the application process so that

they are issued with the appropriate wristbands to access the Disabled Access Campsite.

HOW TO APPLY

We want Download to be an event that is accessible for all. To ensure we have the correct level of facilities we ask customers to apply for access to the facilities they require.

To apply you must first purchase a standard ticket for however long you wish to attend the Festival. Once you have purchased your ticket we ask you to complete and submit an [Access Requirements Application Form](#).

Our application form consist of a number of questions regarding your requirements at the event. Along with this, we ask for supporting documentation for validation of your request.

Our Access Scheme allows you to apply for the following facilities:

- Wheelchair accessible viewing platform
- Accessible car parking & drop off pass
- PA (Personal Assistant) ticket – (at no extra charge)
- Accessible toilet facilities
- Accessible camping

At all of our festivals, we work closely with the charity [Attitude is Everything](#), who work to improve Deaf and disabled peoples access to live music.

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TERMS AND CONDITIONS FOR DISABLED ACCESS

Unless you are on the Festival Republic database, it is mandatory to provide one of the following forms of supporting documentation with your completed form as evidence of your requirements and to grant a complimentary PA ticket:

- DLA/PIP – Any Level for care or mobility
- Medical Professionals letter
- D/deaf or blind registration
- Nimbus Access Card
- Armed forces Independent Payment
- War Disablement Pension
- Blue badge – only accepted as adequate evidence for parking/drop off access.

Submit your documentation with your application form. All documentation is kept secure and destroyed securely after processing. If you wish to join Festival Republic's access database, then please indicate so on your application.

The database means that for 3 years, you do not need to submit further supporting evidence with any application as you will be pre-approved for all our festivals. Please note once approved we only hold your name and email details and we never share your information with any third parties.

If you are unable to include your documentation please state in, Addition Notes that it has been forwarded either by fax, email or post.

I HAVE APPLIED, WHAT'S NEXT?

We will process your application within 4 weeks of receiving your form and any supporting documentation. We will send your confirmation letter by email once your application has been approved. Your confirmation letter will detail the facilities that you have requested access to and will confirm your PA ticket if you have applied for one.

This confirmation letter is also in lieu of a PA ticket and must be printed off and brought with you as proof.

You will also be sent an Access Guide in the week leading up to the event detailing event arrival, updated information and site map showing the accessible facilities.

If you have applied for and been approved a car parking pass you will receive this at the same time. Car passes are uniquely coded to the purchaser and

must be printed off and placed in your vehicle with all the required details filled in.

PA – PERSONAL ASSISTANT TICKET

Adults

If a customer is unable to attend the festival without the support from a PA then we will provide an additional PA ticket at no extra cost.

Children and Teens under the age of 13 requiring a Personal Assistant (PA)

For all children or teens under the age of 13 requiring a personal Assistant (PA) please contact us so we can advise.

PA tickets can only be approved by the Access Team. Please do not buy a ticket for your PA as this will not be refunded.

The PA ticket is provided on the expectation that your PA is willing and able to assist you throughout your visit and would be available and able to help you in the event of an evacuation.

Please apply for your PA ticket using our access requirements application form (Coming soon)

CAMPERVAN PITCH INFO

We can accommodate a limited number of campervans in the Disabled campsite, if you want to attend with a campervan/motorhome then please select this option in your Access Requirements form,

once your application has been approved a link will then be sent to you so you can purchase your supplementary pass , the price is £130.00 plus booking fee, they are sold on a first come first serve basis once they have sold out there will be no more available. Your sleeping unit must be a purpose-built vehicle, please read [campervan regulations](#).

Terms and conditions

There will be no electric hook up supplied, we will supply a waste disposal unit all those staying in the motorhome must have a ticket valid for the duration they are

ARENA FACILITIES

Viewing Platforms & Areas

We have viewing platforms and viewing areas at all of our Music stages. They are for those Customers with mobility issues, wheelchair users, those unable to stand for long periods and people who struggle with being in crowds.

Access to the platforms and toilets is controlled via a wristband system. You can apply for access to these on the Access Requirements Form

All platforms have wheelchair accessible ramps and have accessible toilets. Seating is provided on a first-come, first-served basis but you are welcome to bring your own folding chairs in with you.

Charging Points

Wheelchair and mobility scooter charging points are available in the arena at some of the viewing platforms and in the Disabled Access Campsite.

