



2009 Guide for D/deaf and Disabled Customers

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

All 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. We're keen to hear from festival goers with a range of impairments. If you have any comments about this guide, please send them to me.

This guide is also available in large print, and can be posted or emailed.

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

- 2 for 1 ticket scheme and important notes
- Further Enquiries, Ticket Booking Information & What to do at the event
- Medical Services and assistance on site
- Reading Festival: 28-30th August 2009
- Leeds Festival: 28-30th August 2009

**APPLICATION FORMS FOR READING MUST BE RECEIVED BY OUR OFFICE
BY FRIDAY 24th JULY 2009.**



attitude
is everything

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 conditions such as broken legs, pregnant customers etc. There are medical and welfare facilities on site which 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 friend or PA. For all events:

- Purchase your own ticket as normal
- Fill in the application form and attach a copy of a current DLA letter
- Send them **by post** to the address shown below, to reach us by the closing date

Please post applications to:

2-4-1 scheme + name of festival
Festival Republic
35 Bow Street
London WC2E 7AU

IMPORTANT NOTES

- THERE IS A STRICT CLOSING DATE FOR APPLICATIONS. WE ARE UNABLE TO PROCESS LATE APPLICATIONS/APPLICATIONS ON SITE: FRIDAY 24TH JULY 2009
- 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
- Applications are not first come first served. **We send all confirmation letters 4 weeks before the event, with maps & car passes - please be patient and wait to hear from us!**

Once we have all your application, we will acknowledge receipt by email. Then at least 4 weeks before the event we will advise you either:

- 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. We'll also send a site map and car pass.

FURTHER ENQUIRIES PRIOR TO THE EVENT:

The best place for regularly updated information is at 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 relocate to site, so we cannot respond to any 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 or www.seetickets.com / 0871 231 0821 - the Credit Card Booking Line

MEDICAL SERVICES AND ASSISTANCE AT THE EVENT

READING FESTIVAL:

Dr. Chris Howes and the Festival Medical team offer encouraging advice & comprehensive medical facilities, and are very flexible in meeting specific needs. You are welcome to contact them beforehand.

The 24-hour medical centre at Piccadilly Circus is staffed by doctors, nurses and paramedics, equipped to provide resuscitation, minor casualty and general practice facilities. Physiotherapy, podiatry and emergency dental services are offered. They also have a team consisting of a psychiatrist, psychiatric nurses, counsellors and drug specialists who are experienced in dealing with acute psychiatric emergencies including drug related problems.

Festival Medical also provides stage-pit crews, campsite first aid posts and patrols and arena first aid patrols. They run an in-house dispensary and make arrangements with a local retail chemist for dispensing private prescriptions.

You can contact Chris Howes at www.festival-medical.co.uk

Corrine Lane co-ordinates the Reading Welfare Point, that offers a wide variety of assistance. They have psychiatric and general nurses, counsellors, drug workers, disability workers, and number of staff with language skills and some with signing ability. They also assist lost people and lost children. Contact rwp@talk21.com

LEEDS FESTIVAL:

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

READING FESTIVAL

www.readingfestival.com



SITE LAYOUT & GROUND CONDITIONS

The festival arena is a large rectangle, with the Main Stage at one end, and other indoor stages around the perimeter. Food, bars, merchandise, market stalls and other facilities are spread around the arena and campsite areas.

The ground is farmland, used for grazing and generally level but uneven.

The Guest List is located Richfield Avenue, next the Box Office and open from 11am until 9pm every day, Thursday until Sunday. O'Malley Alley leads from the guest list to Piccadilly Circus. There may be changes to the check in procedure at Reading this year - please check confirmation letter for details.

Piccadilly Circus is a hard rough ground area which leads to 1) the guest / disabled campsite 2) the main arena via Lima Gate 3) O'Malley Alley & Richfield Avenue and 4) public campsite & market area. Also near here are the 24 hour Medical Centre, Police Station, Welfare, Information, phones & cash point.

