

16 ACCESS & FACILITIES FOR DISABLED PEOPLE

We want everyone to be able to enjoy the festival, participate, feel safe and be part of the crowd and hope this booklet will assist you in having an enjoyable festival.

We are very keen to hear from festival goers with a range of access requirements. If you have any comments about this guide, please send them to the address below.

Glastonbury Festival is proud to be working alongside Action on Disability and Development (ADD) who have a vision of a world where all disabled people are able to participate as fully as they choose at every level of society. They supply dedicated staff to help disabled persons have an enjoyable time during the festival.

We are also grateful to Artsline and the Attitude is Everything project for their assistance and guidance in putting together this information pack.

This guide is also available in large print, and can be posted or e-mailed. Site maps of the festival are available, however, these can only be posted and not e-mailed due to their large file size.

The enclosed information may be subject to change, but other sources of up to date information is available on the Glastonbury Festival Official website www.glastonburyfestivals.co.uk.

The guide is arranged as follows;

- Introduction
- Access to Disabled Facilities
- Contact Details and General Enquiries
- Medical Services and General Assistance on site
- Glastonbury Festival

Disability Liaison
Glastonbury Festival Ltd
Worthy Farm
Pilton
Somerset
BA4 4BY



artsline
disability access information service



ACCESS TO DISABLED FACILITIES

If you wish to use disabled facilities at the festival, we ask that you contact us in advance prior to the cut off date 31st May. We are unable to process applications at the time of the festival.

NB: In cases where people are not disabled but have temporary mobility issues, we may allow you to camp in the disabled persons campsite and/ or use the viewing platforms. However this will be an assessment onsite by ADD.

SPECIAL NOTES:

- There were no 'disabled' tickets: your ticket is the same as everyone else's and would have been purchased at the same time and from the same source as everyone else. There were no separate allocations of tickets for disabled customers to buy.

CONTACT DETAILS: Please post applications to:

Disabled Enquiry
Glastonbury Festival Ltd
Worthy Farm
Pilton
Somerset
BA4 4BY

IMPORTANT NOTE: THERE IS A **STRICT** CLOSING DATE FOR APPLICATIONS. WE ARE UNABLE TO PROCESS LATE APPLICATIONS OR NEW APPLICATIONS MADE ON SITE.

If sending an application very close to the cut off date, please use registered post.

MEDICAL SERVICES AND ASSISTANCE AT THE EVENT

MEDICAL

Dr Chris Howes and the Festival Medical Services team offer comprehensive medical facilities, advice, practical assistance and support and are very flexible in meeting specific needs. You are welcome to contact them beforehand at the following e-mail address; disabledenquiries2005@glastonburyfestivals.co.uk

They run two 24 hour Medical Centres on site located at Ivy Mead and Pennard Hill (see map for locations). Each Centre is staffed by doctors, nurses and paramedics, who are equipped to provide resuscitation, minor casualty and general practice facilities. Physiotherapy, podiatry and emergency dental services are also provided. They have a team consisting of psychiatrist, psychiatric nurses, counsellors and drug specialists, who are experienced in dealing with acute psychiatric emergencies including drug related problems.

There is a First Aid post at the Greenfield and two pharmacies - one at Ivy Mead Medical Centre and the other in the I Market.

Festival Medical run on-site ambulances and paramedic rapid response vehicles. They also arrange transport for casualties requiring to go to hospital. They also offer a facility where by you can leave your medication at the medical centers for safe keeping.

WELFARE

Mary Treacy co – ordinates the Welfare facility at Glastonbury Festival, which is located in the Wagonshed, next to the Farmhouse. The service liaises closely with Green Welfare and with the main medical service, which is, located close by. The Welfare Service will be provided 24 hours each day from 09.00 hours on the Wednesday to 17.00 on the Monday.

GENERAL ASSISTANCE AT THE FESTIVAL

At the disabled campsite the staff can advise you of specific arrangements on site, and are in radio contact with other staff and your main point of contact at the festival. All

disabled campsite staff will try to answer any questions you have. Opening hours will be displayed at the onsite office, and approximate times are 8am to 10pm. The festival has Welfare, First Aid and Information Points.

To identify festival staff they will be wearing;

Security Guards: Tabards with Security written on their backs.

Stewards: Tabards with Steward written on their backs.

Medics staff are briefed and should be able to give general assistance or information. However if you experience problems we do wish to hear from you, preferably at the event or as soon after as possible.

