



Accessibility Guide

For people with tickets who are
camping at Download Festival



**Easy
Read**

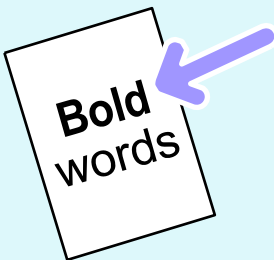
Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

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You can fill in a quick survey to say what you think about this Easy Read booklet:
info.easy-read-online.co.uk/easy-read-feedback-survey

About this guide



We look forward to welcoming you to Download Festival!



This guide gives information about the **accessible facilities** and areas at Download Festival.



Accessible means easy to use for disabled people.



Facilities are the things provided at the festival to help you enjoy it, like toilets and food stands.



This guide is for people who have multi-day tickets and are camping.

General information



Download Festival takes place at Donington Park. Here is the address:

Donington Park
Castle Donington
Derby
DE74 2RP

Opening times of this year's Download Festival are 12:00 midday on Wednesday 11 June closing at 12:00 midday on Monday 16 June.

The festival area



The festival area is very big.

These are the areas you need to know about:



- The **Arena** - this is where all the music stages are.



- The **campsites** - there are different campsites. They are named after colours.



- The **car parks**.

You also need to know about:



- The **transport hub** - this is where people can get dropped off when arriving at the festival.



- District X - this is where a lot of the main facilities are.



We have included a map of the festival area with this guide.



All the accessible facilities and areas are marked on the map.



We have free buses that can take you between different areas of the festival.

We call these **shuttle buses**.



There are shuttle bus stops at:

- The accessible campsite.
- The purple accessible car park.
- District X central.
- District X South.
- The West entrance of the festival area.
- The transport hub.



There will be seats and drinking water at the shuttle bus stops.



The shuttle buses will be running from 9:00am to 3:30am, from Wednesday 11 June to Sunday 15 June.



On Monday 16 June, the shuttle buses will be running from 9:00am to midday.

Bringing someone with you



Your **essential companion** is the person who is helping you go to the festival, like a carer.



It is a good idea to also share this guide with your essential companion.

Before you leave home

Before you start your journey to Download Festival, make sure you have:

Your ticket

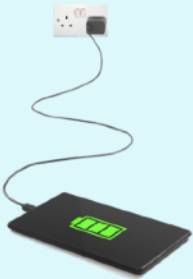


When you arrive at the festival, your ticket needs to be ready on the Ticketmaster app on your phone.

You should make sure that:



- Your ticket is already loaded up on your phone before you arrive, in case there is no signal.



- Your phone is fully charged for when you arrive.

Your email



We sent you an email about the accessible facilities you will be able to use at the festival.



Please find this email and have it on your phone for when you arrive at the festival.



The email was sent from:
accessibility@downloadfestival.co.uk



If you cannot find this email, please contact us before leaving home.



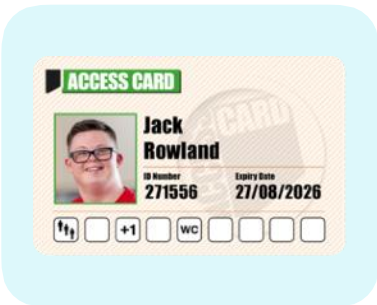
You can contact us by emailing:
accessibility@downloadfestival.co.uk

Photo ID



When you arrive, we will ask you for photo ID to prove who you are.

You can bring any of these types of photo ID:



- Your Nimbus Access Card or your Download Festival Digital Access Pass

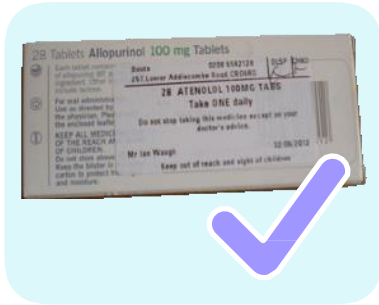


- Your passport.



- Your driving licence.

Your medication



Any medication you bring should be in its original box.



You should also bring your **prescription** for this medication.

A **prescription** is a slip of paper from your doctor that shows they have agreed you need a type of medication.

You can bring medical marijuana into the festival, but you must also bring your prescription for it.

If you need your medication to be stored safely for you, it can be kept at:



- The accessible campsite manager's office.



- The first aid tent in the Arena.



- The hospital in District X.

The medication should have a label that says:



- Your name.



- Your date of birth.



- Your phone number.



- Your essential companion's name.

