



## **ACCESSIBILITY GUIDE**

### **DOWNLOAD FESTIVAL 2025**

Donington Park, Castle Donington, Derby, DE74 2RP

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# WELCOME TO DOWNLOAD FESTIVAL 2025

We are looking forward to welcoming you to this year's Download Festival.

Please take the time to read this accessibility guide carefully. It contains essential information including what to bring to the festival, how to access the festival site, and details of the facilities available inside.

All accessible facilities and locations are marked on the accessibility site map which you can find in this guide and on the Download App.

Please remember to share this accessibility guide with your essential companion, as they must also know the information in this document.

If you have any questions that aren't answered in the guide, please do not hesitate to email the accessibility team at:  
[accessibility@downloadfestival.co.uk](mailto:accessibility@downloadfestival.co.uk)



## BEFORE YOU LEAVE HOME – TICKETS AND PASSES

### DOWNLOAD YOUR TICKETS

Please download the Ticketmaster app on your phone and preload your ticket before arriving at the festival. This will ensure that you won't have to worry about having a good signal on your phone at the festival.

Please open your phone's app store and search Ticketmaster UK and then download the app.

We will need to scan the QR code on your digital ticket when you arrive in order for you to enter the festival. Please remember to make sure your phone is charged.

### APPROVED ACCESSIBLE FACILITIES

Please find the email you received from us with confirmation of your approved accessible facilities.

To help you find this email, it was sent from **accessibility@downloadfestival.co.uk** and the subject line is Download Festival Accessible Application.

If you cannot find the email, please contact us at [accessibility@downloadfestival.co.uk](mailto:accessibility@downloadfestival.co.uk) before leaving home.

### CAR PARK, DROP OFF AND CAMPERVAN PASSES

Where approved, you will receive your accessible car park, drop-off or campervan pass, in advance, by post.

If you are using the accessibility parking in North or West Car Park, you will receive your car park pass by email.

For more details about parking go to the [Arriving by Car, Campervan, Public Transport or Being Dropped Off section](#).

Please make sure that the pass is clearly displayed in the windscreen or rear-view mirror of the vehicle.

## FORMS OF ID REQUIRED

Please ensure you bring **one** of the following forms of identification with you:

- Nimbus Access Card
- Current passport
- Current driving licence
- Download Festival Digital Access Pass

You will be asked to present your form of identification when collecting your wristbands.

## PRESCRIBED MEDICATION

If you're bringing prescribed medication with you, please ensure that your medication is in the correct packaging with the dispensary sticker intact and issued in your name.

If you need to bring in loose medication or medication that's not in its original packaging, you will need to bring the prescription(s) with you.

### **MEDICAL MARIJUANA**

Medical marijuana prescribed for daily use may be brought into the event. Please bring the medication in its prescribed form together with the original prescription supporting its use for the entire duration of your time at the event. You may be asked to present this, along with identification matching the name on the prescription, upon entry.

### **STORAGE FOR REFRIGERATED MEDICATION**

Refrigerated storage for medication is available at the following locations:

- The accessible campsite in the campsite manager's office.
- District X in the hospital
- The arena in the first aid tent

This facility is only for the storage of medication that requires refrigeration.

## **STORAGE FOR NON-REFRIGERATED MEDICATION**

If you need to store non-refrigerated medication, it can be stored in the accessible campsite manager's office, the hospital in District X, or at the arena first aid tent.

## **CONTROLLED SUBSTANCES**

If you wish to store any controlled substances, they can be stored at the hospital in District X or at the arena first aid tent. Due to licensing regulations, they cannot be stored in the campsite manager's office in the accessible campsite.

## **LABELLING**

All medication must be clearly labelled with the following:

- your full name
- your date of birth
- your phone number
- Your essential companion's full name if you wish for them to collect and store your medication.

Medication will be signed in and out by a manager and will only be issued to the named customer or their essential companion, where applicable.

## **FOOD AND DRINK**

### **FOOD**

All Download customers are permitted to bring a small amount of food for personal consumption into the arena.

Accessibility customers are permitted to bring additional food in excess of the usual amount into the arena.

(This increased allowance applies to accessibility customers only and not to essential companions or friends and family).

