

Forest Live Access Statement

We are committed to providing an excellent standard of accessible facilities to all of our customers who require them. Please contact us on 0300 068 0400 or email customerrelations@forestryengland.uk if you have any questions about our access statement.

1. Our Venues

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

Folding chairs or blankets can be brought into the arena. Seating is not provided.

Each venue has an access information page which provides more detail.

[Cannock access information](#)

[Thetford access information](#)

[Westonbirt access information](#)

[Delamere access information](#)

2. Personal assistant tickets

Customers who have a health condition or disability that meet the requirements below can purchase a ticket at standard price, plus booking fees and will also receive a free personal assistant ticket.

Customers should buy the number of standard full price tickets they require online and then contact Customer Relations (on 0300 068 0400 or email customerrelations@forestryengland.uk) to arrange for the free personal assistant ticket to be added to the booking.

Bookings can also be made entirely by telephone. However, our phone lines are very busy during peak periods. Online booking is recommended to avoid disappointment.

Personal assistant tickets are offered to those in receipt of:

- Disability Living Allowance (mobility or care component)
- Attendance Allowance
- Personal Independence Payment (daily living or mobility component)
- A valid Access Card

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

Customers who have a temporary health condition or disability and require a free personal assistant ticket should contact us on 0300 068 0400 to discuss their requirements.

Personal assistants must be capable of supporting the needs of their companion in an emergency or an evacuation of the arena.

3. Arrival

Car Parking

On site car parking is provided at our venues and is included in the ticket price. Accessible parking is allocated close to the arena for customers with access needs.

Parking spaces cannot be reserved. At some venues the accessible parking space is limited and therefore only available to blue badge holders. We will always do our best to accommodate where possible.

Unfortunately, we are not able to provide assistance from the car park to the arena.

The access information page for each venue gives more details.

Taxis

If you have an accessibility need and are arriving by taxi, it is essential that you contact us on 0300 068 0400 or email customerrelations@forestryengland.uk in advance so arrangements can be made for drop off and collection.

4. Getting to the arena

The access information page for each venue gives more details of distances and path surfaces.

Early entry to the arena is not available.

5. Accessible Toilets

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

We issue accessible wristbands on the night to ensure that accessible toilets are available to those customers who need them. These can be obtained from a steward on the viewing platform.

Other accessible toilets may be available outside the arena. The access information page for each venue gives more details.

6. Access Card

Forest Live is pleased to accept Access Cards. Please show your access card to a steward who will do their best to make the adjustments you require. Visit the [Access Cards website](#) to find out more.

7. Viewing Platform

An accessible viewing platform is available 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.

Places on the platform cannot be guaranteed or reserved in advance.

One personal assistant is welcome to accompany a customer using the viewing platform. If we can accommodate more, we will do our best, but we have to ensure that all customers with a disability who require access are prioritised.

As with the rest of the arena no seating is provided so customers 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.

8. Assistant Dogs

Assistance dogs are welcome however higher levels of live music noise may frighten them. Please pick up after your assistance dog. There are no specific dog bins so please use the general rubbish bins.

9. 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 by contacting us on 0300 068 0400 or email customerrelations@forestryengland.uk

10. Attitude is Everything

We are proud to be working with Attitude is Everything. They share our aim of providing inclusive live music for all. We are currently working towards their Charter of Best Practice. Each year we offer Attitude is Everything two complimentary tickets so their mystery shoppers can experience our concerts and provide us with feedback to continually improve. You can sign up to be a mystery shopper on their [website](#).

11. More Information

All our information is available in large print. Contact us on 0300 068 0400 or email customerrelations@forestryengland.uk

Check out our [FAQ's](#) for more information about Forest Live, along with our [Terms and Conditions](#) for a full list of any prohibited items.