Your vehicle pass



If you are driving or getting a lift to Download Festival, you will have been sent a type of vehicle pass.



These vehicle passes show festival staff that you are allowed to park your vehicle at the festival.



If your vehicle pass was sent by post, make sure it is either on the windscreen of your vehicle or hanging from your vehicle's rear-view mirror.



If your vehicle pass was sent by email you can print it out and put it on the windscreen of your vehicle.

Arriving at Download Festival

Arriving in your own car



If you are staying in the accessible campsite, you will be parking in the **purple car park**.



You should have:

- An Accessible Car Park Pass.
- An Accessible Campsite Vehicle Pass.



When you arrive follow the road signs that say **purple gate**.



Drive through the purple gate and then follow the road signs that say purple car park.

You can then either:



1. Park in the purple car park and then take your belongings to the campsite.



2. Drive into the campsite and unload your belongings there, and then park in the purple car park.

You will only be able to do this while it is safe for vehicles to enter the campsite.



If you are staying in the general campsite, not the accessible one, you will be parking in the **North Car Park** or the **West Car Park**.

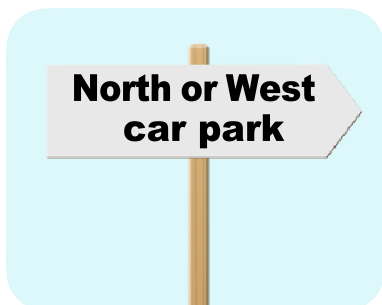


You should have a Car Park Pass that was sent to you by email.

Make sure you have your Car Park Pass on your phone or printed when you arrive.



Your Car Park Pass will allow you to park in the accessible parking spaces.



When you arrive, follow the road signs that say North Car Park or the road signs that say West Car Park.

Staying on the accessible campervan site



You will be parking in the accessible campervan site.



You should have an Accessible Campervan Pass.



When you arrive follow the road signs that say **purple gate**.



Drive through the purple gate and then follow the road signs that say accessible campervan site.



Your campervan may be searched when you arrive.

Staying on the general campervan site



If you are staying on the general campervan site, you should have a General Campervan Pass.



We sent you instructions on what to do when you arrive with your pass.

Please follow these instructions when you arrive.



Your campervan may be searched when you arrive.

Getting a lift or taxi




You will be getting dropped off at the purple pick up and drop off point.



You should have a Purple Drop Off Pass.



When you arrive follow the road signs that say **purple gate**.



Purple pick up and drop off

Drive through the purple gate and then follow the road signs that say purple pick up and drop off point.

Arriving by train



If you are getting a train to Download Festival, you need to get off the train at East Midlands Parkway Station.



For information about the station's accessible facilities, you can look at the station website:

www.eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-facilities/emd

You can then either:



- Get a taxi to the festival.



- Get a bus from the station to the transport hub.

Arriving by coach or public bus



You will be dropped off at the transport hub.



You will then get 1 of our shuttle buses from the transport hub to the festival.



If you are staying in the accessible campsite, the eco campsite or the camping plus site, you should get the shuttle bus to the purple accessible car park.



If you are camping in the blue, black, yellow or mini moshers campsite, you should get the shuttle bus to the West Entrance.



There will be staff at the transport hub to help you find your way.

Collecting your wristbands



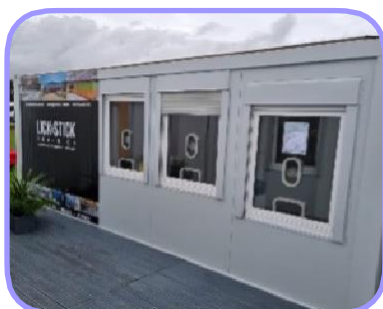
Once you have arrived, you will need to collect a festival wristband and an accessibility wristband.



The festival wristband shows that you are allowed to be inside the festival.



The accessibility wristband shows that you are allowed to use accessible facilities.



You should collect your wristbands as soon as you arrive from 1 of the 6 box offices.



We have box offices at:

1. The purple car park.
2. The accessible campsite.
3. The accessible campervan site.
4. The West entrance.
5. The East entrance.
6. The South entrance.



When you collect your wristbands, you will be asked to show your tickets and photo ID.



If you have an essential companion, they must go with you to the box office with their ticket.



The box offices can get busy, so you may have to wait in line.



All of the box offices have seats, accessible toilets and drinking water.



There are accessible box offices in the accessible campsite and accessible campervan site.

But all of the box offices have an area and a line for people who are using accessible facilities.