### **DRINK**

All Download customers are permitted to bring a sealed, unopened 500ml bottle of water or soft drink into the arena.

Accessibility customers are permitted to bring **one** sealed, unopened bottle up to **1.5l** of water or soft drink into the arena.

This increased allowance applies to accessibility customers only and not to essential companions or friends and family.

You will be able to refill your water bottles at water points situated around the site.

No alcohol may be taken into the arena.

### **ON SITE SUPERMARKET – CO-OP**

Co-op supermarket will be available on-site in District X for your convenience.

Co-op opening hours:

- Wednesday 10:00 to 03:00
- Thursday - Sunday 07:00 to 03:00

## **TAKING BAGS INTO THE ARENA**

For security reasons, we ordinarily only permit customers to bring a small bag (A4 size) into the arena.

Accessibility customers are entitled to bring a bigger bag into the arena. (One bag only per accessibility customer).

This larger bag allowance is granted to the accessibility customer only. Please understand that this change to the policy is for the benefit of you, the accessible customer only, and we cannot extend it to other members of your party.

The bag can be carried by you or someone on your behalf, if preferred.

Please remember that your bag will be searched on entry into the arena.

## ESSENTIAL COMPANIONS

If you have been approved to attend Download Festival with an essential companion, please ensure they arrive with you. Your essential companion must be present with you at check-in to receive their wristband.

Please ensure that your essential companion is willing and able to fulfil all your requirements, as needed, and will be able to assist during an evacuation or other emergency.

If Download Festival finds evidence that your essential companion is not attending for the purpose of supporting your needs, they may be asked to leave the festival. Before taking this action, we will inform you, share the evidence used to reach our decision, and discuss alternative means for your needs to be supported.

## GROUND CONDITIONS AND WEATHER

Download Festival is an outdoor event, and most of the terrain is grass. Solid pathways or hard ground are absent in some parts of the event site. Many of the stages and entertainment areas are in areas with inclines or slopes.

There are designated accessible routes around the festival site. They are a mix of trackway and hardcore tracks.

In the event of rain, it is important to know that the terrain will likely become muddy and wet, making it harder to navigate. We recommend using wheelchairs or mobility scooters suitable for this terrain and bringing the appropriate emergency tyre repair kit.

Whilst we hope for sunshine, please pack gear for all kinds of weather.

We advise all customers with mobility difficulties to use the available internal transport service.

# TRAVEL TO THE FESTIVAL

## FESTIVAL SITE ADDRESS

Download Festival is located at Donington Park, Castle Donington, Derby, DE74 2RP

## FESTIVAL OPENING AND CLOSING TIMES

### Campsites

- Wednesday 11<sup>th</sup> June 12:00 – Monday 12:00 16<sup>th</sup> June.

### Arena

- Friday 13<sup>th</sup> 12:00 – 23:00
- Saturday 14<sup>th</sup> 10:00 – 23:00
- Sunday 15<sup>th</sup> 10:00 – 23:00

## TRAINS AND FESTIVAL SHUTTLE BUSES

East Midlands Parkway Station is approximately 9 miles from the festival site. The station has step free access to all platforms and across the whole station.

The station has accessible ticket machines and ticket office, train boarding ramps, induction loops and wheelchairs available.

Staff help information is available 0800 11 33 23

For further accessibility information at this station please go to [their website](#).

Festival shuttle buses run from East Midlands Parkway Railway Station to the festival site. The festival shuttle bus drop-off point is located at the transport hub at the East Entrance.

The internal accessible shuttle bus picks up from the transport hub. Please see the [Internal Transport section](#) for details of the internal transport routes.

## COACH

The official coach partner for Download Festival is Big Green Coach. Please visit [their website](#) for coach travel information.

Coaches will drop passengers at the transport hub at the East Entrance.

The internal accessible shuttle bus picks up from the transport hub. Please see the [Internal Transport section](#) for details of the internal transport routes.

## TAXI

Taxis are available from East Midlands Parkway Railway Station. Please see the [Drop Off \(Cars and Taxis\) section](#) for details of the Taxi drop off locations.

## ARRIVING BY CAR, CAMPERVAN, PUBLIC TRANSPORT OR BEING DROPPED OFF

[The Campsite and Car park Map](#) shows the location of all campsites and car parks.

