



# 2010 Guide for D/deaf and Disabled Customers at Leeds Festival.

This is the annual guide to disabled access and facilities at Leeds Festivals. We want everyone to be able to enjoy our events, participate, feel safe, and be part of the crowd. We hope to help you make an informed decision about attending.

This information is also contained on the Festival Republic website, and each event's own website.

Festival Republic is proud to continue supporting and working alongside Attitude Is Everything, the foremost disability advice and information service currently working to improve D/deaf and disabled people's access to live music.

Disabled consultants, volunteers and gig goers attend and audit our events, and their feedback, with that of our customers, is central to our ongoing work. If you have any comments about this guide, please send them to us.

This information is also available in large print, and can be posted or emailed. *Details on how to apply are yet to be confirmed.*

Please note all information may be subject to change, but updated information will be available on site. The guide is arranged as follows:

- 2 for 1 ticket scheme and important notes
- Further Enquiries and Ticket Booking Information
- Leeds Festival: 27<sup>th</sup>, 28<sup>th</sup>, 29<sup>th</sup> August 2010

## **APPLICATION FORMS FOR LEEDS FORMS MUST BE RECEIVED BY FRIDAY 23rd JULY 2010.**

### **2-FOR-1 TICKET SCHEME AND IMPORTANT NOTES**

If you wish to use disabled facilities, we ask you to contact us in advance. We cannot process applications at the event.

The scheme and disabled facilities are not open to those with temporary impairments such as broken legs, pregnant customers etc. There are medical and welfare facilities on site that are open to all customers, but use of the disabled facilities and campsite are strictly regulated.

Via our 2-for-1 scheme, we provide many disabled ticket holders who require full time assistance with a free ticket for an accompanying PA. For all events:

- Purchase your own ticket as normal
- Fill in the application form and attach a copy of a current DLA letter (we do not keep letters on file from previous years)
- Send them by post to the address shown below, to reach us by the closing date
- Please post applications to:

Disabled 2 for 1 scheme : **Leeds Festival**  
Festival Republic  
35 Bow Street  
London WC2E 7AU

## IMPORTANT NOTES

THERE IS A STRICT CLOSING DATE FOR APPLICATIONS SHOWN ABOVE. WE ARE UNABLE TO PROCESS LATE APPLICATIONS OR THOSE MADE ON SITE

If you are not offered a free ticket for a PA, and the event has sold out by the time we inform you, we will make one ticket available to buy

Disabled customer tickets are the same as everyone else's, and there is no separate allocation of tickets or booking arrangements for disabled customers. Please note some events sell out quickly.

We don't send out free tickets in advance: they are issued at the event.

If you don't wish to apply for a free ticket, but would like access to the disabled facilities, please fill in the application form stating your reasons.

All applications are at the discretion of Festival Republic and we reserve the right to alter or withdraw arrangements

Once we have all your application, we will acknowledge receipt by email. Then at least 4 weeks before the event we will send your final confirmation letter

We send all confirmation letters 4 weeks before the event, or sooner if maps & car passes are ready. PLEASE BE PATIENT AND WAIT TO HEAR FROM US!

Your letter will state one of the following:

We can offer you one free ticket for an assistant and use of the disabled facilities

We cannot offer you a free ticket but can offer use of the disabled facilities

We cannot offer a free ticket or access to the facilities

Your confirmation letter will contain full information on where to go and what to do on arrival, plus a site map and car pass.

## FURTHER ENQUIRIES AND TICKET BOOKING INFORMATION:

The best place for regularly updated information is at [www.festivalrepublic.com](http://www.festivalrepublic.com)

National and Regional music press and the internet provide a wealth of information.

Unfortunately we cannot accept phone enquiries, but you can call 020 7009 3000 for urgent enquiries, leave your details and we will call you back.

Events sell out quickly, so you may wish to buy your ticket immediately. We can arrange a refund if you change your mind about attending after hearing back from us, if you buy from See Tickets or Festival Republic.

## IMPORTANT!

Our offices close completely for one week prior to the start of each event, as staff move to site, so we cannot respond to phone enquiries/emails at this time.

## TICKET BOOKING DETAILS

The Information Line can tell you about agencies in your area, on 0207 009 3000

You can book tickets on the Festival Republic website at [www.festivalrepublic.com](http://www.festivalrepublic.com) or [www.seetickets.com](http://www.seetickets.com) / 0871 231 0821 – the Credit Card Booking Line

#### SITE LAYOUT & GROUND CONDITIONS

Bramham Park is a parkland estate. The arena is fairly flat but some backstage areas are very steep. The ground is generally uneven and grass throughout with no pathways or covered walkways. Adverse weather conditions can drastically alter the ease of movement. We are always looking at ways to improve access and plans for access in 2010 are currently under review – please check back here for updates shortly.

#### DISABLED CAMPSITE & HOSPITALITY AREA

The campsite is shared with between guests and disabled customers. Due to the fire risk it is a condition of our licence that cars and tents must be separated. We will reserve the parking spaces closest to the campsite for disabled customers displaying a car pass. Each disabled customer may have up to three people camping with them, and one car. If you wish to camp in a larger group, you can do so in any of the public campsites.

LIMA GATE is the most direct route from the guest area into/out of the arena, for which you require a DISABLED ACCESS wristband. There will be a charging point for electric wheelchairs in the campsite.

#### TOILETS

There are adapted toilets at each toilet block in the arena, at each stage viewing platform, in the disabled/guest campsite and in the hospitality area.

#### MEDICAL SERVICES

Events Medical Services are equipped to provide first aid, minor casualty and resuscitation. They run a 24-hour medical centre with general practice facilities, staffed with doctors, nurses and paramedics. They have details of emergency dentists and local chemists. First Aid units around the festival run between 11am and 11pm each day. Contact Dr. Matt Robbins at [matt@eventsmedicalservices.co.uk](mailto:matt@eventsmedicalservices.co.uk)

#### VIEWING PLATFORMS

Disabled Access Wristbands give access the viewing platforms. Platforms are solely for disabled people and PA's. We plan to have a viewing platform at every music stage.

Access ramps will have at a gradient of 1:12. There will be lighting on the main stage ramp and some seating for PA's. The Main stage platform is not covered.

Attitude Is Everything provides a number of disabled stewards on the viewing platforms.

Use of laser and strobe lights at the event will be preceded by announcements from the stage.

Those affected should allow sufficient time to leave the area before effects begin, bearing in mind it can be slow to move through the crowd.

#### WELFARE

This service operates 24-hours a day, as does the medical tent.

#### GUEST LIST

The guest list is at Yellow Gate on Thorner Road and the shuttle bus drop off is near by.

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