

forest live



Accessibility Guide High Lodge, Thetford Forest

Wednesday 17 June: Mcfly
Thursday 18 June: Nile Rodgers & CHIC
Friday 19 June: Fatboy Slim
Saturday 20 June: Snow Patrol
Sunday 21 June: UB40 featuring Ali Campbell



Forestry England

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Welcome to Forest Live 2026!

We can't wait to see you at High Lodge, Thetford Forest.

We are committed to providing an inclusive experience for all customers. Please take time to read this accessibility guide. It contains essential information about what to bring to the concert, how to access the venue, and facilities available.

We kindly ask that you share this accessibility guide with your Personal Assistant, so they are familiar with this information too.

Contact

If you have questions that are not answered in this guide, or you need this document in another format, contact us in good time ahead of the event.

Also see our Frequently Asked Questions:

www.forestlive.com/faqs

Forestry England Customer Relations are available Monday to Friday 9am - 5pm (plus Saturday and Sunday 9am - 5pm during concert weekends).

Email: customerrelations@forestryengland.uk

Telephone: 0300 068 0400

Tickets and wristbands

High Lodge, Thetford Forest area has limited phone signal or Wi-Fi. Download your tickets and *save to your device before arriving at the venue.*

Forestry England tickets

- Click the 'Download' button on your tickets email
- Or you can also download tickets from your online account: <https://tickets.forestryengland.uk/login>
- Choose to 'Download' a PDF and save this to your device
- Or choose 'Add to Apple Wallet' or 'Add to Samsung Wallet' to save each individual ticket to your Apple or Samsung Wallet
- Include any car parking or bus tickets.
- If you prefer, printed paper copies of Forestry England tickets are accepted.

Ticketmaster tickets

- Download or update to the latest version of the Ticketmaster App for [iPhone](#) or [Android](#)
- From the app, update your profile with your phone number, then find your order in My Events.
- View your tickets by tapping View Barcode. Screenshots of your barcodes or paper copies won't get you in.
- This includes any car parking or bus tickets.
- Your tickets are now downloaded & secured in the Ticketmaster App, ready for scanning at the event.
- If you've booked a Personal Assistant ticket, download this from your Forestry England account as above.

Don't forget to charge your phone fully before you arrive.

Wristbands

If you've pre-booked accessible facilities, and received this pack by post, the relevant wristbands are enclosed. Wristbands are needed for the Raised Viewing Platform, Accessible Grass Viewing Area, and Accessible Toilets. If you have a platform or viewing area wristband, this includes use of the Accessible Toilets.

Personal Assistants

If you're attending with a Personal Assistant, they should arrive with you at the arena ticket gates.

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

What to bring

Bags

Only bring items that are essential to your evening. Our security team will carry out bag searches. The less you bring the quicker it will be for you to enter the arena. Folding chairs or blankets are permitted.

Certain items are not allowed in the arena for audience safety and comfort. Check the terms and conditions: www.forestlive.com/terms-and-conditions for the complete list of prohibited items. This includes: Trolleys, umbrellas and parasols.

Food and Drink

You're welcome to bring picnics but some items including glass, tables, metal cutlery, breakable crockery are not permitted.

- No more than 1 litre of soft and/or alcoholic drink per person (e.g. 3 x 330ml cans or 2 x 440ml cans).

- All drinks must be in **sealed and unopened** cans only.
- Drinks in plastic/glass bottles, wine boxes, cartons or any other format are not permitted.

Stay hydrated. **Empty** refillable water bottles are encouraged provided they contain no liquids on entry. (Bottles can be filled at drinking stations inside the venue). In addition, a single **sealed** bottle of water is permitted for hydration.

A fully licensed bar and a variety of food and drink outlets are available. These accept card payments only. Food vendors cater for vegetarian, vegan and gluten free diets. We encourage you to discuss any allergies or intolerance with the food vendors on site.

If you need to bring additional liquids, due to a medical condition, contact us in advance to request this. Supporting documents, such as a doctor's letter or the NHS app, should be shown to security on entry, along with an approval email from us.