There is dedicated accessible parking in purple car park, blue car park, north car park and west car park. If you have requested this, you will receive a car park pass either in the post or by email.

### ARRIVING BY CAR AND PARKING IN THE PURPLE CAR PARK (ACCESSIBLE CAMPSITE CUSTOMERS)

If you are parking in the purple car park, you will receive your car park pass by post. Please ensure it is hanging from your rear view mirror on arrival.

You will also receive in the post another pass called the Accessible Campsite Vehicle Pass. This pass will allow you to enter the campsite in your vehicle if you choose to use the Unload & Go option (detailed below). Please display this pass in your windscreen, even if you have not yet decided whether you will choose the Unload & Go option.

If you are parking in the purple car park, please follow signs to the **Purple Gate** and enter the festival here. Once you have driven through **Purple Gate**, please follow signs to the purple car park. On arrival, you will be given two options by the stewards:

1. **Park & Go:** If you choose this option, you will go straight into the purple car park and park.
2. **Unload & Go:** If you choose this option, you will drive into the campsite to unload your bags and camping equipment before parking. You will first drive into the Unload & Go holding area, and then when space for your vehicle is available, you will be directed to drive into the campsite to unload your car.

As soon as you have unloaded, the driver will need to leave the campsite and follow signs to the purple car park. This is to allow other cars to enter the site to unload.

Please note that Unload & Go will only be available while it is safe for vehicles to enter the campsite. Please be aware that due to the large number of customers attending Download, there are likely to be queues to enter the campsite, particularly on Wednesday when the campsite opens.

### **ARRIVING BY CAR AND PARKING IN THE NORTH OR WEST CAR PARKS (GENERAL CAMPING CUSTOMERS)**

If you are not camping in the accessible campsite and you have requested parking, you will be sent a car park pass by email.

This car park pass will give you access to the dedicated accessible parking areas in the North and West car parks. You can either show the car park pass on your phone to the steward on arrival OR you can print the pass at home and display it in your windscreen.

### **ARRIVING BY CAR AND PARKING IN THE BLUE CAR PARK (DAY OR ARENA ONLY TICKET HOLDERS)**

Please remember to hang your car park pass from your rear-view mirror or display it clearly on your dashboard.

If you are parking in the blue car park, please follow signs to the **Blue Gate** and enter the festival here. Once you have entered through **Blue Gate**, please follow signs to the blue car park. On arrival, you will be directed, by stewards, to an available parking space.

### **ARRIVING BY CAMPERVAN AND PARKING IN THE ACCESSIBLE CAMPERVAN SITE**

Please display your accessible campervan pass on your dashboard.

Please follow signs to the Purple Gate and enter the site here. Then follow signs to the accessible campervan site. Your campervan may be searched on arrival.

### **ARRIVING BY PUBLIC TRANSPORT (BUS OR COACH)**

If you are coming to Download on a bus or coach, you will be dropped off at the Transport Hub at the East Entrance.

The location of the Transport Hub is marked on the accessibility map.

Information on where to go once you have arrived, is in the next section [Collecting your Wristbands from the Box Office](#).

## **DROP OFF (CARS AND TAXIS)**

### **Accessible Campsite Customers**

Please make sure that the driver has the purple drop off pass clearly on their rear-view mirror or displayed on their dashboard.

If you are being dropped off by car or taxi, please follow the signs to the **Purple Gate** and enter here. Once you have entered, follow signs to the purple pick up and drop off point.

### **Day Ticket / Arena Only (non-camping) Ticket Holders**

Please make sure that the driver has the blue drop off pass clearly displayed on their rear-view mirror or on their dashboard.

If you are being dropped off by car or taxi, please follow the signs to the **Blue Gate** and enter here. Once you have entered, follow signs to the blue pick up and drop off point.

The location of both pick up and drop points can be found on [the accessibility map](#)

## **RIP CUSTOMERS**

If you are an RIP customer, you will receive separate arrival instructions from the RIP team.

## **ARRIVING BY CAMPERVAN AND PARKING IN THE GENERAL CAMPERVAN SITE**

You will have purchased and received a general campervan pass. Please follow the arrival instructions included with that pass. Your campervan may be searched on arrival.

