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ACCESSIBILITY GUIDE

DOWNLOAD FESTIVAL 2024

Donington Park, Castle Donington, Derby, DE74 2RP

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WELCOME TO DOWNLOAD FESTIVAL 2024

We are looking forward to welcoming you to this year's Download Festival.

Organising this event requires extensive planning, and we hope to provide everything you need to make it as memorable as possible.

Please take the time to read this accessibility guide carefully. It contains essential information, including things to remember to bring, how to access the festival site and the facilities available once inside.

All accessible facilities and locations are marked on the accessibility site map which you can find in this guide and on the Download App.

Please remember to share this accessibility guide with your essential companion, as they must also know the information in this document.

We hope you have the best weekend!

The Accessibility Team



BEFORE YOU LEAVE HOME – TICKETS AND PASSES

DOWNLOAD YOUR TICKETS

Please download the Ticketmaster app on your phone and preload your ticket before arriving at the festival. This will ensure that you won't have to worry about having a good signal on your phone at the festival.

Please open your phone's app store and search Ticketmaster UK and then download the app.

We will need to scan the QR code on your digital ticket when you arrive to issue you with your festival wristband. Please remember to make sure your phone is charged.

PRE-APPROVED ACCESSIBLE FACILITIES

Please find the email you will have received from us with confirmation of your pre-approved accessible facilities.

For search purposes, the email is sent from **accessibility@downloadfestival.co.uk**, and the subject line is: Download Festival Accessible Application.

If you have not received an email, please email **accessibility@downloadfestival.co.uk** before leaving home.

CAR PARK / CAMPERVAN / DROP OFF PASSES

Where approved, you will receive your car park or drop-off pass, in advance, by post.

- Accessible Car Park Pass
- Accessible Campervan Pass
- Drop Off Pass

Please make sure that the driver has the pass clearly displayed in their windscreen or rear-view mirror.

FORMS OF ID REQUIRED

Please ensure you bring **one** of the following forms of identification with you:

- Nimbus Access Card
- Current passport
- Current driving licence
- Download Festival Digital Access Pass

You will be asked to present your form of identification when collecting your wristbands.

PRESCRIBED MEDICATION

If you're bringing prescribed medication, please ensure that your medication is in the correct packaging with the dispensary sticker intact and issued in your name.

Please note: Loose medication or medication that's not in the correct packaging will not be permitted into the festival unless you have contacted us in advance for prior approval (e.g. because you are unable to bring the original packaging, in which case we will request evidence in support pre-event).

We will approve by email or letter prior to the festival. We will then issue your authorisation letter when you collect your wristbands at the box office.

MEDICATION STORAGE

All medication must be clearly labelled with the customer's name and contact details and will only be issued to the named customer or their essential companion, where applicable.

To make storage arrangements, customers are advised to contact **accessibility@downloadfestival.co.uk** in advance.

Designated medication storage is located within:

- Campsite: refrigerated storage for medication is available in the accessibility campsite hub.
- Arena: refrigerated storage for medication is available at Welfare in the arena.

FOOD AND DRINK

FOOD

All Download customers are permitted to bring a small amount of food for personal consumption into the arena.

Accessibility customers are permitted to bring additional food in excess of the usual amount into the arena.

(This increased allowance applies to accessibility customers only and not to essential companions or friends and family).

DRINK

All Download customers are permitted to bring a sealed, unopened 500ml bottle of water or soft drink into the arena.

Accessibility customers are permitted to bring **one** sealed, unopened bottle up to **1.5l** of water or soft drink into the arena.

(This increased allowance applies to accessibility customers only and not to essential companions or friends and family).

You will be able to refill your water bottles at water points situated around the site.

No alcohol may be taken into the arena.

ON SITE SUPERMARKET – CO-OP

Co-op supermarket will be available on-site in District X for your convenience.

Co-op opening hours:

- Wednesday 11:00 to 03:00
- Thursday - Sunday 07:00 to 03:00

TAKING BAGS INTO THE ARENA

For security reasons, we ordinarily only permit customers to bring a small bag (A4 size) into the arena.

Accessibility customers are entitled to bring a bigger bag into the arena. (One bag only per accessibility customer).

This larger bag allowance is granted to the accessibility customer only. Please understand that this change to the policy is for the benefit of you, the accessible customer only, and we cannot extend it to other members of your party.

