



## ACCESSIBILITY POLICY

### **Introduction**

The Steelhouse Festival is committed to ensuring that all our visitors have the best chance possible to enjoy the Festival – whatever their ability.

### **Site Layout and Ground Conditions**

We will endeavour to ensure all facilities are accessible, however, visitors should bear in mind that this Festival is on a working farm at the top of a mountain. The site is mostly grassed and has natural inclines and dips. During inclement weather these can become boggy and some areas of the site may not be suitable for wheelchairs. However, our stewards are on hand at all times and will be happy to assist wherever possible.

In order for us to provide the best possible service and to ensure there will be space to accommodate you, please assist us by letting us know your specific access requirements in advance (see Access Requirements Form below).

The Festival site is relatively compact, with the maximum distance from the Accessible Car Park to the Arena entrance being approximately 30metres. The distance from the Arena entrance to the stage is approximately 150metres.

### **Accessible Car Parking**

The Festival has a dedicated Accessible Car Park for Blue Badge Holders, which is situated approximately 30metres from the Arena entrance.

We will endeavour to provide assistance in carrying camping equipment/baggage etc. from the Accessible Car Park to the Accessible Campsite. However, this cannot be guaranteed.

### **Accessible Campsite**

The Accessible Campsite is situated next to the Accessible Car Park and approximately 10metres from the Arena entrance. Unisex accessible toilets are provided in this Campsite. Shower facilities are situated approximately 100metres from this site.

As well as you and your Carer/PA, we can allow up to two more friends to camp with you.

### **Live-in Vehicles**

Priority parking is available in the Live-In Vehicle site for eligible visitors, which is approximately 150metres from the Arena entrance.

### Arena Facilities

All performances take place in one main Arena. The Arena entrance is located approximately 10metres away from the Accessible Campsite. Within the Arena, unisex accessible toilets are provided.

### Site Map

A site map, indicating specific accessibility points can be found at the end of this Policy.

### Purchasing Tickets

The Steelhouse Festival offers a free Personal Assistant Ticket (PAT) if someone is unable to attend the Festival without support.

Please note that the person you choose to attend with you as a Carer/PA should be willing and able to assist you throughout your visit and would be available to help you in an evacuation or emergency.

Once you have purchased your ticket, you must register for a 'PAT' and accessible parking, if required. To do this, please print off the attached Access Requirements Form (here).

Once you have filled it in, please send it back to us with a photocopy of one of the following:

- (i) your DLA/PIP letter (front page only)
- (ii) a letter from your doctor clearly confirming the need for the requests on your Access Requirements Form
- (iii) Deaf or blind registration
- (iv) The Nimbus Access Card
- (v) Blue Badge (not sufficient if applying for a PA/Carer ticket but adequate for Accessible Car Park only requests)

Both your Access Requirements Form and proof of disability will need to be received together, in order to be reviewed.

You can send your completed Access Requirements Form and proof of disability back to us, by any of the following methods:

E-mail: [info@steelouselive.co.uk](mailto:info@steelouselive.co.uk)

Post: Unit 19 Cwm Business Centre, Cwm, Ebbw Vale, Gwent NP23 7TB.

We will review your Access Requirements Form and come back to you within 2 weeks of receiving it. **You will then be given full instructions on purchasing your ticket(s) and what to do when you arrive at the Festival.**

### Temporary Impairments

Temporary impairments will be considered at our discretion, on a case-by-case basis. Please e-mail us at [info@steelouselive.co.uk](mailto:info@steelouselive.co.uk) if you have any specific requirements you would like us to consider.

### Medical and Welfare Services

Medical and welfare facilities are available at the First Aid tent between 11.30am and midnight - to provide first aid, minor casualty and resuscitation. They have details of emergency dentists and local pharmacies.

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

### Assistance Dogs

If you need to be accompanied by an assistance dog, please provide evidence that your dog is registered with an organisation that is a member of Assistance Dogs UK.

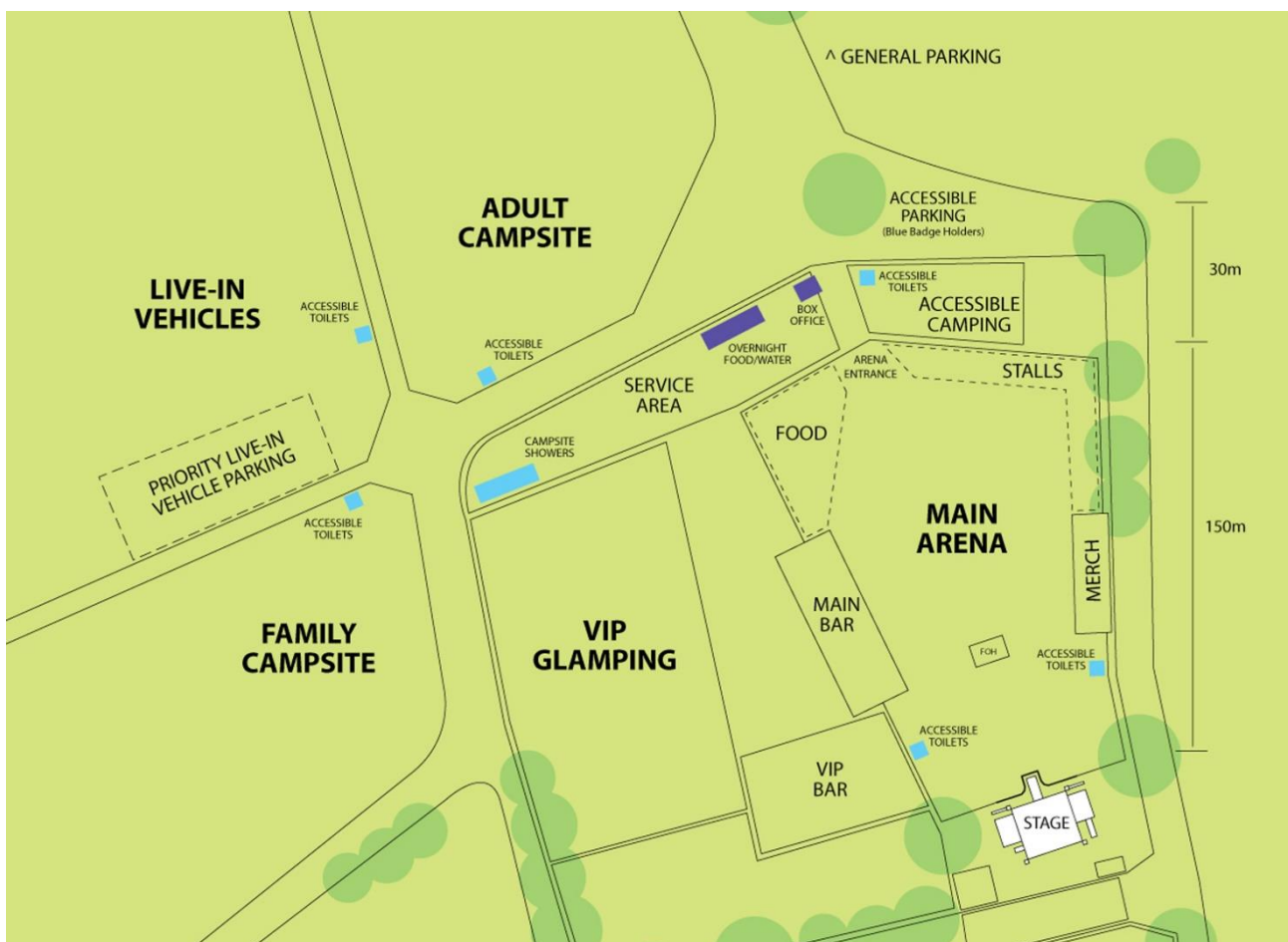
### Strobe Lighting

Please be aware that this is a music festival and as such strobe lighting will be part of the performances taking place.

If you have any further queries on booking tickets or facilities at the Festival, please get in touch.

E-mail: [info@steelouselive.co.uk](mailto:info@steelouselive.co.uk)

**Please be assured that all of us at the Steelhouse will endeavour to make your visit as enjoyable as possible!**



# ACCESS REQUIREMENTS FORM

## YOUR BASIC INFORMATION

Day(s) Attending Festival:

Friday

Saturday

Sunday

Disabled Visitor's Name:

Disabled Visitor's Address:

Contact E-mail Address:

Ticket Reference:

(if already purchased)

RC

## YOUR ACCESS REQUIREMENTS

Are you requesting a Personal Assistant Ticket?

Yes

No

Please provide either (please tick to indicate document attached):

- (i) your DLA/PIP letter (front page only)
- (ii) a letter from your doctor clearly confirming
- (iii) the need for your request
- (iv) Deaf or blind registration
- (v) The Nimbus Access Card

Do you need access to the Accessible Car Parking?

Yes

No

Do you need access to the Accessible Campsite?

Yes

No

Do you require a space for additional friends to camp with you? (Max. of 2 in addition to you and your carer)

Yes

No

Do you need access to the Live-In Vehicle Site?

Yes

No

Will you be accompanied by an assistance dog?

Yes

No

(If YES, please provide the name of the organisation the dog is registered with)

Please send your completed form and supporting documents to:

E-mail: [info@steelouselive.co.uk](mailto:info@steelouselive.co.uk)

Post: Unit 19 Cwm Business Centre, Cwm, Ebbw Vale, Gwent NP23 7TB.