

SPLENDOUR IN NOTTINGHAM 2015
DISABILITY INFORMATION FOR TICKETING & WEBSITE



Splendour Festival is committed to ensuring disabled customers can enjoy our event. We are working closely with [Attitude is Everything](#) to provide an event site which is accessible and are working towards their Bronze Award in accessibility on site.

Please read through the information below and if you have any further questions please use the contact details below to get in touch.

Contact (Access Enquiries) access@splendourfestival.com or write to us at: Splendour Festival Access, DHP Family, Unit 15, The Laundry, 2-18 Warburton Road, London Fields, E8 3RT.

Contact (Ticket Purchase) customerservices@alt-tickets.co.uk Phone: 0845 413 4444

**WE REQUEST THAT ACCESS FORMS ARE PLEASE SUBMITTED BY FRIDAY 5th JUNE 2015
TO ASSIST WITH PLANNING**

ALTERNATIVE FORMATS AVAILABLE

This access information is downloadable as a [word document HERE](#) and [PDF document HERE](#).

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 driveway, manned by stewards that will allow access to the site. Please exchange your ticket for a wristband here. This is located to the right hand side of the main queuing lanes.

ACCESSIBLE PARKING

An Accessible Car Park and Drop Off is located off the Main Driveway to Wollaton Hall, accessed off Wollaton Road. 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.

BOOKABLE ACCESS FACILITIES

The following access facilities need to be pre-booked using the Access Requirement form. This form and the required evidence must be sent to us once you have purchased a ticket.

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Download the **Access Requirement Form** here as a [word document](#) or here as a [PDF](#). Please return the form to access@splendourfestival.com so we can accommodate your access requirements where ever possible.

1) PERSONAL ASSISTANT TICKETS

Customers with accessibility difficulties who need a full time assistant in order to attend the event are eligible to purchase 2-for-1 tickets, in order to bring a personal assistant or carer to the event at no extra cost. To apply for a 2-for-1 ticket, please buy a full price ticket, fill in the [Access Requirement Form](#) and provide us with a form of evidence as listed on the form in order to receive your personal assistant ticket.

2) VIEWING PLATFORM

A dedicated viewing platform will be provided at the Main Stage. The viewing area will be elevated and enclosed with hand railing and accessible via a ramp. In order to gain access to the viewing platform, you need a viewing platform wristband. This also comes with a lanyard that can be worn by a personal assistant or companion so that they can join you on the platform; there will be some seating available. 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.

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, 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

St Johns First Aid and East Midlands Ambulance will be on site should you require any medical assistance.

SEATING

There is some seating across the site – however this is limited and is 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, please note this will need to be by special arrangement in advance by contacting access@splendourfestival.com as chairs are prohibited from the event.

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.