Prescribed Medication

You can bring medication with you, there is no need to contact us in advance.

Medication should be in its original packaging with the prescription label clearly visible. Only bring enough medication for the duration of the event.

If your medication is loose or not in its original packaging, you should bring the prescription or a doctor's note. Always keep your medication safe and with you.

Medical Marijuana

Medical marijuana prescribed for daily use may be brought into the arena. Please bring the medication in its prescribed form.

Have the original prescription with you, along with ID matching the name on the prescription.

Weather

Forest Live events are held outdoors in forest clearings. There are no covered areas in the arena. Concerts will go ahead regardless of weather, except in extreme conditions where the venue is deemed unsafe or unfeasible to hold the event.

We advise all customers to wear suitable clothing and footwear for an outdoor event. Bring something warm for later in the evening and a waterproof coat as we do not permit umbrellas in the arena. Insect repellent may be useful.

Getting there

Venue Address

High Lodge, Thetford, Forest, Brandon
Sat Nav Postcode: IP27 0AF

Running Times

Car parks open from 4.30pm
Arena gates open from 5:00pm

We'll publish stage times on our website a few days before the concert.

Last admission time is 9pm. You may not be admitted to the event if you arrive after this time.

Make sure you have everything you need with you. There is no re-admission if you leave the arena, except due to medical exemption or a medical emergency.

Concerts normally finish between 10.30pm and 10.45pm. Live music will not continue beyond 11pm.

Travel to High Lodge, Thetford Forest

High Lodge, Thetford Forest is located on the Norfolk / Suffolk border between the towns of Thetford and Brandon.

Use postcode IP27 0AF to plan your journey. As you get close to the venue, turn off your sat nav and follow the yellow event signs.

Transport

Blue Badge parking: Car parking is provided at the venue and should be pre-booked and paid for in advance.

If you've booked Blue Badge parking, make sure your Blue Badge is on display as you approach the venue, and show this with your car park ticket. Follow signage for Accessible Parking, accessed via the main High Lodge entrance on the B1107. (Do not use the Mayday entrance on the B1106 if you have booked Blue Badge parking.)

This is provided within the main car park and the surface is a combination of loose crushed stone and tarmac. The designated **accessible arena entrance is situated 275m from the accessible blue badge car park, along a compacted gravel path and hard standing concrete pathway.**

Rail: The nearest train station is Brandon (Norwich to Cambridge line), **six miles away**. For train times check www.nationalrail.co.uk

Taxi or personal lifts: We don't have a taxi rank of cars waiting for passengers. Make sure you've considered your return journey before arriving and arranged your taxi or lift in advance.

