

THE HELLA MEGA TOUR: ACCESS



ONSALE INFORMATION

Accessible Registration for The Hella Mega Tour is now open!

We want the Hella Mega Tour to be an event that is accessible for all, including customers with hidden disabilities. To ensure we have the correct level of facilities and to assist you with your planning we ask customers to register for the access facilities they require.

- Please buy your own ticket first.
- **Do not** purchase a ticket for your PA/Companion. Once your' application has been processed, we will provide this free of charge.
- Please register for the use of our Accessible Facilities here:
<https://www.smartsurvey.co.uk/s/MZRVW/>
- You will need your ticket reference order number to complete this process.
- If you are unsure about your eligibility for a free PA/Companion Ticket, please do not hesitate to contact our Accessible Coordinator on 0141 566 4999 or email us at access@dfconcerts.co.uk
- Have you previously opted in to be our database? No need to complete the survey again please contact our access co-ordinator at access@dfconcerts.co.uk or through the "submit a request" on our website

Once you have submitted your details, please send in your supporting documentation to access@dfconcerts.co.uk or PO BOX 25241, Glasgow, G2 5XS by the 31st May 2020

Supporting documentation that guides us to your eligibility is:

- Front page of DLA Letter (no specific rate required)
- Front page of Attendance Allowance Letter (no specific rate required)
- Receipt of Personal Independence Payment (PIP)

- Evidence of registration of Severely Sight Impaired
- CredAbility Access Card (+ 1 category requirement)
- Recognised Assistance Dog ID card

However, we do recognise that not every customer may have access to this supporting documentation and we will review any situation like this on a case by case basis.

Once your information has been received and processed, we will provide you with confirmation by email.

The “Hella Mega” Accessible Guide, packed with helpful information about your visit to the event will be emailed to you closer to the show.

Please be advised;

- no documentation by **31st May 2020** = an unprocessed request
- we will be not be able to provide you with your free carer pass or a reserved place on the accessible platform on this basis

FACILITIES AVAILABLE:

To ensure that these facilities are utilised by those who require them the most, please be advised that these are not for the use of people who have temporary impairments, such as: broken bones, healing wounds or pregnancy. Customers concerned with any of these points can contact our accessibility coordinator for advice

Applying for Accessible Platform Wristband:

- You can apply for a PA/Companion Ticket (supporting documentation will be required)
- You plus your PA/Companion will have a reserved space on the Platform
- You will have access to the Accessible Toilets at the accessible platform
- You will be able to store any medication in our fridges
- You will be able to apply for an unreserved space in our Blue Badge Parking Area
- You will have use of our dedicated accessible entrance
- Wheelchair power charging
- You will have the option to utilise our Platform Merchandise, Food and Drinks Service (this means your PA/Companion will not have to leave you to buy merchandise, food and drink)
- You do not need to stay on the Platform for the entire show: you can use this for a base and come and go as you like – please be advised however, seating is unallocated but your space is reserved

Applying for Accessible Facilities Wristband:

We understand that not every accessible need is visible and therefore we provide an option for customers to register for an accessible facilities wristband, this provides:

- You can register for a PA/Companion Ticket (supporting documentation will be required)
- You will have access to the Accessible Toilets at the accessible platform area
- You will be able to store any medication in our fridges

- You will have use of our dedicated accessible entrance
- You will be able to apply for an unreserved space in our Blue Badge Parking Area
- **Please note: this does not include access to the Accessible Platform**

Helpful Information to Note

- The accessible areas at Hella mega Tour are open air with very little shade so please bear this in mind when purchasing your ticket

Pamiloo will be present at The Hella Mega Tour providing customers with a Changing Places Facility and hoist. You can find more information on their website here <http://pamis.org.uk/campaigns/pamiloo/>

- You can bring any medication that you require, if it is not easily recognisable (e.g. Asthma inhalers, Nurofen, EpiPens) please bring a prescription or a Doctor's letter with you
- Customers with a medical condition who require to bring Food/Sugary drinks are welcome to contact us in advance to allow us to make suitable arrangements for you
- If you need to store your medication in a fridge, please let the Access Coordinator know before the show on: access@dfconcerts.co.uk
- The event arena floor will be uneven and consists mainly of grass and limited tarmac pathways and terra-plast trackway to the accessible platform. Poor weather conditions could make some areas of the arena inaccessible to wheelchairs and customers with mobility issues
- The Accessible platform is uncovered so please dress appropriately for the Scottish weather!
- For the comfort and enjoyment of all customers using the Accessible platform, no smoking/use of e-cigarettes is permitted