The bag can be carried by you or someone on your behalf, if preferred.

Please remember that your bag will be searched on entry into the arena.

ESSENTIAL COMPANIONS

If you have been pre-approved to attend Download Festival with an essential companion, please ensure they arrive with you.

Your essential companion must be present with you at check-in to receive their wristband.

Please ensure that your essential companion must be willing and able to perform all your requirements, as needed, and be able to assist during an evacuation or other emergency.

If Download Festival finds evidence that your essential companion is not attending for the purpose of supporting your needs, they may be asked to leave the festival. Before taking this action, we will inform you, share the evidence used to reach our decision, and discuss alternative means for your needs to be supported.

GROUND CONDITIONS AND WEATHER

Download Festival is an outdoor event, and most of the terrain is grass. Solid pathways or hard ground are absent in some parts of the event site. Many of the stages and entertainment areas are in areas with inclines or slopes.

In the event of rain, it is important to know that the terrain will likely become muddy and wet, making it harder to navigate. We recommend using wheelchairs or mobility scooters suitable for this terrain and bring the appropriate emergency tyre repair kit.

Whilst we hope for sunshine, please pack all the gear for all kinds of weather.

We advise all customers with mobility difficulties to use the available buggy service routes.

TRAVEL TO DOWNLOAD / FESTIVAL ADDRESS

FESTIVAL SITE ADDRESS

Download Festival is located at Donington Park, Castle Donington, Derby, DE74 2RP

FESTIVAL OPENING AND CLOSING TIMES

Campsites

- Wednesday 12th June 12:00 – Monday 12:00 17th June.

Arena

- Friday 14th 12:00 – 23:00
- Saturday 15th 10:00 – 23:00
- Sunday 16th 10:00 – 23:00

TRAINS AND FESTIVAL SHUTTLE BUSES

East Midlands Parkway Station is approximately 9 miles from the festival site. The station has step free access to all platforms and across the whole station.

The station has accessible ticket machines and ticket office, train boarding ramps, induction loops and wheelchairs available.

Staff help information is available 0800 11 33 23

For further accessibility information at this station please go to:

<https://www.eastmidlandsrailway.co.uk/trains-stations/at-the-station/station-facilities/emd>.

Festival shuttle buses run from East Midlands Parkway Railway Station to the festival site. The festival shuttle bus drop-off point is located at the transport hub at the East Entrance.

The internal accessible shuttle bus will take you from the transport hub to the accessible campsite or the arena entrance.

COACH

The official coach partner for Download Festival is Big Green Coach. Please visit www.biggreencoach.co.uk for coach travel information.

Coaches will drop passengers at the transport hub at the East Entrance.

The internal accessible shuttle bus will take you from the transport hub to the accessible campsite or the arena entrance.

TAXI

Taxis are available from East Midlands Parkway Railway Station. The central festival taxi drop-off point is located at the transport hub at the East Entrance.

The internal accessible shuttle bus will take you from the transport hub to the accessible campsite or the arena entrance.

ARRIVAL: CAR PARKS AND DROP OFF

ARRIVING BY CAR (ACCESSIBLE CAR PARKS)

Please remember to hang your car park pass from your rear-view mirror or display clearly on your dashboard.

Camping Ticket Holders

If you are camping in the accessible campsite, please follow signs to the **Purple Gate** and enter the festival here.

Once you have entered through **Purple Gate**, please follow signs to the accessible car parks. On arrival, you will be given two options by the stewards:

1. **Park & Go:** You park in the accessible car park and make your own way to the campsite. There will be buggies and shuttle services from the car park to the camping site. Our team of helpers will also be on hand to assist you with your bags and equipment. The accessible car parks are 330m from the accessible camp site.
2. **Unload & Go:** You can drive onto the campsite, via the Unload & Go holding area, to unload your car. As soon as you have unloaded your car, the driver will need to leave the campsite and drive to one of the accessible car parks, to allow other cars to enter the site to unload.

Please be aware there are likely to be queues to enter the campsite.

Day Ticket / Arena Only (non-camping) Ticket Holders

If you are a day or arena only non-camping ticket holder, please follow signs to the **Blue Gate** and enter here.

Please follow signs to the accessible day car park. On arrival, you will be directed, by stewards, to an available parking space.