## **COLLECTING YOUR WRISTBANDS FROM THE BOX OFFICE**

You can collect your festival wristband and accessibility wristbands from any box office at the festival. We recommend that you use the following box offices, which will depend on how you arrive at the festival. The

location of all box offices is marked on [the accessibility map](#).

### **ARRIVING BY CAR AT PURPLE GATE (ACCESSIBLE CAMPSITE CUSTOMERS)**

If you choose to use the [Park & Go option](#) the box office is located in the purple car park. Please go to this box office to collect your festival and accessibility wristbands. The box office is approximately 330m from the accessible campsite. There will be internal transport from the box office to the campsite. Our team of helpers will also be on hand to assist you with your bags and equipment.

If you choose to use the [Unload & Go option](#) the box office is located inside the accessible campsite. Please go to this box office to collect your festival and accessibility wristbands.

The location of all box offices and car parks is marked on [the accessibility map](#).

### **ARRIVING BY CAMPERVAN AT PURPLE GATE (ACCESSIBLE CAMPERVAN SITE)**

The box office is located in the accessible campervan site. When you enter the site, please go to this box office to collect your festival and accessibility wristbands. You will then be directed to your plot.

The location of all box offices and the accessible campervan field is marked on [the accessibility map](#).

### **ARRIVING BY CAR AT BLUE GATE (DAY AND ARENA ONLY TICKET HOLDERS)**

The accessibility box office for day and arena only ticket holders is located next to the blue car park and marked on [the accessibility map](#). Once you have parked, please go to this box office to collect your accessibility wristbands. The box office is approximately 350m from the arena entrance.

If you are a Day Ticket or Weekend Arena ticket holder, you will not be given a festival wristband. You will only need to collect your accessibility wristbands.

If you are a Day Ticket holder, you will be required to show your festival ticket when you enter the Arena.

If you are a Weekend Arena ticket holder you will be required to show your festival ticket on each day you enter the Arena. Your accessibility

wristbands are valid for the entire weekend. You do not need to go to the box office again once you have collected them.

The location of all box offices and car parks is marked on [the accessibility map](#).

## **BEING DROPPED OFF AT THE FESTIVAL**

### **Purple Pick Up and Drop Off**

If you are being dropped off at the purple pick up and drop off point, the box office is located in the purple car park. Once you have been dropped off, please go to this box office to collect your festival and accessibility wristbands. This box office is approximately 330m from the accessible campsite. There will be internal transport from the box office to the campsite. Our team of helpers will also be on hand to assist you with your bags and equipment.

### **Blue Pick Up and Drop Off**

If you are being dropped off at the blue pick up and drop off point, the box office is near the day arena entrance. Once you have been dropped off, please go to this box office to collect your festival and accessibility wristbands. The box office is approximately 350m from the arena entrance.

The location of all box offices and drop off points is marked on [the accessibility map](#).

## **ARRIVING BY PUBLIC TRANSPORT (BUS OR COACH)**

All public buses and coaches will arrive at the onsite transport hub at the East Entrance. There will be staff on hand to help direct you.

If you are camping in the **accessible campsite, the eco campsite or camping plus**, please take the internal shuttle bus to the Purple Accessible Car Park where the box office is located to collect your festival and accessibility wristbands.

If you are camping in the **blue, black, yellow (quiet) or mini moshers campsite**, please take the internal shuttle bus to the west entrance and collect your festival and accessibility wristbands from the west entrance box office located there.

If you are camping in the **red, orange or purple** campsites, please collect your wristbands from the box office at the east entrance. Please note, there is no internal transport from the east entrance to these campsites.

If you are a **day ticket or weekend arena ticket holder**, please take the internal shuttle bus to the Blue Day Car Park where the accessible box office is located.

The location of all box offices and the transport hub is marked on [the accessibility map](#).

### **AT THE BOX OFFICE**

There are accessibility box offices at the purple car park, the accessible campsite and the accessible campervan site. All other box offices have a dedicated window or service area for accessibility customers. They are located at:

- West entrance box office
- East entrance box office
- South entrance box office

The location of all box offices is marked on [the accessibility map](#).

