

# ACCESS CUSTOMERS

Here you'll find all the information you need for  
Disabled Access at the festival

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## HOW TO APPLY FOR THE DISABLED ACCESS SCHEME

Festival Republic want Leeds to be an event that is accessible for all. 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.

To apply for our access scheme first purchase a standard ticket. Once you have purchased your ticket we ask you to complete and submit an access requirements application form which consists 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

## ACCESSIBLE TERMS & CONDITIONS

It is mandatory to provide one of the following forms of supporting documentation in your application as evidence of your requirements and to grant a PA ticket. Please include one of the following with your completed form:

- PIP (Personal independence payment)
- DLA – care and/or mobility
- Letter from a medical professional
- D/deaf or blind registration
- The Access Card or equivalent with a +1 icon for PA tickets
- Blue Badge – permitted for parking only requests

Please note any submitted documents are securely destroyed.

If you do not have the above evidence but feel you need assistance to access the festival, please contact us. Anyone turning up on the day without making prior arrangements may not be able to access our

facilities. However we will always try to accommodate any late requests.

## PERSONAL ASSISTANT (PA) TICKET SCHEME

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.

This ticket can only be approved by the Access Team

Please do not buy a ticket for your PA as this will not be refunded if they are approved.

Please apply for your PA ticket using our access requirements application form.

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.

## APPLICATION FORM

Our application form will be available soon. To be notified when you are able to apply, sign up to the Access Mailing List.

[SIGN UP HERE](#)

## FACILITIES AT THE FESTIVAL

### Campsite

The Accessible 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. You can apply to camp here by completing an Access Requirements Form. The campsite is located as close as possible to the arena and is staff by the Access Team 24 hours a day throughout the event. Security personnel and stewards are also based in the campsite.

Disabled Access Campsite Facilities:

- Wheelchair accessible unisex showers and toilets
- HDU with a raised bed and a hoist above. We do not provide hoist slings so please bring your own slings.
- Standard toilets and showers
- Drinking water points and accessible sink
- Waste-disposal point
- Electrical points for charging wheelchairs or mobility scooters
- Fridge for secure medication storage

## Party Size

As well as you and your PA/Carer, 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.

## Campervans

We can accommodate a limited number of campervans in the Accessible Campsite. To bring a campervan please select this option in your application. We will then email you the link to purchase. Please note: Campervan tickets are a supplementary ticket and an additional charge.

## Arena

### Toilets

Accessible toilets will be situated at the viewing platforms. All toilet locations will be noted in the Access Guide.

We always strive for the highest standards and employ cleaners as well as service companies who are on duty throughout the event. However, if you find a toilet in an unsatisfactory condition please inform a member of the access team or a member of our crowd management personnel who are easily identifiable by their numbered tabards.

While we actively discourage non-disabled customers from using these facilities not all of the toilets are locked or guarded the entire time. We respectfully ask personal assistants with disabled customers not to use the accessible toilets.

## Viewing Platform

There will be a Platform Manager based in the Arena who can assist with any problems or queries.

There are a limited number of seats on the viewing platforms. Seating is provided on a first come first served basis. However, access customers are welcome to bring their own chairs.

Personal Assistants are welcome to use the seating on the platforms unless an access customer requires a seat.

The viewing platforms have a very limited capacity and is strictly for access customers plus 1 PA only.

To book your place on the viewing platform you need to complete the Access Requirements form.

There is a wheelchair accessible ramp at the viewing platform.

## Charging Points For Wheelchairs

These are available at many of the viewing platforms and inside the information tent in the Campsite. Please check the Access Guide for the exact locations.

### TRAVEL & PARKING

## ACCESSIBLE PARKING

Parking at this event is limited and is only permitted with the pre-approved Parking Pass provided by the Access Team. Please note there is no charge for Accessible parking, Blue Badge holders must apply in advance for accessible parking.

If you are getting a lift to the festival you can apply for a drop off pass which will allow the same access as a car park pass so you and your luggage can be dropped off as close to the campsite.

To apply please email any queries to [access@leedsfestival.co.uk](mailto:access@leedsfestival.co.uk)  
Please see our Festival travel pages for more options, [here](#).

If you would like advice on Travel please [contact us](#).

### D/DEAF CUSTOMERS

#### BSL – Interpreting Services

A performance interpreting service will be provided by fully qualified interpreters from [Performance Interpreters](#). Please complete an Access Requirements form. Schedules will be added here when available. An information and welfare service will be available the location will be shared with you in the Access guide.

#### 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.

### USEFUL INFORMATION

## ACCESS GUIDE

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.

## **SITE LAYOUT & GROUND CONDITIONS**

The ground is farmland, used for grazing and generally level but uneven terrain. It is likely that the site may be muddy, water-soaked or dusty – it is not a stadium or hardcore flooring. The Festival arena is a large rectangle with stages, food, bars, merchandise, market stalls and other facilities are spread around the arena and campsite areas. The Disabled Access Campsite is the closest campsite to the Arena, however, there is a steep incline getting from the Arena to the Disabled Access Campsite.

All relevant Disabled Access Distances will be added to the Access Guide.

## **MEDICATION**

If you need to bring medication with you, please bring a doctor's note or a prescription for it if it is not easily recognisable. Please contact the access team should you need more advice or guidance. We will be able to store medicine in our fridge at the check-in cabin.

## **EFFECT LIGHTING**

Smoke machines, strobe lights, fireworks and other effects may be in use at this event. Anyone affected by these should bear this in mind.

## **CHAIRS**

There will be limited chairs available for use on the viewing platform. We recommend that you bring your own folding chair to the event.

## **SECURITY & SAFETY**

Crowd Management Personnel are clearly identifiable by their numbered tabards/shirts. They are all issued with a staff handbook so should be able to answer most questions. They are briefed on all aspects of the event and are able to assist and give information.

In the instance of a site evacuation please ensure that your PA is aware that they are your main point of assistance in an emergency evacuation. Crowd management personnel located near the viewing platform will assist in moving everybody to a place of safety.

## TEMPORARY IMPAIRMENTS

Please note that our access customer facilities cannot cater to people with temporary impairments such as broken bones, recent injuries and pregnant women. The facilities are for the specific use of access customers and we kindly ask that you please respect this.

## MEDICAL & WELFARE

Medical and welfare facilities are available to everyone. There will be signed First Aid points located across the festival site.

## ATTITUDE IS EVERYTHING

**ACCESS STARTS ONLINE**

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.

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

If you require further assistance or information that cannot be found on the website, please contact a member of the access team

Post: Access Team, Live Nation, Regent Arcade House, 19 – 25 Argyll Street, London W1F 7TS

Email: [access@leedsfestival.co.uk](mailto:access@leedsfestival.co.uk) We aim to respond within 72 hours

Phone: 0207 009 3487 Our phone lines are open from Monday – Friday 10am – 6pm. (If lines are busy please leave a message and we will get back to you.)