ARRIVING BY CAMPERVAN (ACCESSIBLE CAMPERVAN PARK)

Please display your accessible campervan pass on your dashboard.

Please follow signs to the **Purple Gate** and enter here.

Please follow signs to the accessible campervan site.

Your campervan may be searched on arrival.

DROP OFF (CARS AND TAXIS)

Camping Ticket Holders

Please make sure that the driver has the drop off pass clearly displayed on their dashboard.

If you are being dropped off by private car (not a taxi) please follow the signs to the **Purple Gate** and enter here. Once you have entered, follow signs to the accessible pick up and drop off point by the accessible campsite.

If you are being dropped off by taxi, follow signs for **Pick Up Drop Off/Taxis**. You will be dropped off at the transport hub.

The internal accessible shuttle bus will take you from the transport hub to the accessible campsite.

Day Ticket / Arena Only (non-camping) Ticket Holders

If you are being dropped off by private car or taxi, follow signs for **Pick Up Drop Off/Taxi**. You will be dropped off at the transport hub.

The internal accessible shuttle bus will take you from the transport hub to the arena entrance.

ARRIVAL: WRISTBAND COLLECTION & BOX OFFICE

ARRIVING BY CAR (CAMPING)

Park & Go

Once you have parked your car, please go to the accessibility box office to collect your festival and accessibility wristbands, and proceed to the entrance lanes.

The accessibility box office for campers is located adjacent to the accessible car park and is approximately 330m from the accessible campsite. Buggies and shuttle buses will be available to transfer you on to the accessible campsite.

Unload & Go

Whilst you wait to enter the campsite in the Unload & Go holding area, please go to the accessibility box office to collect your festival and accessibility wristbands.

ARRIVING BY CAR (DAY TICKETS AND NON-CAMPERS)

The accessibility box office for day and non-camping tickets is located adjacent to the accessible day car park and is approximately 350m from the arena entrance.

ARRIVING IN A CAMPERVAN

On entering the accessible campervan site, you will be directed to the box office located at the entry point to collect your festival and accessibility wristbands.

Once you have collected your wristbands, you will be directed to your plot.

ACCESSIBILITY BOX OFFICES

The accessibility box office is where you will have your mobile festival ticket scanned. Please have the Ticketmaster app open and showing your ticket and QR code. Please also have your I.D ready. You will be given your festival wristband and accessibility wristbands.

If you have a pre-approved essential companion, they must attend the box office with you to collect their wristbands. Please ensure you collect your wristbands before proceeding to the campsites.

Please be aware that it is likely that there will be queues at the box office at peak times.

Seating and accessible toilets will be available close to the box offices. There will be seating available if you are finding it hard to stand.

A hearing loop will be installed at the accessibility box offices.

Box office opening and closing times are as follows:

Please note that times are subject to change.

Five Night Camping Ticket Holders

If you have purchased a Five Night Camping Ticket, you may arrive at the box office from **12:00 on Wednesday 12th June** and **08:00 on Thursday 13th June**. The box office will close at **22:00**.

Three Night Camping Ticket Holders

If you have purchased a Three Night Camping Ticket, you may arrive at the box office from **08:00 on Friday 14th June**. The box office will close at **22:00**

Weekend Non-Camping Ticket Holders

If you have purchased a Weekend Non-Camping Ticket, you may arrive at the box office from **12:00 on Friday 14th June** and **10:00 on Saturday 15th June** or **10:00 on Sunday 16th June**. Box office will close at **21:00** each day.

Day Ticket Holders

If you are a day ticket holder, you may arrive at the box office from **12:00 on Friday** or **10:00 Saturday and Sunday**. The box office will close at **21:00** each day.

ARRIVAL: ROUTINE SEARCH.

Festival attendees are subject to a search of their bags, mobility aids and person.

You may request a female or male member of security to complete the search. Dogs may also be present.

There will be accessible toilets nearby.

To avoid any delays or issues, please review the prohibited items list that you cannot bring to the festival by visiting:

<https://downloadfestival.co.uk/?s=can+and+cant>

ACCESSIBLE CAMPSITE AND ROUTES

GENERAL INFORMATION

Park & Go

If you are camping, once you have collected your wristbands, passed through the entrance lanes, please make your way to the accessible campsite.

There will be a buggy service and shuttle bus service available throughout the day to help transport items you may not be able to carry.