If you arrive in your own car



If you decide to park and then take your belongings to the campsite, you can collect your wristbands from the box office in the purple car park.



We can then transport you to the accessible campsite if you need.



We will help you with your bags and belongings.



If you decide to drive into the campsite and unload your belongings there first, you can collect your wristbands from the box office in the accessible campsite.

If you arrive in a campervan



If you arrive in a campervan, you can collect your wristbands from the box office in the accessible campervan site.



Festival staff will then show you where to park.

If you get dropped off by a taxi or someone you know



If you get dropped off, you can get your wristbands from the box office in the purple car park.



Festival staff will then transport you to the accessible campsite if you need.



They will help you with your bags and belongings.

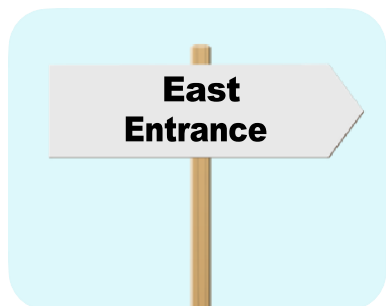
If you arrive by coach or bus



If you travel to the festival by coach or public bus, you will arrive at the transport hub.



You may then need to take 1 of our shuttle buses to get to the correct box office.



If you are camping in the red, orange or purple campsites, you should collect your wristbands from the box office at the East Entrance.



If you get off the shuttle bus at the purple car park, you can collect your wristbands from the box office there.



If you get off the shuttle bus at the West Entrance, you can collect your wristbands from the box office there.

Staying at Download Festival

The accessible campsite



If you are staying in the accessible campsite, campsite staff will show you where to set up your tent.



If you use a wheelchair, tell the campsite staff.

They will show you where to set up your tent in an area closer to the accessible facilities.



If you have asked for electricity while you are camping, tell the campsite staff.

They will show you where to set up your tent in an area that is only for people who need electricity.



You will be able to go back to your car at any time during your stay.

The accessible campsite has:



- An accessible box office.



- A Campsite Hub and Information Point. This is where there will be accessibility staff to help you.



- Fridges and storage for medication in the campsite manager's office.



- Charging points in a tent where you can charge your wheelchair or medical equipment.

The accessible campsite also has:



- Accessible showers, toilets and sinks.



- A **Changing Places toilet**.

A **Changing Places toilet** is a bathroom with equipment for people who need extra support with using the toilet.



- Accessible drinking water points.



- An accessible food stand.



- An accessible **merchandise** stand.
Merchandise means items like t-shirts, mugs and posters with bands on them.



The accessible campsite also has campsite managers who are available to help you day and night.

The general campsites



The general campsites have accessible toilets.



Accessible showers can be found in District X.

Going into the Arena



You will need to show your festival wristband to go into the Arena.

You can bring these items into the Arena:



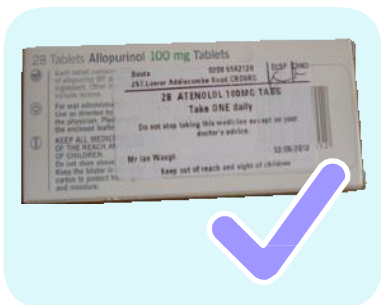
- 1 bag.
Your bag will be searched by our security team when you go into the Arena.



- Food.



- 1 bottle of water or a soft drink.
The bottle must be unopened, and it cannot be bigger than 1.5 litres.



- Your medication.

About the Arena

There are 4 music stages in the Arena:



1. The Apex stage - this is the main stage.
2. The Opus stage.
3. The Avalanche stage.
4. The Dog Tooth stage.



There are 2 music stages in District X:

1. The Doghouse stage.
2. The Den stage.



All of the stages have viewing areas where you can watch the bands.



These viewing areas are only for people with accessibility wristbands.

Each viewing area has:



- A viewing platform that is raised above the ground.

The raised viewing platforms are for people who use wheelchairs and people who find it hard to move around.



- A viewing area that is on the ground and has some seats.

The ground viewing areas are for people who need an area that is not crowded and may need to sit.



- Accessible toilets.



- Accessible drinking water points.



- Charging points where you can charge your wheelchair or medical equipment.



You will need to show your wristband to get into the viewing areas.



Your essential companion can come into the viewing areas with you.



The viewing areas will get full for some bands.



If a viewing area is full, you will not be able to go in.

Accessible facilities in the Arena

In the Arena, there is:



- An Accessibility Hub and Information Point in the viewing area at the Apex stage.

This is an area where there will be accessibility staff to help you.