If you are a day or arena only customer, the box office is where you will collect your accessibility wristbands. Please have the Ticketmaster app open and showing your ticket and QR code. Please also have your I.D ready. Note that you will not collect a festival wristband. Instead, you will show your ticket each time you enter the arena.

If you are a camping customer, the box office is where you will collect your festival and accessibility wristbands. Please have the Ticketmaster app open and showing your ticket and QR code. Please also have your I.D ready. You will be given your festival wristband and accessibility wristbands.

If you are attending with an approved essential companion, they must attend the box office with you to collect their wristbands.

Please be aware that it is likely that there will be queues at all box offices, particularly on Wednesday when the festival opens. Seating, accessible toilets and water will be available close to the box offices. All box offices have a lowered counter and a hearing loop.

Box office opening and closing times are different depending on the type of ticket you have. Please note that times are subject to change.

### **Five Night Camping Ticket Holders:**

Wednesday 11<sup>th</sup> June – Sunday 15<sup>th</sup> June      08:00 – 22:00

### **Three Night Camping Ticket Holders:**

Friday 13<sup>th</sup> June – Sunday 15<sup>th</sup> June      08:00 – 22:00

### **Arena Only and Day Ticket Holders:**

Friday 13<sup>th</sup> June      12:00 – 22:00

Saturday 14<sup>th</sup> June – Sunday 15<sup>th</sup> June      10:00 – 22:00

## **ROUTINE SEARCHES**

Festival attendees are subject to a search of their bags, mobility aids and person.

You may request a female or male member of security to complete the search. Dogs may also be present. There will be accessible toilets nearby.

To avoid any delays or issues, please review the prohibited items list that you cannot bring to the festival by visiting [our website](#).

## **INTERNAL SITE TRANSPORT**

A shuttle bus service will be available between the dedicated bus stops around the site. Seating and water will be provided at each shuttle bus stop.

There are seven bus stops. They are located at:

1. The accessible campsite
2. Purple accessible car park
3. District X central
4. District X south
5. West entrance
6. Transport hub
7. Blue day accessible car park

The Shuttle bus operates during the following hours:

Wednesday	09:00 – 03:30
Thursday	09:00 – 03:30
Friday	09:00 – 03:30
Saturday	09:00 – 03:30
Sunday	09:00 – 03:30
Monday	09:00 – 12:00

An accessible buggy service will be available to take customers from the purple accessible car park to the accessible campsite.

The buggy service will also be available to take customers to District X and the Co-op, to supplement the shuttle bus service.

Please note that the buggy cannot enter the arena or District X.

## ACCESSIBLE CAMPSITE

### GENERAL INFORMATION

On arrival at the accessible campsite, you will be directed to an available camping pitch. Our team of helpers will be available to assist you.

If you choose to use the [Unload & Go option, please display your Accessible Campsite Vehicle Pass](#), in your windscreen. Follow the designated route and please do not drive on the grass.

Once you have driven onto the campsite, you will be directed to an available camping pitch and shown where to stop to allow you to unload. As soon as you have unloaded your car, the driver will need to leave the campsite and park.

Wheelchair users and those with restricted mobility will take priority in being positioned close to the accessible walkway and facilities. Customers who require critical power will be positioned in a specific area of the campsite. Please let the team know that you have been approved for this facility and they will direct you accordingly.

You will be able to access your car throughout the weekend.

Accessible routes have been created in the accessible campsite running across the width and length of the campsite, as well as around the perimeter.

Please note that the facilities listed are available to those staying in the accessible campsite only.

## **CAMPSITE FACILITIES**

### **Accessible Box Office**

Within the campsite, there is a box office where Unload & Go customers go to collect their festival and accessibility wristbands.

### **Campsite Information Hub**

A cabin is in the campsite staffed with a team to help answer any questions you may have during the event. It is open 24-hours. There is also an accessible information point in District X.

### **Critical Power**

Please note that customers who require and have been approved for critical power will be positioned in a designated area of the site. The power connections will be supplied to the approved customer's tent at specific pitches in this area.

Please let the team know that you have been approved for this facility and they will direct you to a pitch on arrival. Please note that this area is for critical power users only.

### **Medication Fridge**

Refrigerated storage for medication is available in the campsite manager's office.

