



# Access Information

The Access Information on this page can also be downloaded in large font [here](#). Information is subject to change and a final version will be circulated one week before the festival with any updates.

At Sundown Festival we provide a range of facilities for those with access requirements. Please read the following information carefully to familiarise yourself with what is available so that you can plan your trip.

**If you would like to use the accessible facilities, it is essential that you fill out the Access Application Form to gain access to any of the following:**

- Free Personal Assistant ticket
- Accessible Campsite
- Additional guests in Accessible Campsite
- Accessible toilets
- Welfare tent refrigeration and charging
- Accessible Viewing Area

This allows us to plan accordingly and ensure that we have enough capacity to cater for you.

## **BUYING TICKETS**

All applicants will need to purchase a festival ticket on our [ticket page](#). If you think you are eligible for a free Personal Assistant ticket to accompany you, do not buy a ticket for them. You can apply for this on the Access Application Form.

## **ACCESS APPLICATION FORM**

Please click [here](#) to complete the Access Application Form and request use of the accessible facilities and free Personal Assistant ticket. We will respond within 14 days from when we receive your supporting documentation. Your application isn't approved until you receive an email from Sundown Festival.

Please note the closing date for applications is 5pm Thursday 13th August 2020. This closing date gives us enough time to process all applications and send out final information and accreditation before the event. We will do our best to accommodate any late applications.

If you have any questions while filling out the form, please contact us at [access@sundownfestival.co.uk](mailto:access@sundownfestival.co.uk).

## **PERSONAL ASSISTANTS**

Personal Assistant (PA) tickets are provided so that customers who are unable to independently attend the festival can bring along someone who can provide the support needed at no extra cost. For that reason, we advise that your Personal Assistant must be able to carry out all support roles required, such as carrying your luggage between the car park and campsite and putting up your tent. The festival does

not provide staff to do this for you. Please state the name and contact details of the PA on the Access Application Form.

### **ELIGIBILITY FOR ACCESSIBLE FACILITIES AND PA TICKETS**

In order to be eligible to use the accessible facilities and obtain a free PA ticket, we ask you to supply one of the following forms of supporting documentation:

- Front page of PIP
- Front page of DLA
- Deaf or Blind Registration
- CredAbility Access Card

There are two ways to send us your supporting documentation:

- 1) Email a scan or photo to [access@sundownfestival.co.uk](mailto:access@sundownfestival.co.uk)
- 2) Post a scan or photo to Sundown Festival Access Team, U-Live, 3 Pancras Square, London, N1C 4AG

The document must be dated in either 2018 or 2019 and state the full name of the customer with access requirements.

Please feel free to black-out any information on the documents that relate to the amount of benefits paid or health conditions.

All documents will be securely stored and then destroyed once the application has been processed.

### **ACCREDITATION AND DESPATCH**

To allow use of the various facilities onsite, Access Accreditation (such as wristbands and passes) will be issued. These wristbands/passes plus Personal Assistant tickets will be posted out to applicants in advance of the festival using the postal address supplied in the Access Application Form. Please make sure you submit your full address.

Please note, festival tickets that have been purchased on our ticket page will be sent separately, either by email or post, depending on the option selected during the transaction.

### **EVENT TIMINGS**

The campsites open to camping ticket holders at 12pm on Friday and need to be vacated by 12pm on Monday.

The arena opens to Day, Weekend Camping and Weekend No Camping ticket holders from 12pm to 10.30pm on Saturday and Sunday.

Car parks will open from 10am on Friday, Saturday and Sunday.

### **SITE LAYOUT AND 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 has 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.

### **ACCESSIBLE CAMPSITE**

We have a dedicated Accessible Campsite, with accessible toilets, located within close reach of the main festival arena and approximately 350m from the Accessible Car Park.

The Accessible Campsite is for tent camping only. Cars and Campervans are not allowed in the campsite and we do not offer power hook ups to individual tents.

Festival staff will not be able to provide physical assistance to move luggage between car parks and campsites, or to put up tents. If you require assistance of this nature, you must bring along a Personal Assistant who is capable of supporting your needs.

Please let us know if you would like to camp in the Accessible Campsite on the Access Application Form. Please note, there are no accessible facilities in the General Campsites.

In addition to a Personal Assistant, you are allowed up to four guests to camp with you in the Accessible Campsite. Please advise of your numbers on the Accessible Application Form so we can accommodate your group.

### **ACCESSIBLE CAR PARK**

There are two Accessible Car Parks on site, one for Camping ticket holders and one for Day ticket holders. Please follow signs for 'Camping Car Park' or 'Day Car Park' according to your ticket type. Please have your blue badge on display and inform the stewards that you would like to park in the Accessible Car Park when you arrive.

If you don't have a blue badge but someone in your party has a disability or a condition which means that they cannot travel very far from the car, please let our stewards know when you arrive. They will do their best to accommodate you in the Accessible Car Park.

The distance from the Accessible Camping Car Park to the Accessible Campsite is approximately 350m on a grass surface. The distance from the Accessible Day Car Park to the arena is approximately 500m on a mixed surface.

If you do intend to use the Accessible Car Park, please let us know on the Access Application Form so we can get an idea of numbers.

Please note, all drivers must purchase a Car Park Pass in cash on the day to be able to park at the festival.

### **GLAMPING**

We have a dedicated Glamping Campsite, with one accessible toilet, located within close reach of the main festival arena and approximately 350m from the Accessible Camping Car Park. Please note, only people who have purchased a Glamping structure will be able to use the accessible toilet located in this area.

### **MEDICAL & WELFARE**

The Medical and Welfare Tent is open 24/7 throughout the festival and located inside the main festival arena, approx. 100 metres from the Accessible Campsite.

If you require use of the Welfare Tent's charging facilities for a wheelchair or refrigeration for medical items, please request this via the Access Application Form.

### **PICK UP/DROP OFF – CARS, TAXIS AND BUSES**

#### ***For Cars & Taxis***

If travelling by car or taxi, please direct the driver to the 'Camping Car Park' where there is an Accessible Car & Taxi Pick Up/Drop Off Area.

Please ensure you advise the driver to arrive on site at least 30 minutes before the Main Stage headliner finishes and to access the Accessible Car & Taxi Pick Up/Drop Off Area via: Dereham Road Easton, right onto Bawburgh Road and then right into the 'Camping Car Park' where stewards will then direct you to the Accessible Car & Taxi Pick Up/Drop Off Area.

### **For Buses**

All festival buses will arrive at and depart from the main festival bus stop at the Pick Up/Drop Off area. Follow event signage to the main entrance from the Pick Up/Drop Off area on arrival. The distance is approximately 1200m and the route is mainly along a flat grassed surface, however there are two areas of more uneven ground.

All buses are wheelchair accessible.

### **TOILETS**

Accessible Toilets are positioned throughout the event and stewarded. They are located at:

- Main Stage Accessible Viewing Area
- Behind the Welfare Point
- Accessible Campsite
- VIP Area (Please note, only people who have purchased a VIP ticket will be able to use the accessible toilet located in this area.)
- Glamping Campsite (Please note, only people who have purchased a Glamping structure will be able to use the accessible toilet located in this area.)

### **ACCESSIBLE VIEWING AREA**

There is an accessible viewing area at the Main Stage. This is a mix of raised and ground level viewing with seating provided. While the area is of a reasonable size for the event, spaces are limited, and we encourage you to share the facilities and consider others' needs.

Please request access to this area on the Access Application Form. You will then be provided with 2 x Accessible Viewing passes per application and these must be shown in order to access the accessible viewing area.

### **ASSISTANCE DOGS**

Assistance dogs are welcome. There are water points and bins located throughout the arena and campsites to ensure you can care for your dog's welfare during the festival.

### **LIGHTS**

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

### **MAP**

The Access Map will be published on the Access Information page of the festival website in advance of the event so that you can familiarise yourself with the site before you arrive.

### **ENQUIRIES**

If you have any queries, please contact us at [access@sundownfestival.co.uk](mailto:access@sundownfestival.co.uk).