

ACCESSIBLE FACILITIES

ACCESSIBILITY TICKETS

Customers with accessibility difficulties who require an essential companion can apply for a free ticket. To apply please book a standard entry ticket either online, by phone or in person then email proof of eligibility along with your order reference number to customerenquiries@alttickets.com or call us on 0115 896 4456. Any of the below are excepted, in addition we will review an application without these forms on a case-by-case basis.

- Front page of DLA / PIP
- Front page of Attendance Allowance letter
- Evidence that registered severely sight impaired
- Recognised Assistance Dog ID card

Once your request has been received we will email you back with further information. Please note the only exception is 10's and under who already receive a free ticket.

EVENT SPACE & SITE

The event is held at Wollaton Park, Nottingham, on a sloping, green-field site – although there are some tarmac pathways, these do not run into the stages (which all stand on grass). Weather and ground conditions may be variable.

ENTRY

There is a dedicated Disabled Entry Gate on level tarmac surface at the top of the park driveway, manned by stewards that will allow access to the site.

ACCESSIBLE PARKING

An Accessible Car Park and Drop Off is located off the Main Driveway to Wollaton Hall, entrance via Lime Tree Avenue (off Middleston Boulevard/Ring Road), follow directions for Parking Staff on site. This is available to all blue badge holding festival goers. The parking is on gravel – however the route from the Driveway to the Disabled Entry Gate is tarmac. Your vehicle must clearly display your blue badge. At the end of the event, the driveway will be busy with pedestrians exiting the event. Please be aware that it may take a while to get out of the site following the end of the event.

VIEWING PLATFORM

A dedicated viewing platform will be provided at the Main Stage and Second Stage. The viewing area will be elevated and enclosed with hand railing and accessible via a ramp. Viewing platforms will be stewarded to ensure correct use.

The platform is not under cover. Platforms will have some seating for use by a friend or Personal Assistant of the platform user, each disabled guest will be entitled to have one friend or personal assistant accompany them on the viewing platform.

Also, space is available adjacent to platform for viewing.

Please also be aware that viewing platforms are ran on a first come, first served basis and entrance to these platforms is not guaranteed. Access to the platform will be gained by showing your wristband and ticket.

DISABLED TOILETS

There will be at least one temporary Disabled Toilet at each Toilet location, and one by the Main Stage viewing platform. There is also an existing disabled Toilet in the Courtyard of the Nottingham Industrial Museum building with changing facilities and running water, the small building located near the Main Entry. All disabled toilets are marked on the festival map which will be available the week prior to the event.

MEDICAL SERVICES AT THE EVENT

First Aid and Paramedic facilities will be on site should you require any medical assistance.

SEATING

There is some seating across the site – however this is limited seating in the festival arena, and within the food court area only. We recommend that if seating is compulsory to your enjoyment of the event, then please bring it with you. Chairs and blankets are allowed, but not permitted between stage and mixing desk and may be requested to be moved by the organisers if space is limited.

LIGHTS

Due to the nature of the event there will be flashing lights on all stages and strobe or laser effects may also be used.

PROGRAMS

Large print programs are available, please request in advance by Monday 3rd July by emailing customerenquiries@alttickets.com or calling 0115 896 4456.

ATTITUDE IS EVERYTHING

Splendour are proud to have been awarded the Bronze level of Attitude is Everything's Charter of Best Practice, demonstrating our commitment to improving the live music experience for our Deaf and disabled customers.