The distance from the accessible car park to the campsite is approximately 330m.

On arriving at the campsite, you will be directed to an allocated camping pitch. Our team of helpers will be available to assist you.

Unload & Go

You can drive onto the campsite to unload your car. Please follow the designated route and do not drive on the grass.

Once you have driven onto the campsite, you will be shown where to stop to allow you to unload.

You will also be directed to an allocated camping pitch. As soon as you have unloaded your car, the driver will need to leave the campsite and drive to one of the accessible car parks, to allow other cars to enter the site to unload.

Our team of helpers will be available to assist you.

Please remember to bring your tent with you. We do not offer any tents or pre-pitched accommodation in this campsite.

Wheelchair users will take priority in being positioned close to the accessible walkway and facilities.

Customers who require critical power will be positioned in a specific area of the campsite. Please let the team know that you have been approved for this facility and they will direct you accordingly.

You will be able to access your car throughout the weekend.

ACCESSIBLE ROUTES

Accessible routes have been created in the accessible campsite.

Heavy-duty plastic walkways cross the width of the campsite from left to right, leading directly into the arena.

An additional heavy-duty plastic walkway will also run from bottom to top of the campsite.

An accessible route is in place around the periphery of the campsite as a combination of a heavy-duty plastic walkway and hardcore tracks.

Throughout the campsite there are also further smaller routes combining heavy-duty plastic walkway and hardcore tracks.

ACCESSIBLE CAMPSITE FACILITIES

Please note that the facilities listed are available to those staying in the accessible campsite only.

Routes

There are designated accessible routes in the campsite and marked on the accessible site map.

Campsite Hub / Information Point

A wooden cabin is in the campsite staffed with a team to help answer any questions you may have during the event. It is open 24-hours.

There is also an accessible information point in District X.

Critical Power

Please note that customers who require critical power will be positioned in a specific area of the site so please let the team know that you have been approved for this facility and they will direct you accordingly.

Medication Fridge

A medication fridge is situated in the campsite hub where you can store medication that requires refrigeration.

Charging Point

A charging tent will be located inside the accessible campsite that's kitted out with charging points for electric wheelchairs or medical devices such as nebulisers. Please do not to leave any equipment or valuables inside this tent unattended.

Lockers

Lockers will be located in the campsite and the main arena and are available to book in advance.

Please go to the accessibility page of the Download website where you will find the relevant info.

Accessible Toilets and Showers

Standard unisex toilets and wheelchair accessible toilets and standard and wheelchair accessible showers are located inside the campsite that are manned by stewards and a sanitation team to ensure they are kept clean and restocked. Please try to keep your showers to under 4 minutes if you are able.

Changing Places Unit (HDU)

A changing places unit is available in the accessible campsite and includes a changing bed, toilet, sink and a hoist. Please bring your own sling if required.

Hand Washing and Water Point

Sinks will be in the sanitation area for you to wash your hands, face, and brush your teeth. There will also be a drinking water point for you to fill up water bottles.

Lined Camping

The accessibility campsite is marked out in lines. Tents will be pitched in lines with a path in front of your tent to ensure you can move freely

around the campsite. The campsite staff will guide you to the next available space on arrival and be available to assist.

Wheelchair users will be positioned close to the accessible walkway and facilities.



Fire Lanes

You are not permitted to camp in the fire lanes, campsite row lanes, hard standing or areas without grass. Any tents found in these areas will be moved.

Gazebos

Due to space limitations, you may be asked to move or remove your gazebo if it is taking up too much space.

Please consider fellow campers when pitching your gazebo.

Please be mindful of the size of the tent you are bringing.

GENERAL CAMPING

General Campsites

If you plan to stay at one of the general campsites, please go to the box office upon arrival before heading to the campsite. Our team will be available at the accessibility window to issue your wristbands and direct you to your campsite.

General Campervan Field

If you are staying in the general campervan field, head straight to the campervan area through Green Gate and follow the directions on your campervan pass. Please inform the staff in the campervan office that you are an accessibility customer and they will issue you with your wristbands.

RIP Campsites

If you are staying in one of the RIP campsites, please head straight to that campsite. The team will be able to provide you with your accessibility wristbands.

If you experience any problems in collecting your wristbands, please contact the accessibility team on 07384 971436.