GLASTONBURY FESTIVAL

www.glastonburyfestivals.co.uk

Glastonbury Festival is one of Europe's largest and best known festivals, which has many different venues spread over the 900 acres of land and is suitable for all the family. It is a highly atmospheric 3 day celebration with numerous music stages featuring the world's best DJ's and live bands. The festival offers many other varied exciting attractions. However, it is a Greenfield festival with uneven surfaces of grass fields and can be difficult to traverse.

GATE OPENING TIMES

The Festival vehicle gates operate from **10am to 10pm Wednesday 22nd, 8am – 10pm Thursday 23rd June till Saturday 25th June and 8am – 6pm Sunday 26th June.** Please ensure you arrive between these times to access the festival site. There is no vehicle entry outside of this time.

Pedestrian Festival gates open 10am Wednesday 22nd June and then stay open 24 hours until the end of festival.

CAR PARKING AND HOW TO GET ON SITE

If you wish to camp in the disabled persons camping you should use the Yellow Route. There is a free wheelchair transport facility available, which runs from the Yellow Car Park to the disabled persons camping field.

When approaching the site follow the yellow signs that will take you to Yellow Gate. Once directed by stewards and parked in the yellow car park, the mini bus will pick you up. Please have your confirmation letter with you as all details will be entered on the Glastonbury Festival List. You will be wristbanded and brought into the disabled persons camping area.

Please note that an orange or blue European disabled badge displayed in your car would be helpful.

If you do not wish to use the disabled camping field but you require convenient parking close to Pedestrian gates to minimise your journey, there are limited spaces available near Pedestrian Gate D (PGD)

You will need to buy a **£5** car parking ticket (this charge applies to all Festival Goers) which should be displayed on your windscreen, you can purchase this by calling **0871 2200 260**

When approaching the site follow the Orange Route Signs. Once directed by stewards and parked in the car park, make your way to Pedestrian Gate D where you will be wristbanded.

Please note that an orange or blue European disabled badge displayed in your car would be helpful.

There are also limited spaces available at Pedestrian Gate B (PGB).

You will need to buy a **£5** car parking ticket (this charge applies to all Festival Goers) which should be displayed on your windscreen, you can purchase this by calling **0871 2200 260**

When approaching the site follow the Blue Route Sign. Once directed by stewards and parked in the car park, you will then need to make your way to Pedestrian Gate B where you will be wristbanded.

Please note that an orange or blue European disabled badge displayed in your car would be helpful.

If it is a necessity for you to bring your vehicle on to the disabled persons campsite it will be pre-assessed with your application form due to the limited space in the camping field.

If it is agreed your vehicle can come onto site you will be sent a confirmation letter along with the relevant vehicle passes documents. You will need to display the routing sticker (which will be sent to you with your confirmation letter) on your windscreen and follow the signs to Yellow Gate only. You will then be directed to the ADD check point where you will be met by ADD staff and given the appropriate pass to enter the festival site. Here you will also be wristbanded.

PLEASE NOTE VEHICLE GATES OPERATE FROM 8AM – 10PM. PLEASE ENSURE YOU ARRIVE BETWEEN THESE TIMES TO BE ALLOWED ACCESS TO THE SITE.

If it is necessary for you to bring your vehicle onsite to unload your belongings you can be issued with a short stay pass which will need to be displayed on your windscreen. This will allow you to enter the site for the maximum of 6 hours. Stewards will be checking passes to ensure all short stay vehicles are off site and parked in the appropriate car parks for the duration of the festival.

MINI BUS TRANSPORT

There is a free dedicated transport shuttle service, which runs from Yellow gate to the disabled camping area, and there will be a steward available to assist.

The transport supplied is wheelchair friendly and is exclusive for people with disabilities.

Running times (subject to confirmation):

Wednesday 22nd to Friday 24 th	9 am to 10 pm	
Saturday 25 th & Sunday 26 th	10 am to 12 noon	and 3 pm to 5pm
Monday 27 th	8 am to 4 pm	

This bus can be requested outside these hours at the Disabled Camping Field.

SITE LAYOUT & GROUND CONDITIONS

The site is not particularly easy being on a hilly dairy farm (900 acres) with rough tracks, harder than most environments. As the ground is uneven take extra care at night and during inclement weather.

CAMPSITE

There is a dedicated campsite for disabled persons situated on the West side of the festival site. The campsite is divided into areas to ensure wheelchair users have access to pathways; there are facilities available to charge battery wheelchairs.

ADD have three dedicated staff and a supervisor on shift at the campsite 24 hours a day to assist access requirements.

Each disabled customer may have up to three people camping with them, we restrict numbers so we can offer space to all those disabled people who require it. If you wish to camp in a larger group, you are of course free to do so in any of the public campsites.