This facility is only for the storage of medication that requires refrigeration.

If you need to store non-refrigerated medication, this can be stored in the accessible campsite manager's office

All medication must be clearly labelled with the following:

- your full name
- your date of birth
- your phone number
- Your essential companion's full name if you wish for them to collect and store your medication.

Medication will be signed in and out by a manager and will only be issued to the named customer or their essential companion, where applicable.

If you wish to store any controlled substances, they can only be stored at the hospital in District X or in the arena first aid tent. Due to licensing regulations, they cannot be stored in the campsite manager's office in the accessible campsite.

### **Charging Tent**

A charging tent will be located inside the accessible campsite. It is equipped with charging points for electric wheelchairs and medical devices such as nebulisers. Please note, this is not a supervised space. We suggest you do not leave any equipment or valuables inside this tent unattended.

### **Lockers**

Lockers can be found in the campsite and are available to book in advance.

Please go to [the accessibility page of the Download website](#) where you will find the relevant information.

### **Accessible Toilets and Showers**

Standard and wheelchair accessible toilets and standard and wheelchair accessible showers are located inside the campsite. They are manned by stewards and a sanitation team to ensure they are kept clean and restocked.

### **Changing Places Unit**

A changing places unit is available in the accessible campsite and includes a changing bed, toilet, sink and a hoist. Please bring your own sling if required.

### **Washing Facilities**

There will be sinks will be in the sanitation area for you to wash your hands, face, and brush your teeth.

### **Water Point**

There will be drinking water points for you to fill up water bottles.

### **Lined Camping**

The accessibility campsite is marked out in lines. Tents will be pitched in lines with a path in front of your tent to ensure you can move freely around the campsite. The campsite staff will guide you to the next available space on arrival and be available to assist.

Wheelchair users will be positioned close to the accessible walkway and facilities.

Please be mindful of the size of the tent you are bringing.

### **Fire Lanes**

You are not permitted to camp in the fire lanes, campsite row lanes, hard standing or areas without grass. Any tents found in these areas will be moved.

### **Gazebos**

Due to space limitations, you may be asked to move or remove your gazebo if it is taking up too much space. Please consider fellow campers when pitching your gazebo.

## **GENERAL CAMPSITES**

All General Campsites have accessible toilets. All shower facilities, including accessible showers, are in District X. There is also an HDU in District X.

## **ACCESSIBLE FACILITIES IN THE ARENA**

### **ARENA ACCESSIBILITY INFORMATION HUB**

A cabin is in the arena staffed with a team to help answer any questions you may have during the event. It's open during the arena opening hours.

You will find the hub at the Apex (Main Stage) Accessible Viewing Area.

### **ACCESSIBLE TOILETS AND CHANGING PLACES UNITS**

Accessible toilets are located within the arena toilet blocks and accessible viewing areas. Please remember to show your accessibility wristband when a staff member asks to see it. Changing places units will be available at the main stage viewing area, at the Opus Stage viewing platform and by the central toilet block in District X.

If you have the WC symbol on your Nimbus Access Card or Digital Access Pass, you will be offered a JCW Wristband (Just Can't Wait) when you collect your accessibility accreditation. This wristband is to help you indicate to other customers and staff that you have urgent toilet requirements.

We respectfully ask that all customers be considerate of one another. Please be aware that toilet facilities will be busier during peak times such

as artist changeovers.

## **BAR SERVICE AREAS**

Accessible bar lanes with lowered service areas are available at the main festival bars. Please look out for the wheelchair symbol. You and your essential companion can access the lowered bar areas by using the exit lanes of the bar queues, which bypass the general queuing system. The lanes are staffed by security and stewards; please remember to show them your wristband.

## **MERCHANDISE**

An accessible serving area is available at the merchandise stalls; please look out for the wheelchair signs. Your accessibility wristband will give you access to the accessible merchandise serving area.

There will also be a dedicated merch stand positioned within the accessible campsite.

## **FOOD**

For details of specific food stalls with accessible serving points, please speak to the accessibility team at the campsite information hub.

If a food trader has been unable to adjust their vehicle to allow for a lowered service point, the staff will be available to assist you from the front of the unit. Please just ask if you need assistance and they will be happy to help.