INTERNAL SITE TRANSPORT

An accessible buggy service will be available for short distance drop offs. Please speak to the team at the campsite hub who will arrange pick up for you based on availability.

Please note that the buggy cannot enter the arena or District X for safety reasons.

Only you and your essential companion will be able to use this service, which is subject to availability.

A shuttle bus service will also be available from the following locations:

- Transport Hub > Accessible Pick Up / Drop Off
- Accessible Campsite
- District X

The shuttle bus will run a continual loop around the site, picking up and dropping off at these points only.

Seating and shelter will be provided at each waiting point.

ACCESSIBLE FACILITIES IN THE ARENA AND ROUTES

DISTANCES

The distances into the arena from the exit of the accessible campsite are as listed:

- Apex Stage Accessible Viewing Area 264m
- Opus Stage Accessible Viewing Area 511m
- Avalanche Stage Accessible Viewing Area 600m
- Dogtooth Stage Accessible Viewing Area 227m
- District X 831m

ACCESSIBLE ROUTES

Campers

A heavy-duty plastic walkway will run from the entrance of the accessible campsite directly to the main stage accessible viewing area.

All other viewing platforms across the arena are accessible via a combination of heavy-duty plastic walkway, hardcore tracks and tarmac roads.

The routes will not be exclusively for accessibility customers as they cross the arena. However, stewards will be in position along the routes to assist and clear the track if needed.

Day Ticket Holders

There is a hard standing route all the way from the accessible day parking car park directly to the main arena entrance.

From the main arena entrance, a combination of heavy-duty plastic walkway and hardcore tracks and tarmac roads will lead directly to the main arena accessible viewing area.

ACCESSIBILITY ARENA HUB / INFORMATION POINT

A wooden cabin is in the arena staffed with a team to help answer any questions you may have during the event. Its open during the arena opening hours.

You will find the hub at the Apex (Main Stage) Accessible Viewing Area.

ACCESSIBLE TOILETS AND CHANGING PLACES UNIT

Accessible toilets are located around the arena toilet blocks and accessible viewing areas. Please remember to show your accessibility wristband when a staff member asks to see it. A changing places unit

will be available at the main stage viewing area and by the central toilet block in District X.

BAR SERVICE AREAS

Accessible bar lanes with lowered service areas are available at the main festival bars. Please look out for the wheelchair symbol. You and your essential companion can access the lowered bar areas by using the exit lanes of the bar queues, which bypasses the general queuing system. The lanes are staffed by security and stewards; please remember to show them your wristband.

Your accessibility wristband will give you access to the accessible bar lanes. Please look out for the wheelchair symbols at the bars.

MERCHANDISE

An accessible lane and serving area are available at the merchandise stalls; please look out for the wheelchair signs and lanes provided. Your accessibility wristband will give you access to the accessible merchandise lanes.

There will also be a dedicated merch stand positioned within the accessible campsite.

FOOD

For details of specific food stalls with accessible serving points, please speak to the accessibility team at the campsite info hub.

If a food trader has been unable to adjust their vehicle to allow for a lowered service point, the staff will be available to assist you from the front of the unit. Please just ask if you need assistance and they will be happy to help.

There will be a dedicated food trader positioned within the accessible campsite.

CASHLESS PAYMENTS

Download Festival is a fully cashless event. You can pay by debit or with credit card and digitally using your mobile phone if you have Apple Pay or Google Pay setup.

ACCESSIBLE VIEWING AREAS

The viewing areas deliver an inclusive experience for accessibility customers. We expect all viewing area users to show kindness and consideration to others within the areas.

Raised Viewing Platform

- The raised viewing platforms are designated for wheelchair users and those with restricted or limited mobility.
- Only the approved customer and their essential companion can access the raised viewing platform.
- A wristband system will control access to the raised viewing platform.
- In cases where a customer does not have an assigned Essential Companion, they can nominate one person to join them on the platform whilst they make use of the facility.
- All raised viewing platforms are equipped with ramped access, wheelchair-accessible toilets, and charging points.
- Viewing platforms are not covered, so customers should dress appropriately for all weather conditions.
- If an essential companion or nominated person needs to leave the accessible customer alone temporarily while they use facilities (or otherwise) they will be given a temporary pass card by security to hand back when they return. This allows us to manage the capacity efficiently.
- Platforms operate on a first-come, first-served basis. Once the platform is at capacity a one in, one out policy will be implemented.
- Smoking, including e-cigarettes & vapes, is not permitted.
- Staff and security have the right to ask customers to leave the platform if the customer is behaving inappropriately.