Due to limited space 4 person tents (no frame tents) will be the largest allowed with no provisions for awnings / extension tents to motor homes, campers/vans or tents.

Additional tents bought by people in vehicles (vehicles that have been pre - agreed can come onsite) must be set up in the **camping area** not next to the vehicle, we will ask anyone doing so to move.

Please be considerate in pitching tents & parking, do not block cars in and leave space for people to transfer into / out of wheelchairs.

CARAVAN AND CAMPERVAN FIELD

The Caravan and Campervan fields are situated on the East side of the festival site.

If you wish to camp in this area, you will need to purchase a **£40** Campervan ticket.

You can purchase this by calling **0871 2200 260**

Vehicles will only be allowed in the fields if they have living accommodation with fitted sleeping, washing facilities and cooking facilities.

BRINGING CAMPERVANS INTO DISABLED CAMPING

Vehicles will only be allowed in the disabled field if they are adapted for disabled use and have living accommodation with fitted sleeping, washing, and cooking facilities.

After assessment of the vehicle relevant passes will be distributed. Please note space is limited and it is recommended to arrive on the Wednesday 23rd June. There is not a facility available to connect campervans/caravan to electricity due to the limited power supply. Cars will not be parked next to caravans so therefore cannot be used as a source of power.

Please note that an orange or blue European disabled badge displayed in your car would be helpful.

TOILETS

There are adapted toilets at locations throughout the festival, as identified on the map which we will send when we receive your application form. The toilets are situated in the Disabled Camping area, Kidz field, Markets area, Circus field, Lost Vagueness, Backstage Pyramid area, Cabaret Field, Near Acoustic Stage, by the crossroads opposite the meeting point, near Lost Area by the cider bus and at all medical points (Green Welfare, Med Pennard, Greenpeace, Med Ivymead). Please note that disabled toilets are unlocked therefore may be used by the general public.

VIEWING PLATFORM

You will require a Disabled Access Wristband to use the viewing platform facilities, which are located at the Pyramid stage, Other Stage and Jazz World Stage. If you are not camping in the disabled field and are parking near PGB or PGD you will need to go to the Disabled Camping area to obtain a wristband to use the viewing platform facility.

The access ramps are in accordance with disability regulations and in addition there will be stewards present to assist wheelchairs to access and emergency exit. These platforms are solely for the use of disabled persons and one friend.

Patrons are advised that flicker, laser, strobe and other lighting effects may be in use at the festival site.

INFORMATION POINTS

There are 5 Information Points situated around the site (see map for locations). These information points can give you directions, maps, transport details, local town and festival information. The only public payphones are at the information points.

ROYAL NATIONAL INSTITUTE FOR THE DEAF (RNID)

There is a stall run by RNID located near the Pyramid Stage who will be able to give assistance.

There is a provision of RNID translators for those with hearing or speech difficulties on call via the information points.

FURTHER ENQUIRIES PRIOR TO THE EVENT

If you have any enquiries please e-mail the following e-mail address disabledenquiries@glastonburyfestivals.co.uk. Alternatively, call 01749 899210.

GENERAL ENQUIRIES

The best place for regularly updated information about Glastonbury Festival is via the official website, www.glastonburyfestivals.co.uk

TRAVEL INFORMATION

National Rail Enquiries: 08457 484 950

National Express Coach Service: 08705 808080

DIRECTIONS

From London: M3 then A303 and A37

From the North East: A1 or M1, M25 to M3 (Junction 12), then A303 and A37.

From the Midlands: Preferably M40 and A34 to A303 and A37.

From the North West: M6, M5 to A39 (Junction 23) then A361.

From Wales: M4, M5, to A39 (as above)

From the West Country: A37 or A361

When you are close to the site pick up the festival signs to yellow car park. (Follow the yellow signs).

SITE MAP

A map of the site will be sent to you when we receive your application form. This map will show all locations of relevant facilities available to you.

NAME
ADDRESS

TELEPHONE NUMBER
E-MAIL ADDRESS
TICKET REF NUMBER
CAR REG

PROOF OF DISABLED STATUS ENC?

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Is there any other information you wish to include
e.g. do you use a wheelchair ?:

PLEASE **POST** THIS FORM, ENCLOSING A SELF - ADDRESSED **A5** ENVELOPE
AND PROOF OF YOUR DISABLED STATUS

TO:
DISABLED ENQUIRIES
GLASTONBURY FESTIVAL 2005
WORTHY FARM
PILTON
SOMERSET
BA4 4BY

OFFICE USE ONLY

Proof received / checked
Viewing Platform
Confirm Letter, map & car pass sent

Any other notes:
