

We are committed to providing an excellent standard of accessible facilities to all customers who require them. Please call 0300 068 0400 or email [customerrelations@forestryengland.uk](mailto: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, including a site map

[Cannock access information](#)

[Thetford access information](#)

[Westonbirt access information](#)

[Delamere access information](#)

## **2. Pre-booking Accessible Facilities (including Accessible Car Parking)**

Customers requiring use of any accessible facilities listed below, are asked to request and book these well in advance of their visit, ideally as soon as tickets have been secured.

Customers should buy the number of standard full price tickets they require online and then request a personal assistant ticket and/or use of any accessible facilities using our [Online Accessibility Booking Form](#).

Please read this access statement in full before completing the form.

Bookings can also be made entirely by telephone via 0300 0680400. However, our phone lines can be busy during peak periods. Online booking is recommended to avoid disappointment.

We have introduced pre-booking of accessible facilities for our 2023 concerts to ensure we can make necessary reasonable adjustments and best service the needs of all customers requiring use of these facilities.

We can support with requests for access adjustments with 8 weeks' notice prior to the event. These adjustments may include, but not be limited to: BSL Interpretation and hearing loops.

### **3. Access Card**

Forest Live is pleased to accept Access Cards. Please state this when completing the [Accessibility Booking Form](#) and also take your card with you to the event. Visit the [Access Cards website](#) to find out more.

### **4. Personal assistant tickets**

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

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 using the Accessibility Booking Form or call 0300 068 0400 to discuss their requirements. We will review applications without evidence on a case-by-case basis.

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

## **5. Arrival**

### **Accessible Car Parking**

Car parking is provided on site at our venues and is included in the ticket price. Accessible parking is allocated close to the arena for customers with access needs and must be booked in advance using the Accessibility Booking Form

At some venues the accessible parking space is limited and therefore only available to blue badge holders.

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, including an arena map and distances.

### **Taxis and personal lifts**

Customers with an accessibility need, who are arriving by taxi or personal lift, must contact us using the Accessibility Booking

Form or call 0300 068 0400 in advance, so arrangements can be made for drop off and collection.

## **6. Getting to the arena**

Each venue has a dedicated accessible entrance gate. The access information page for each venue gives more details of distances and path surfaces, including a site map.

Early entry to the arena is not available.

## **7. Accessible Toilets**

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

We issue accessible wristbands to ensure that accessible toilets are available to those customers who need them.

Request your accessible wristband using the [Accessibility Booking Form](#).

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

## **8. Accessible Viewing Platform**

A raised Accessible Viewing Platform is provided 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.

One personal assistant is welcome to accompany a customer using the viewing platform. All places on the platform must be booked in advance using the [Accessibility Booking Form](#).

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.

## **9. Ground-level Grass Accessible Viewing Area**

This is a ground-level, grass area for customers who have health conditions or other disabilities and need a less crowded area and access to the accessible toilets.

There will not be an unrestricted sight line of the stage in this area, as there will be customers in front of the Ground-level Grass Accessible Viewing Area who are likely to be standing up. All places in the Ground-level Grass Accessible Viewing Area must be booked in advance using the [Accessibility Booking Form](#).

As with the rest of the arena no seating is provided so customers may wish to bring folding chairs.

## **10. Assistance 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.

## **11. 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. Call 0300 068 0400 or email [customerrelations@forestryengland.uk](mailto:customerrelations@forestryengland.uk)

## **12. 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](#).

### **13. More Information**

All our information is available in large print. Call 0300 068 0400 or email [customerrelations@forestryengland.uk](mailto: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.