

# Access Information 2013

## About our venues

Forest Live events are held outdoors in clearings in forests. There are no covered areas in the arena. Please ensure you have sufficient warm and waterproof clothing as umbrellas are not permitted.

Folding chairs and rugs may be brought into the arena as seating is not provided. Some items including cans, glass, non-plastic crockery and cutlery etc are not permitted in the arena – please see terms and conditions for full list of prohibited items.

Early entry to the arena (e.g. before the main gates open) is not available for anyone.

## Car Parking

Sufficient on site car parking is provided at all our venues. Car parking is included in the ticket price.

Priority parking is allocated nearest to the arena for disabled customers.

Parking spaces cannot be reserved. At some venues disabled parking is limited and therefore limited to blue badge holders.

We regret that we are not able provide assistance from the car park to the arena.

Please see venue information sheets for specific details of disabled car parking. [www.forestry.gov.uk/music](http://www.forestry.gov.uk/music)

## Getting to the arena

The distance and details of the path surface between the arena and the car parks varies. Please see venue information for specific details of distances and path surfaces.

## Accessible toilets

Accessible toilets are provided next to the viewing platform and also in the main block of temporary toilets in the arena.

Other accessible toilets may be available outside the arena, for example at the visitor centre or café – please see venue information sheets for full details. [www.forestry.gov.uk/music](http://www.forestry.gov.uk/music)

## Buying tickets and Concessions for Carers/Companions

Standard tickets are available to purchase on line or over the telephone.

Online [www.forestry.gov.uk/music](http://www.forestry.gov.uk/music)

Telephone **03000 680400**

Customers who have a health condition or disability that meet the requirements for proof of disability, as detailed below, will be able to purchase a ticket for themselves at standard price, plus booking fees and also receive a free carer/companion ticket.

Customers wishing to purchase a ticket for a person with a health condition or disability along with a complimentary ticket for a carer/companion should make an online purchase for only the number of standard full price tickets required and should then contact the box office on 03000 680400 or email [boxoffice@forestry.gsi.gov.uk](mailto:boxoffice@forestry.gsi.gov.uk) to arrange for the additional free carer/companion ticket to be added to the booking.

Alternatively bookings can be made entirely by telephone, however in peak booking periods / on-sale days, the online booking route detailed above is recommended, to avoid disappointment.

Where an adult or child requires assistance to attend a concert because of a health condition or disability and is in receipt of any of the following benefits, they will qualify for a free carer/companion ticket:

- Middle or Higher rate of Disability Living Allowance (mobility or care component);
- Attendance Allowance

Unfortunately, a Blue Badge cannot be accepted as proof of a health condition or disability.

If you have a temporary health condition or disability and require a carer/ companion in order to be able to attend the concert please contact the box office to discuss your requirements.

Carers must be capable of supporting the disabled person's needs in the event of an emergency or evacuation of the arena. Carers should be aged 16 plus.

### **Inside the arena**

Crowd conditions can vary dependant on artists. For your safety and the safety of others, any instruction from a steward must be followed (see item 12 terms and conditions).

### **Viewing platform**

A viewing platform is available. It is intended for customers who are wheelchair users, or who have health conditions or other disabilities where they have to remain seated for long periods of time.

Use of the viewing platform is not limited to people who qualify for carer/ companion tickets, however customers using the viewing platform must give priority to disabled customers and in particular wheelchair users.

Places on the platform cannot be guaranteed or reserved.

One carer/companion or family member is welcome to accompany the disabled person on the viewing platform. As with the rest of the arena no seating is provided so carers may wish to bring folding chairs.

The viewing platform is accessed by a ramp, assistance negotiating the slope is available from the steward at the viewing platform, please ask.

### **Assistance dogs**

Assistance dogs are welcome but please be aware that higher levels of live music noise encountered at outdoor concerts may frighten the animal.

Please pick up after your assistance dog and as there are no specific dog bins please use the general rubbish bins.

### **Laser and strobe lighting**

Laser and strobe lighting may be used at some events, full details will only be available near to the time of the event – please enquire to box office.

### **Information**

All our information sheets are available in large print, please contact us on:

Telephone **03000 680400**

email **boxoffice@forestry.gsi.gov.uk**