

## **ACCESSIBILITY FAQ SECTION**

### **Accessibility Information:**

We're committed to ensuring all our guests feel welcome and comfortable. To support visitors with access needs, we offer complimentary Essential Companion (EC) tickets and additional facilities to enhance your experience.

### **Essential Companion Tickets:**

Complimentary EC tickets are available upon approval of your application. Please see below for instructions on how to make an Accessible Ticket application. It is important you read in full before purchasing tickets.

### **VIP Tickets**

Guests with access requirements are welcome to purchase VIP tickets and apply for a complimentary EC ticket. However, please keep in mind:

- The VIP areas are located further from the car park, requiring a longer route to reach the event space.
- These areas feature mixed terrain and uneven ground.
- Access-specific features, such as viewing platforms, are not available in VIP areas, although accessible toilets are provided

If you choose to purchase a VIP ticket and your access application is approved, you are welcome to move between the VIP areas and the Accessible Area to make the most of your event experience.

Access to the viewing platform is for further approved applications only, as space is limited, please only apply for a dedicated accessible platform space if you are intending to view the show from there, rather than VIP areas.

### **Accessible Parking**

Blue Badge parking is available but must be pre-booked. Spaces are limited and allocated on a first-come, first-served basis. Apply through the ticketing process outlined below. The car park is approximately 100m from the accessible entrance.

### **Event Site & Space**

The event site includes grass and uneven terrain, which may become muddy. Accessible areas are located near the designated access entrances, with temporary pathways for ease.

## **Viewing Platforms**

A viewing platform is available for wheelchair users and those unable to stand for long periods. Customers can apply for viewing platform access via the booking form (see ticketing process below) and is approved subject to supporting information on a first come first serve basis. Platforms include Mobility Scooter charging points.

To ensure we can accommodate as many guests with access requirements as possible, access to accessible viewing areas is limited to the guest requiring support plus one (1) essential companion at a time.

The essential companion role can be shared within your group or family, allowing different members to assist as needed. To facilitate this, we will provide a lanyard that can be passed between companions throughout the event.

## **Ambulant Area**

A ground floor ambulant viewing area is available for those guests with hidden disabilities or who do not qualify for the Viewing platform. Seating is supplied in this area. Both the viewing platform and the Ambulant viewing area are served by dedicated accessible toilets.

## **Accessible Toilets**

These are located in key areas, including the Welfare Tent and at all toilet blocks. Locations will be marked on the event map.

## **Lowered Bars**

Lowered counters are available at bars in the main arena for easier access.

## **Food and Drink**

Food and drink rules align with the event's general terms and conditions. Check the main FAQs for details.

## **Seating**

Seating and picnic chair rules align with the event's general terms and conditions. Guests with access requirements can apply for access to viewing platforms as above but please note that platform access is limited and subject to the same application process highlighted above.

## **Fast Track Entrance**

Approved guests with access needs can enter the site via a designated accessible entrance.

## **Assistance Dogs**

We welcome trained assistance dogs. Please notify us in advance by completing the access booking form to ensure the best possible experience. Dogs must use designated toilet areas and remain calm around other visitors. Please note that emotional support dogs or other animals are not permitted at the event.

## **Hidden Disabilities**

We recognise and support the Sunflower Lanyard scheme.

## **Access Ticketing Process**

### **1. Book Your Ticket**

Purchase a ticket for yourself or the guest with access needs via ticketek. If you require a complimentary Essential Companion ticket, do not purchase it; this will be issued if your application is approved.

### **2. Submit an Accessible ticket**

Request Complete the Ticketek Accessible Ticket Request Form by Friday 15th August and upload supporting documents. Accessible parking can also be requested through this form, but spaces are limited and prioritised for Blue Badge holders on a first-come, first-served basis. The deadline for applications is Friday 15th August and applications after this date may not be considered. Accepted documents include:

- Entitlement to Disability Living Allowance for children under 16 or DLA/Personal Independent Payments (PIP) for those aged 16-64
- Evidence of severe sight impairment (blind registration) –BD8 or a certificate of Visual Impairment (CVI)
- Attendance Allowance or Carer's Allowance letter of award
- Recognised Assistance Dog ID card
- Credibility's Access Card confirming a +1/+2 requirement

If you don't have these documents but still need access support, please provide details in the notes section of the form.

### **3. Await Approval**

We aim to process requests within 10 working days, but please note in busy periods this may not always be possible.

## **Contact Us**

If you have further questions, please email [concerts.accessibility@warwick-castle.com](mailto:concerts.accessibility@warwick-castle.com). For updates on an existing applications, please allow the indicated 10 working days before getting in touch, then include your ticketek customer ID number and Full Name used in the application.