Ground-Level Viewing Area

- A designated ground-level viewing area is available for individuals who require a less crowded area and the option of sitting for short periods.
- A wristband system will control access to the ground-level viewing areas.
- Limited seating is available in the ground-level viewing area, and it is operated on a first-come, first-served basis.
- All ground-level viewing areas have access to accessible toilets.
- If required, customers may be accompanied by an essential companion in the ground-level viewing area.

- Staff and security have the right to ask customers to leave the ground-level viewing area if the customer is behaving inappropriately.

ASSISTANCE DOGS AND BRITISH SIGN LANGUAGE

ASSISTANCE DOGS

Assistance dogs will be approved in accordance with the requirement indicated on your Nimbus Access Card or Download Digital Access Pass.

Spending areas will be available for assistance dogs, located at: the accessible campsite, behind the main stage viewing platform and in District X.

Please ensure you use these spaces only and always clear up after your assistance dog using the bins provided.

BSL INTERPRETING PERFORMANCES

A British Sign Language performance interpreting service will be provided on request by fully qualified interpreters from Performance Interpreting.

If you would like to make use of this service, please email us at accessibility@downloadfestival.co.uk to make arrangements.

The Performance Interpreting Team will be available at their info hub just behind the main stage viewing platform. They will be available onsite to assist and answer any queries you may have.

MEDICAL ASSISTANCE AND WELFARE

MEDICS

Medics, medical care, and supplies are available in the arena and District X. There will also be a medic on duty at the main stage viewing platform.

If you require urgent medical attention, please alert a member of staff who can assist you.

WELFARE

Welfare tents are located in the arena and in District X. Experienced and caring staff are on hand to provide confidential advice about drugs, alcohol, sexual health and general assistance, counselling, and advice for anything that is troubling you.

SENSORY ZONE

A sensory zone is located within the arena, just behind the main stage viewing platform.

The aim of this space is to provide a safe, low-level stimulation and recalibration zone for any customers who need to use it.

LEAVING THE ARENA, LEAVING THE FESTIVAL AND RE-ENTRY

LEAVING THE ARENA

When the main headliner concludes each evening, we recommend that customers on the viewing platform and in the ground-level viewing area wait until the initial crowd has left the arena.

LEAVING THE FESTIVAL

Please be aware that there may be long queues when leaving the festival by car or public transport, as vehicle curfews may be necessary to allow pedestrians to leave the site safely.

ACCESSING YOUR CAR DURING THE FESTIVAL

You will have access to your car throughout the festival. If you wish to leave, please be aware of road closures and times listed below when there may be heavy crowd movement and plan trips to your car outside of these times.

RE-ENTRY

We allow re-entry into the festival if you need to leave to replenish essential items over the weekend. Please use the same route to exit the festival as you entered.

ROAD CLOSURES AND TRAFFIC CURFEWS

Please be aware that there will be times during the event where we must enforce strict road closures and traffic curfews. This is to protect the

safety of all our customers. Please be mindful of this and avoid leaving the festival during these times.