Lima Gate is the easy access route into the arena for those with a Disabled Access Wristband. This gate may be temporarily closed by security.

CAMPSITE & PARKING

Disabled customer camping/parking is in the same field as guest camping/parking but separated. It is open from **12pm Thursday** until Monday. All parking is on grass. Due to the associated fire risks it is a condition of our licence that cars and tents be separated, though they are close by.

Up to three people may camp with each disabled customer, with one car per group.

You may camp in a larger group in any of the public campsites.

Please don't park close to the toilets & showers, as vehicles need access to empty & clean them. There is an electrical hook up point for electric wheelchairs here. Attitude is Everything are a dynamic charity that work to improve access to live music for D/deaf & disabled people. They run the Info tent in the campsite and employ stewards on the viewing platforms - look out for them, stop by & say hello!

DISABLED ACCESS WRISTBANDS

All members of the party will receive access to the campsite and Lima Gate. If agreed in advance, disabled customers will receive access for themselves and one PA to the viewing platforms. We cannot accommodate families or groups of friends on platforms.

TOILETS

We have at least one adapted toilet at each toilet block in the arena, one at each viewing platform, one at Welfare and several in the disabled campsite.

RIVERMEAD CENTER FACILITIES

The Rivermead Leisure Centre on Richfield Avenue has a heated indoor swimming pool and café on the ground floor. During the festival it is open to festival goers between 8am and 4.30pm. The entrance is level and there are two fully adapted disabled toilets that may be accessed free by showing your Disabled Access wristband. One toilet is in a room large enough be used to wash and change in. Other shower rooms are available, but not suitable for wheelchair users.

VIEWING PLATFORMS

You require a Disabled Access Wristband to access the viewing platforms. They are solely for the use of disabled people and their PA's. We have viewing platforms at all music stages, with access ramps at a gradient of 1:12. There will be lighting and an adapted toilet nearby and some seating for PA's. There is no shelter on the Main Stage platform. Through a project organised by Attitude is Everything and Oxfam, several disabled stewards work on the platforms.

There will be use of laser /strobe lights at the event, preceded by stage announcements. Anyone affected by these effects should allow ample time to leave the area, bearing in mind that movement through the crowd can be slow.

WELFARE

This service & medical both operate 24-hours a day. They offer a range of assistance, and usually have signers and staff with a range of language skills.

EVENT INFO SHEET

Despite detailed advance planning, some factors remain subject to change until the last minute. To provide with the most up to date information we produce an Event Info Sheet for distribution on site from Thursday when the campsites open.

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NEW CAMPSITE INFORMATION!

As a condition of our licence any person wishing to camp IN PUBLIC CAMPSITES between 6pm Wednesday 26 August and 8am Thursday 27 August must purchase a permit, costing £10 per person. There is no 2-for-1 on camping permits and they are not valid for the disabled or guest campsites. If you purchase one, you may camp in PUBLIC CAMPING and move into Disabled Camping when it opens on Thursday. Passes are not administered by this office. There are no exceptions to this and there is STRICTLY no admission to site to camp prior to 6pm Wednesday 26 August.

Please check the website or call 020 7009 3000 on how to apply for a permit.



SITE LAYOUT & GROUND CONDITIONS

Bramham Park is a parkland estate. The arena is fairly flat but some backstage areas are very steep, including the route from the disabled campsite through the hospitality area, into the arena. It is, however, the best and most convenient location for the campsite. 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.

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 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. We give disabled customers access to the hospitality area. The route from campsite to the hospitality area is a newly cut path through a wooded area and the ground is rough. The hospitality area features a covered bar, seating, music, food and toilet facilities. The area is all grass and a natural 'V' shape. 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.

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.

APPLICATION FORMS FOR LEEDS MUST BE RECEIVED BY OUR OFFICE BY FRIDAY 24th JULY 2009.

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Please check the website or call 020 7009 3000 on how to apply for a permit.