



ACCESSIBILITY INFORMATION

Tickets for Personal Assistants

So that we can provide an appropriate level of facilities, once you have decided which ticket type you would like, please select this as an accessible ticket. If you would like a Premium or Glamping ticket we ask you to contact us at access@thelongroad.com to discuss your requirements, all other ticket types are available as Accessible Tickets via our ticketing page.

For those who would not be able attend without the support of an assistant, a complimentary personal assist ticket will be provided on the basis that documentation to support your requirement is validated by one of our team. Guidance on how to obtain and validate a personal assistant ticket can be found on the ticketing page.

To make your weekend as smooth as possible, please find below information on our accessible facilities.

Site Layout and Ground Conditions

The Long Road is accessible to visitors with mobility impairments as the site is mainly level access with a few slight inclines, however please be aware that it is a green grass site with no hardstanding intersections. Please take the weather into consideration when planning what to bring as it can have an impact on mobility due to muddy patches etc.

Medical & Info Point

The Medical Tent and the Info Point are located inside the arena.

Medical is staffed 24/7 throughout the festival.

Info + Welfare Point is staffed from 11am – 11pm each day.

If you require a charging point for a wheelchair, refrigeration for medical items or anything similar then please ask at the Info + Welfare Point.



Toilets

Accessible Toilets are located at:

- Main Stage Viewing Platform
- Behind Info + Welfare Point
- Accessible Campsite

Lights

Due to the nature of the event and types of performance there will be flashing and moving lights.

Viewing Platform

A viewing platform will be available. While the platform will be a relative size for the number of guests we are expecting, spaces are limited and operate on a first come first served basis.

Please ensure you have collected a wristband from the Info + Welfare Point (located inside the arena).

Parking – Non Camping Guests

There will be a blue badge parking area within the general car park. This can be pre-booked at £10 per day or £20 for the weekend. Please have your blue badge on display. Please follow festival directional road signage for general parking.

Parking – Camping Guests

For camping guests, there will be a car park next to the Accessible Campsite.

Accessible Campsite

An accessible campsite with dedicated toilets and showers will be available. In order to access this you must select an Accessible ticket when making your booking. These will be available in each ticket section. Please note that the accessible campsite and facilities have a limited capacity. If you intend to invite other ticket holders to camp



with you, please contact us at access@thelongroad.com and we will do our best to accommodate you.

We are unable to offer electrical hook-ups to tents, however electrical hook-ups are available for purchase to Caravan/Campervan ticket holders. If you require a charging point for a wheelchair, refrigeration for medical items or anything similar in the campsite, this can be arranged on arrival.

Live-In Vehicles

Due to safety reasons, we have split accessible tent camping and live-in vehicles. If you would like to bring a live-in vehicle (e.g. campervan) you must book an accessible Caravan / Campervan ticket in order to have access to accessible facilities.

We can't allow tents into the caravan and campervan area so any friends in tents must go into the camping area.

Accreditation Collection

Day / Weekend No Camping tickets holders – ticket check is via the main entrance.

Camping Ticket holders – ticket check is at the entrance to the Accessible Campsite.

Viewing platforms – please collect a wristband from the Info + Welfare Point (located inside arena).

Contact Details for Access Enquiries

If you have any further queries please contact us at access@thelongroad.com