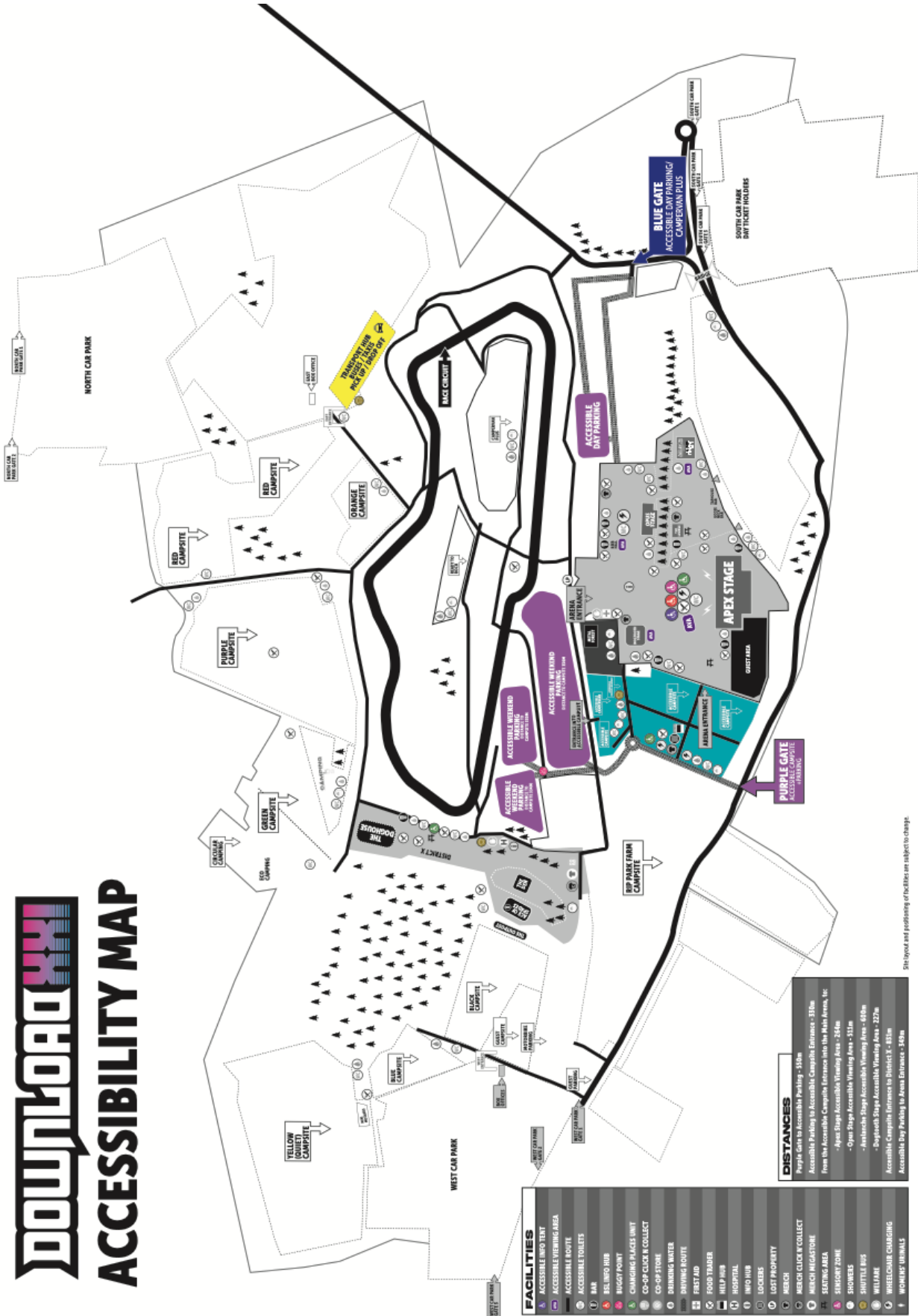
Road curfews will be in place as below:

- Friday 22:00 to 23.30
- Saturday 22:00 to 23:30
- Sunday 22:00 to 23:30

Please be aware that these times are subject to change at short notice.

ACCESSIBILITY SITE MAP

DOWNTOWN ACCESSIBILITY MAP



- FACILITIES**
- ♿ ACCESSIBLE INFO TENT
 - 👁️ ACCESSIBLE VIEWING AREA
 - ➡️ ACCESSIBLE ROUTE
 - 🚻 ACCESSIBLE TOILETS
 - ♿️ BIKES
 - 📍 BSL INFO HUB
 - 📍 BUNGO POINT
 - 📍 CHANGING PLACE UNIT
 - 📍 CO-OP CLICK & COLLECT
 - 📍 CO-OP STORE
 - 📍 DRINKING WATER
 - 📍 DIVING FOOTIE
 - 📍 FIRST AID
 - 📍 FOOD TRADER
 - 📍 HELP AREA
 - 📍 HOSPITAL
 - 📍 INFO HUB
 - 📍 LOCKERS
 - 📍 LOST PROPERTY
 - 📍 MERCH
 - 📍 MERCH CLICK & COLLECT
 - 📍 MERCH HUB/STATION
 - 📍 SEATING AREA
 - 📍 SILENT ZONE
 - 📍 SHOWERS
 - 📍 SHUTTLE BUSES
 - 📍 WILLIAMS
 - 📍 WHEELCHAIR GUARDING
 - 📍 WOMEN'S HURDLES

DISTANCES

People Gate to Accessible Parking - 150m
 Accessible Parking to Accessible Campsite Entrance - 310m
 From the Accessible Campsite Entrance into the Main Area, to:

- Apex Stage Accessible Viewing Area - 114m
- Open Stage Accessible Viewing Area - 111m
- Festival Stage Accessible Viewing Area - 69m
- Daypass Stage Accessible Viewing Area - 227m

Accessible Campsite Entrance to District 1 - 435m
 Accessible Day Parking to Arena Entrance - 149m

Site layout and positioning of facilities are subject to change.