There will be dedicated food traders positioned within the accessible campsite.

## **CASHLESS PAYMENTS**

Download Festival is a fully cashless event. You can pay by debit or credit card. You can also use Apple or Google pay if you have those set up on your phone.

## **ACCESSIBLE VIEWING AREAS**

There are raised viewing platforms and ground level viewing areas at the following stages:

Apex Stage

Opus Stage

Avalanche Stage

Dogtooth Stage

The Doghouse

The Den

Your accessibility wristband will give you access if you have been approved for this facility.

### **Raised Viewing Platform**

- The raised viewing platforms are designated for wheelchair users and those with restricted or limited mobility.
- Only the approved customer and their essential companion can access the raised viewing platform.
- A wristband system will control access to the raised viewing platform.
- In cases where a customer does not have an assigned Essential Companion, they can nominate one person to join them on the platform whilst they make use of the facility.
- All raised viewing platforms are equipped with ramped access, wheelchair-accessible toilets, and charging points.
- Viewing platforms are not covered, so customers should dress appropriately for all weather conditions.
- If an essential companion or nominated person needs to leave the accessible customer alone temporarily while they use facilities (or otherwise) they will be given a temporary pass card by security to hand back when they return. This allows us to manage the capacity efficiently.
- Once the platform is at capacity a one in, one out policy will be implemented.
- Smoking, including e-cigarettes & vapes, is not permitted.
- Staff and security have the right to ask customers to leave the platform if the customer is behaving inappropriately.

### **Ground-Level Viewing Area**

- A designated ground-level viewing area is available for individuals who require a less crowded area and the option of sitting for short periods.
- A wristband system will control access to the ground-level viewing areas.
- Limited seating is available in the ground-level viewing area.
- All ground-level viewing areas have access to accessible toilets.
- If required, customers may be accompanied by an essential companion in the ground-level viewing area.
- Staff and security have the right to ask customers to leave the ground-level viewing area if the customer is behaving inappropriately.

## ASSISTANCE DOGS

Spending areas will be available for assistance dogs, located at the accessible campsite, behind the Apex (Main Stage) Accessible Viewing Area and in District X. Please ensure you use these spaces only and always clear up after your assistance dog using the bins provided.

## BRITISH SIGN LANGUAGE INTERPRETING PERFORMANCES

A British Sign Language performance interpreting service will be provided on request by fully qualified interpreters from Performance Interpreting.

If you have indicated that you require this service and have given consent for your contact details to be shared with the interpreters, they will contact you directly. This is so that you can liaise with them about what performances you want interpreted.

If you would like to be contacted by the interpreters and have not yet given your consent, please contact us at [accessibility@downloadfestival.co.uk](mailto:accessibility@downloadfestival.co.uk)

The Performance Interpreting Team will be available at their info hub just behind the Apex (Main Stage) Accessible Viewing Area. They will be available onsite to assist and answer any queries you may have.

## MEDICAL ASSISTANCE AND WELFARE

### MEDICS

Medics, medical care, and supplies are available in the arena and District X. There will also be a medic on duty at the main stage viewing platform.

If you require urgent medical attention, please alert a member of staff who can assist you.

### WELFARE

Welfare tents are located in the arena and in District X. Experienced and caring staff are on hand to provide confidential advice about drugs, alcohol, sexual health and general assistance, counselling, and advice for anything that is troubling you.

## **SENSORY CALM TENT**

There are two sensory calm tents at the festival. One is located within the arena, just behind the Apex (Main Stage) Accessible Viewing Area. The other is located in District X.

The aim of these spaces is to provide a safe, low-level stimulation and recalibration zone for any customers who need to use it.

## **LEAVING THE ARENA, LEAVING THE FESTIVAL AND RE-ENTRY**

### **ROAD CLOSURES AND TRAFFIC CURFEWS**

Please be aware that there will be times during the event where we must enforce strict road closures and traffic curfews. This is to protect the safety of all our customers.

Road curfews will be in place as below:

- Friday 22:00 to 23.30
- Saturday 22:00 to 23:30
- Sunday 22:00 to 23:30

Please be aware that these times are subject to change at short notice.

