



## ISLE FEST ACCESS INFORMATION

### Isle fest 2019 - Accessibility Scheme

Isle Fest aims to be an inclusive weekend where everyone has the opportunity to take full part in the Festival experience.

We ask all Festival goers who have access needs to read the following the guide lines below to enable us to make your day out run smoothly.

#### **PA/C Ticket Scheme (Personal Assistant / Carer)**

If a customer is unable to attend the festival without the support from a PA/C then we will provide an additional PA/C ticket at half price of the early bird ticket cost (1 per accessible / disabled Festival goer) The Festival goers ticket price will be relevant to age and the ticket cost at the time of applying (please contact us if applying outside of early bird ticket sales)

If Festival goers using the access scheme are under the age of 18 years, they must be accompanied by an adult (over the age of 18 years of age) for that PA/C ticket to be issued and used.

All PA/C applications must be made in person at one of our early bird sale days (if outside of these days / times and when the early bird allocation has sold out - please email us to make arrangements) You must provide one of the following forms of documentation to qualify:

PIP (Personal independence payment)  
DLA – care and/or mobility  
Letter from a medical professional  
D/deaf or blind registration

The PA /C ticket is provided on the expectation that your PA/C is willing and able to assist you throughout your visit and would be available and able to help you in the event of an evacuation.

Anyone turning up on the day without making prior arrangements may not be able to access our facilities.

If you have an access enquiry during the Festival weekend itself, please go to the first aid point located in the festival site. Our marshals and security will also be on hand to help and direct you.



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### **Site Layout & Ground Conditions**

The Festival takes place at Sheppey Sports Club (Stevedores). The pedestrian entrance is located in Holm Place Lane off of Queenborough Road. Access to the Festival is via a part made road. The event field is grass park land therefore some areas within the site will be uneven. There are no hard standing pathways once you have checked in on the event site.

Please consider ground conditions and the unpredictable British weather when deciding what facilities you may need and what equipment you may need to bring.

### **Accessible Car Park**

Limited free accessible car parking is available and is located close to the site (less than 100 metres to the entrance. Please note there is a speed hump when entering and exiting the accessible car park). Accessible free car parking is done on a first come first served basis and must be pre-booked. (Please note there is no car parking facilities for Saturday 25<sup>th</sup> May Adult Festival but please contact us should you need assistance)

### **Arrival Guide**

The Festival site opens Saturday 25<sup>th</sup> May at 17.00 with performances on the stages starting at 18.00 through until 22.00 and on Sunday 26<sup>th</sup> May gates open at 11:30am with performances on the stages starting at 13.00 through until 18.00. There will be stewards and security at the entrance that will be able to offer directions and information.

Accessible car parking gates for Saturday 25<sup>th</sup> May open from 11.00. Our security and marshals will be at the end of Queenborough Road to ensure only pre-booked vehicles have access to our car park with a parking pass / permit. No vehicles will be admitted without a pass / permit. Parking will not be permitted in Holm Place Lane as this is a residential road.

### **Festival Entry**

Upon arrival at the Festival main entrance please use the accessibility lane which will be sign posted. You will be required to produce your tickets for you, your PA/C and party at this point. You will then be issued with a wrist band for you and your PA/C should you wish to use the viewing area.

### **Accessible Toilets**

Once on the Festival site there will be portable disability accessible toilet units available. We always strive for the highest standards, and employ cleaners who are on duty throughout the event. However if you find a toilet in an unsatisfactory condition please inform a member of the team or a member of our crowd management personnel who are easily identifiable by their tabards.

While we actively discourage non-disabled customers from using these facilities not all of the toilets are locked or guarded the entire time. We respectfully ask personal assistants with disabled customers not to use the accessible toilets.



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### **First Aid**

There is First Aid provision available during the Festival. The First Aid provision will be clearly marked and identified inside the Festival site. We will also be uploading a Festival site plan before the actual festival days for all of our Festival goers to familiarise themselves with the layout.

Stewards and security are also on hand where possible can offer you help and support if you require assistance.

### **Viewing Area**

There will be a designated viewing area on the Festival site which is located in front of the Main Stage.

The viewing area is solely for the use of our disabled Festival visitors. Seating is not provided but you are welcome to bring your own folding chairs in with you.

The viewing area has a Festival steward to control access. Access to a viewing area is permitted only to Festival visitors wearing a dedicated wristband. This will be issued to you upon check in at the main Festival entrance / check in.

The viewing area operates on a first-come, first-served basis and we cannot guarantee access in extremely busy periods. If the viewing area is full, we will operate a one-in, one-out process.

If this applies to you, you can take your PA/Carer with you. In extremely busy periods, we may ask your PA/Carer to move to the side of the area if you do not need direct one-to-one support. Children must be accompanied by an adult at all times. Anyone accompanying you in the viewing area must also be issued with a wristband.

### **Strobe Lighting**

Visitors are advised that flicker, laser, strobe and other lighting effects may be used during the performances. There will be no specific announcements prior to their use.

### **Assistance Dogs**

Only recognised assistance dogs will be permitted onto the Festival site. You may be required to produce your laminated recognised assistance dog photo ID at the entrance.

If you have an assistance dogs UK trained dog but no photo ID, please contact the Festival Team prior to the Festival.

### **Temporary Impairments**

Please note that our accessible facilities cannot cater to people with temporary impairments such as broken bones, healing wounds. These facilities are for the specific use of disabled customers and we kindly ask that you please respect this.

Stewards and security are also on hand and where possible can offer you help and support if you are unwell or require assistance.

Our full T&C's / Frequently Asked Questions can be found on our website :

**[www.islefest.co.uk](http://www.islefest.co.uk)**