DOWNLOAD FESTIVAL MOBILE APP

This accessibility guide's information is also available on the Download Festival app.

The app also contains helpful information, including set times, maps, and important updates by push notification.

Please download the festival app to your mobile phone by visiting the Apple Store or Google Play and searching for Download Festival.

THE ACCESSIBILITY TEAM

Our accessibility team will be on hand to look after you whilst onsite. Accessibility team members can be identified by their purple tabards.

The accessibility box office team will ensure your wristbands and pre-approved facilities are provided to you.

The accessibility manager will ensure that all the accessible facilities in the arena run smoothly. We encourage you to report any arena issues to the accessible info hub location next to the main stage viewing platform so that the team can assist you.

A team of security and stewards will be in the accessible viewing areas in the arena. They will be identifiable by their coloured, numbered tabards. They are there to keep you safe and will do their best to help you.

Our accessible campsite managers are on duty, providing 24-hour cover. They will roam the campsites and are there to help, so please feel free to ask them any questions or report issues.

A team of campsite helpers known as the Dog Squad roam the campsite, helping unload luggage and assisting the campsite managers. During busier arrival times, the helpers may be helping other customers, so please be patient. Please note they are not there to erect tents!

The whole team will work hard to ensure you have a positive experience at Download Festival and welcome your feedback about any aspect of the festival.

PROVIDING FEEDBACK/COMPLAINTS AND HOW TO GET HELP

HOW TO GET HELP

The best places to seek help are at the campsite or arena hubs, as the team will be stationary and in radio contact with members of the senior management team and event safety should they need support or further escalate the situation.

- If you are a day ticket holder, please visit the accessible arena hub next to the main stage viewing platform.
- The accessibility arena manager and team will be available to assist you in the arena.
- The campsite manager and Dog Squad are available to help you with the campsites and arena.
- Security & stewards are located across the arena and campsites and can assist you anytime.
- By Phone: 07384 971 436

Please be aware that the contact number will only be active from 10am Wednesday 12th June until 12pm Monday 17th June.

If you find yourself lost, please ask for direction to the nearest **YOU ARE HERE** plan of the festival site.

Download Festival has several live reporting facilities available to customers. If you need assistance, please speak to a team member at one of the following locations:

- Accessible box office (on arrival)
- Campsite accessible information hub, which is open 24 hours
- Arena accessible information hub (open during arena opening hours)
- Accessible Viewing Areas.
- By Phone: 07384 971 436 answered by the team.

Please be aware that phone reception can be temperamental, and the phone reception may not always be the strongest. The phone may become busy at peak times, so please be patient with us. We accept text messages or WhatsApp from those who cannot make calls due to access requirements.

By email: accessibility@downloadfestival.co.uk

Please note that the hub team will record all feedback or complaints using a central system and, if necessary, will escalate your enquiry to senior event management and event safety control. If you have a serious incident to report, please do so at the arena or campsite hubs.

If you do decide to leave the festival because you are not happy with the experience, we would really appreciate you notifying the team at one of the hubs before you leave.

WHAT 3 WORDS

What3Words is a geocode system designed to identify any location within a resolution of approximately 3m.

It is an easy way to find and share exact locations.

We have listed below some key site locations for you.

LOCATION	WHAT3WORDS
Accessibility Box Office A	Fairway.union.waltzed
Accessible Campervan Box Office	Lighter.mental.producers
Transport Hub	Unique.warnings.partly
Accessible Car Park	Lookout.starlight.should
Accessible Day Car Park	Frown.downsie.heartless
Purple Gate	Attends.nudge.rescue
Blue Gate	Coil.clattered.crumble
CO-OP	Tonality.incursion.laminate
Medical	Moved.jetting.iteration
Welfare	Jumps.alerting.ounce