- Accessible toilets at every toilet area.



- A Changing Places toilet in the viewing areas at the Apex stage and Opus stage, and in the toilet area in District X.



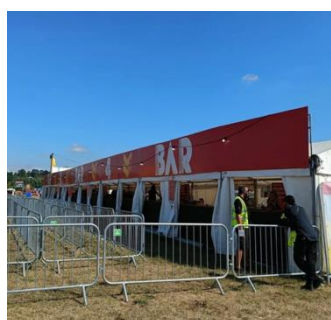
- Fridges and storage for medication in the first aid tent.

Buying items in the Arena



In the Arena, you can buy:

- Alcohol and soft drinks from the bars.
- Food from the food stands.
- Merchandise from the merchandise stands.



All of the bars and merchandise stands have accessible serving counters and lines for people with an accessibility wristband.



Look for the wheelchair symbol to find the right line.



For information about whether a food stand is accessible, please talk to a member of staff at the Campsite Information Hub.



You cannot pay for any items with cash.



You have to pay using your card or phone.

Other information you may need to know about

Weather



Download Festival is an outdoor event.

A lot of the ground is grass, and some of the stages are on ground that is not flat.



If it rains, the grass may get slippery and muddy.



If you use a wheelchair, it would be best if you bring a wheelchair or scooter that moves well on grass.



If it gets muddy, try to use the paths as much as possible.



You can also use our **buggy** service when this is possible.

A **buggy** is a small vehicle with 4 wheels and open sides.

Assistance dogs



You can bring your assistance dog to the festival if you have one.



To get your assistance dog into the festival, you will need to have the assistance dog symbol on either your:

- Nimbus Access Card, or
- Digital Access Pass.



There are 3 areas where you can take your assistance dog to the toilet:

1. The accessible campsite.
2. Behind the viewing area at the Apex stage.
3. District X.



Please clean up after your assistance dog when you take them to the toilet.

There will be bins in these areas.

British Sign Language (BSL) at Download Festival



You can ask for a band's show to be in British Sign Language (BSL).



A member of staff who is trained in BSL will perform the show in sign language.



If you would like a band's show to be in BSL, please email:

accessibility@downloadfestival.co.uk



There will also be a BSL tent behind the viewing area at the Apex stage.

Health and safety



You can get medical help in the Arena and in District X.



There will also be a medical professional in the viewing area at the Apex stage.



If you need medical help straight away, please tell any member of staff.



There are also 2 Welfare Tents. 1 in the Arena and 1 in District X.



Staff in the Welfare Tents can help you with any issues that have to do with your wellbeing or mental health.

You can talk to them about:



- Illegal drugs and alcohol.



- Being safe while having sex.



There are 2 **Sensory Calm Tents** at the festival.

Sensory Calm Tents are calm and quiet spaces inside a tent.

They are behind the viewing area at the Apex stage and in District X.



You can go to a Sensory Calm Tent if you need a quiet place to relax.

Help and support



Members of our accessibility team are there to look after you and help you with anything you need.



If you get lost, ask festival staff to show you the nearest You Are Here map.



If you need help or support at any point, you can speak to festival staff at:

- The accessible box offices.
- The Campsite Information Hub.
- The Accessibility Hub and Information Point.
- Any of the viewing areas.

You can also contact festival staff by:



- Phone: 07384 971 436.
This phone line can get busy, so please be patient.
- Email:
accessibility@downloadfestival.co.uk

Leaving Download Festival



When the last band have finished their show, it is a good idea to wait at the viewing area until most people have left.



It will be busy when you leave the festival because everyone will be leaving at the same time.



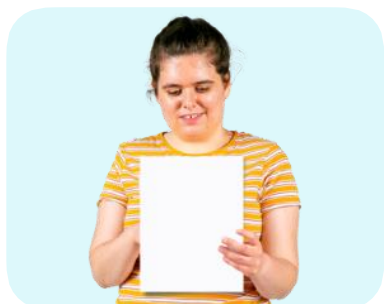
If you are leaving in a car, bus or taxi, you may have to wait in a line.



To keep everyone safe, no cars will be allowed to drive around the festival area or campsites during these times:

- Friday 13 June, between 10:00pm and 11:30pm.
- Saturday 14 June, between 10:00pm and 11:30pm.
- Sunday 15 June, between 10:00pm and 11:30pm.

Find out more



You can find out more in the main accessibility guide we sent you.



This is the accessibility guide that is not in Easy Read.



You can also email us at:

accessibility@downloadfestival.co.uk