



## **ACCESS INFORMATION**

We hope you find this information helpful. Please note that it is subject to change.

### **PERSONAL ASSISTANT TICKETS**

If you need assistance while at Sundown Festival, we offer Personal Assistant tickets at no extra cost. These tickets are available for people who would otherwise not be able to attend the event without the help of a personal assistant. As tickets for the event as a whole are limited (and expected to sell out) please do not book this ticket unless you do really require it.

To apply for a free Personal Assistant ticket, please select an Accessible ticket on the ticket page or call See Tickets on 0871 220 0260. You will be asked to supply information to confirm that you have a genuine requirement for a PA. Once approved, you will receive your Accessible ticket via post or email. You will then be able to collect your Accessible wristbands from the box office (situated next to the main entrance) upon arrival at the festival.

### **CAR PARK**

There is reserved blue badge parking area close to the box office and main entrance. From the road, follow car park signs and show your blue badge on arrival so stewards direct you to the right place. Car parking is £10 per day and £20 for the weekend.

### **EVENT ENTRANCE**

All accessible ticket holders should go to the box office (situated next to the main entrance) to collect their Accessible wristbands before entering through the Main Gate.

### **CAMPING**

The campsite is grassed and intersected with tarmac roads. There is a reserved camping area with accessible toilets for disabled patrons. You will need to show your Accessible wristband to enter this area.

### **VIEWING PLATFORM**

There is a viewing platform at the main stage. While the platform is of a relative size for the number of guests we are expecting, spaces are limited and operate on a first come first served basis. Please email us at [info@sundownfestival.co.uk](mailto:info@sundownfestival.co.uk) to advise that you intend to use Viewing Platform so we can ensure that it is of an appropriate size.

Once you have contacted us, we will respond letting you know if your application has been approved and then you will be able to collect your 2 x Viewing Platform passes from the box office along with your Accessible wristbands. Please note, while the platform is of a reasonable size for the event, spaces are limited and we encourage you to share the facilities and consider others' needs.

There will also be a cordoned off area on ground level next to the Viewing Platform which can be used if the platform becomes full.

## **FESTIVAL SITE & GROUND CONDITIONS**

The festival arena is a grassed site but it is well served by a grid of tarmacked roads so compared to a lot of festivals it had good access. If we do have wet conditions, the campsites (which are not intersected by tarmac paths) and grassy areas of the arena, may be difficult to traverse.

## **TOILETS**

Accessible toilets are located behind the arena Medical & Info Point, at the main stage viewing platform and in the campsite. We put them in three locations so that they are protected from being used by other festival goers. We hope you find them in a good state but if not, please tell a steward so we can fix the issue.

## **SEATING**

We allow chairs in the campsite but don't allow them in the main arena. However, if you need to take a chair into the arena for medical reasons, please bring supporting evidence such as a medical letter from your doctor or contact us in advance to arrange.

## **MEDICAL SERVICES, WELFARE & ASSISTANCE AT THE EVENT**

Medical Centres are located in the Campsite and Arena (look for the red cross signs). The campsite medical centre is open 24 hours.

Please make sure that you bring along a doctors note / proof that you require any medications that you bring along so that you are not delayed with additional security checks on entrance to the event. Medicines that require storage onsite can be stored at the Medical Centre.

If you need to charge your wheelchair please ask at the Welfare/ Info Point, based next to either Medical Centre.

If you have any additional questions regarding your welfare at the festival please don't hesitate to contact us.

## **LIGHTS + SPECIAL EFFECTS**

Due to the nature of the event there could be flashing lights on all stages. Strobe effects and lasers will be used during some of the performances at all three stages.

If you have any other queries, please contact [info@sundownfestival.co.uk](mailto:info@sundownfestival.co.uk).