Toilets

Wheelchair accessible toilets and standard toilets will be located at each of the viewing platforms

D/DEAF CUSTOMERS

BSL Interpreting services

A performance interpreting service will be provided by fully qualified interpreters from [Performance Interpreters](#). To access this service you will need to complete an Access Requirements Form, which will be available soon. Sign up to the [Access Mailing List](#) to be notified when the application form is live. Performance Interpreting schedules will be added to the website closer to the event. An Information and welfare service will be available in the Arena.

Hearing Loops

Hearing loops will be installed at the Disabled Access Check-In and at some of the platforms in the Arena. Exact locations will be shown in the Access Guide.

ACCESSIBLE PARKING

We have a dedicated Disabled Access Car Park close to the Arena, Disabled Access Check-in and Campsite. You can apply for disabled access parking by completing our Access Requirements Form. Blue

Badge holders must apply for parking by completing an Access Requirements form, those turning up without a pass issued by the Access team will be turned away and asked to park in our General Admission Car Parks.

Accessible Parking is free of charge but must be applied for in advance.

Parking in the accessible car park is limited so friends/family arriving in separate vehicles will not be able to use this car park and we advise they buy a general admission Parking ticket [HERE](#).

A car parking pass will be sent to you approximately a week before the Festival.

If you are being dropped off and picked up you will also need to apply for a Drop Off Pass. This will allow entry to the Disabled Access Car Park and campsite if required.

TRAVEL & ARRIVING TO SITE

Please check the pre-event information you are sent by the Access Team. You will receive this information a week before the Festival. It will have specific information on what to do when you arrive onsite.

If you are arriving by public transport, please notify us in your application, we will be running a free shuttle service from the transport hub to the campsite.

Big Green Coach – Once you have booked, please call Customer Services on 08443 245 666 or send us

an email to customerservice@biggreencoach.co.uk and we will confirm if we can supply a coach which meets your needs.

For all other travel information please refer to our travel pages [HERE](#).

ACCESS GUIDE & MAP

We produce a free Access Guide. It contains maps, details and locations of facilities, distances between attractions and other helpful information. It will be featured here 1 week before the Festival In our app.

TEMPORARY IMPAIRMENTS

Please note that our Accessible Facilities cannot cater for people with impairments such as broken bones, healing injuries and pregnant women.

If you do have a temporary impairment, please be aware that there will be a lot of walking to get around the festival and there are not many places to sit.

HELPFUL INFORMATION

MEDICATION

If you need to bring medication with you, we recommend bringing a copy of your doctor's letter or prescription. There will also be a fridge available if you require cold storage for your medication.

MEDICAL AND WELFARE

Medical and Welfare Facilities are available 24 hours and are located in the Arena and in the Campsites. There are doctors, paramedics, first aiders and fully equipped ambulances based at the medical facilities. The medical facility would also have contacts for local pharmacies and emergency dentists.

SECURITY AND STEWARDS

Security and Stewards are also on hand in the Arena and in the Campsites.

They are briefed to offer information, help and support. If you are unwell or require assistance please approach a member of the Security and Stewarding Team.

ATTITUDE IS EVERYTHING

Attitude is Everything is a charity set up to improve Deaf and disabled people's access to live music. We have been working in partnership with them for over 15 years.

Attitude is Everything volunteers run the Information Tent in the Disabled Access Campsite. If you would like to join this team please

contact info@attitudeiseverything.org.uk

Attitude is Everything supports the music industry to make live music events more accessible. Having begun as a pilot project in 2000, they are now a fully independent charity and part of Arts Council England's National Portfolio of Organisations.

CONTACT US

Although the website does contain a lot of information we do understand that some customers will need to contact us directly.

In all correspondence please note which festival you are planning to attend.

Email: access@downloadfestival.co.uk

Phone: 0207 009 3490 – Lines closed until January
The office is open from 10am – 6pm Monday to Friday. An answer machine will be available outside of these hours. Please remember to leave your phone number or email address.

Fax: 08700949100 (for attention of Access Team)

In all correspondence please note which festival you are planning to attend.

Post: Access Team, Live Nation/Festival Republic,
2nd Floor, 19-25 Argyll Street, Soho, London, W1F
7TS, United Kingdom