### **LEAVING THE ARENA**

When the main headliner concludes each evening, we recommend that customers on the viewing platforms and in the ground-level viewing areas wait until the initial crowd has left the arena before leaving themselves.

If you wish to avoid the road closures, you will need to leave prior to the curfew times. This will mean leaving before the headliner has finished.

### **LEAVING THE FESTIVAL**

Please be aware that there may be long queues when leaving the festival by car or public transport, as vehicle curfews are necessary to allow pedestrians to leave the site safely.

## **ACCESSING YOUR CAR DURING THE FESTIVAL**

You will have access to your car throughout the festival. If you wish to leave, please be aware of road closures and times listed when there may be heavy crowd movement and plan trips to your car outside of these times.

## **RE-ENTRY FOR CAMPING CUSTOMERS**

Customers who are camping at the festival, are allowed to leave and reenter. Please use the same route to exit the festival as you entered.

## **RE-ENTRY FOR DAY OR ARENA ONLY CUSTOMERS**

There is no reentry for day customers. After weekend arena only customers leave the festival, they cannot re-enter until the following day

## **DOWNLOAD FESTIVAL MOBILE APP**

This accessibility guide's information is also available on the Download Festival app.

The app also contains helpful information, including set times, maps, and important updates by push notification.

Please download the festival app to your mobile phone by visiting the Apple Store or Google Play and searching for Download Festival.

## **THE ACCESSIBILITY TEAM**

Our accessibility team will be on hand to look after you whilst onsite. Accessibility team members can be identified by their purple tabards.

The accessibility box office team will ensure your wristbands and pre-approved facilities are provided to you.

The accessibility manager will ensure that all the accessible facilities in the arena run smoothly. We encourage you to report any arena issues to the accessible info hub location next to the main stage viewing platform so that the team can assist you.

A team of security and stewards will be in the accessible viewing areas in the arena. They can be identified by their coloured, numbered tabards. They are there to keep you safe and will do their best to help you.

Our accessible campsite managers are on duty, providing 24-hour cover. They will roam the campsites and are there to help, so please feel free to ask them any questions or report issues.

A team of campsite helpers known as the Dog Squad roam the campsite, helping unload luggage and assisting the campsite managers. During busier arrival times, the helpers may be helping other customers, so please be patient. Please note they are not there to erect tents!

The whole team will work hard to ensure you have a positive experience at Download Festival and welcome your feedback about any aspect of the festival.

## HOW TO GET HELP AND PROVIDE POSITIVE OR NEGATIVE FEEDBACK

If you find yourself lost, please ask for direction to the nearest YOU ARE HERE plan of the festival site.

If you need assistance, please speak to a team member at one of the following locations:

- Accessible box office (on arrival)
- Campsite accessible information hub, which is open 24 hours
- Arena accessible information hub (open during arena opening hours)
- Accessible Viewing Areas.
- You can also contact the team by phone at 07384 971 436.
- By email at [accessibility@downloadfestival.co.uk](mailto:accessibility@downloadfestival.co.uk)

Please be aware that phone reception can be temperamental, and the phone reception may not always be the strongest. The phone may become busy at certain times, so please be patient with us. We accept text messages or WhatsApp from those who cannot, or prefer not to, make calls.

## WHAT 3 WORDS

What3Words is a geocode system designed to identify any location within a resolution of approximately 3m. It is an easy way to find and share exact locations. We have listed below some key site locations for you.

You can either download the app or use [the website here](#).

LOCATION	WHAT3WORDS
Accessible Box Office Purple	Fairway.union.waltzed
Accessible Campervan Box Office	Lighter.mental.producers
Accessible Box Office Blue	Highlighted.solo.lanes
East Entrance Box Office	Weeks.quietest.venturing
West Entrance Box Office	Grabs.manicured.slot
Transport Hub	Unique.warnings.partly
Purple Car Park	Lookout.starlight.should
Blue Car Park	Frown.downsie.heartless
Purple Gate	Attends.nudge.rescue
Blue Gate	Coil.clattered.crumble
CO-OP	Tonality.incursion.laminate
Medical	Moved.jetting.iteration
Welfare	Jumps.alerting.ounce

[illegible]

CAMPSITE AND CAR PARK MAP