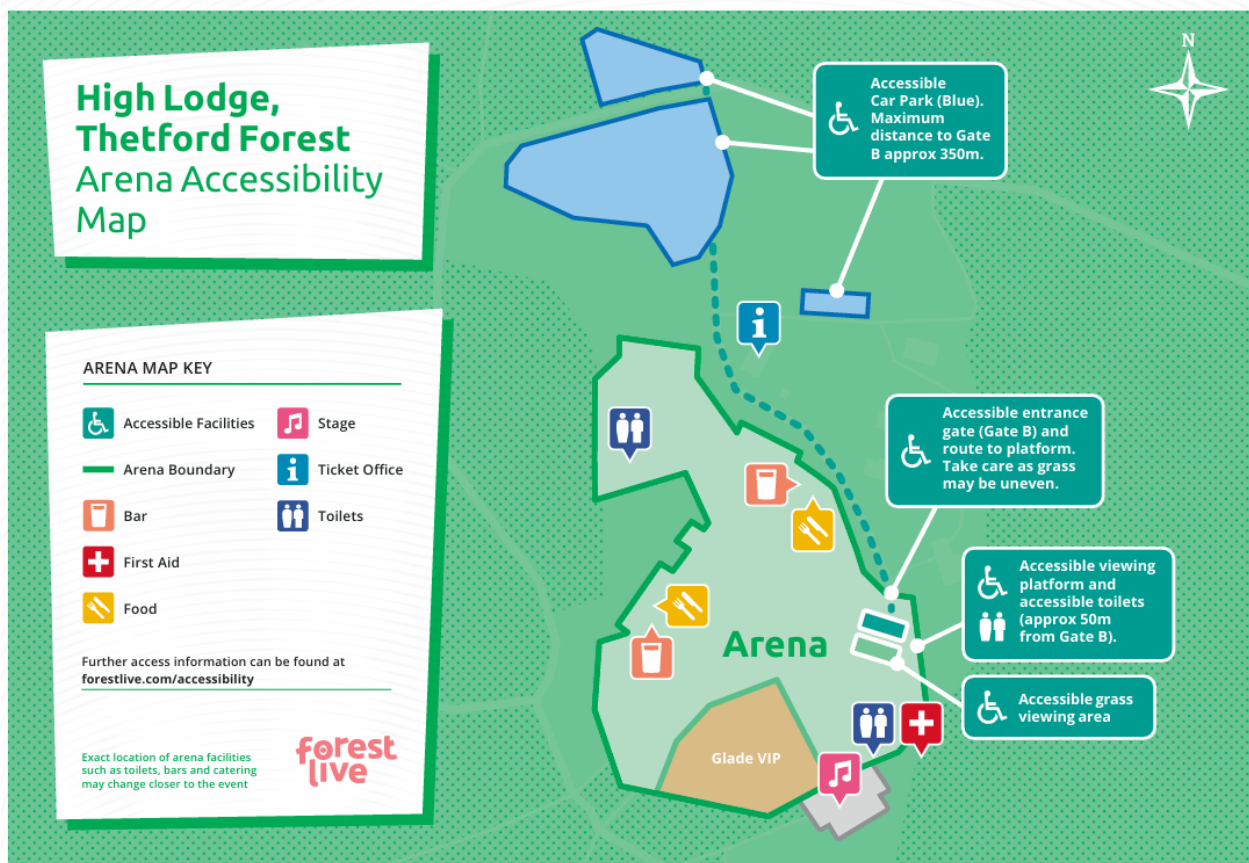
The main drop off and pick point is **400m from the arena along crushed stone and short-mown grass paths**. Customers with

additional access needs, who are arriving by taxi or personal lift, must contact us in advance, so suitable arrangements can be made for drop off and collection.

Shuttle bus: Travel in a greener way with our return Shuttle Bus service from Thetford. Advance booking is essential at www.forestlive.com/travel#high-lodge-thetford-forest. (click on the relevant artist > buy now > go to the extras section). Wheelchair space on the shuttle bus is subject to availability, contact us to request this. The shuttle bus drop off point is **approximately 585m from the accessible entrance on compacted grass**.

Inside the arena

Arena Accessibility Map



Arrival

A designated accessible arena entrance is provided at pedestrian Gate B. This is **275m - 350m from the blue badge car park along a compacted gravel path and hard standing concrete pathway.**

This gate will open at the same time as all other arena gates and early access is not possible. There may be some queuing, and we will do our best to minimise wait times.

Have your e-tickets ready and our team will scan the QR code at the arena gate and carry out bag checks.

Once inside the arena show your wristband to our friendly accessibility team who will guide you to the relevant viewing area.

Accessible Toilets

Each set of toilet blocks at the venue has an accessible toilet. Additional accessible toilets are beside the raised viewing platform.

Changing Places facilities are located near the visitor centre, and inside the arena, beside the viewing platform.

Raised Viewing Platform

Access is provided to the Raised Viewing Platform, when pre-booked, with the relevant wristband. This area is 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.

This is situated 50m from the accessible entrance on natural grass. The grass may be uneven. The platform is located approximately 75m from the stage. The platform has a non-slip surface and is double level, with access ramps.

Seating is provided in this area, or customers are welcome to bring their own folding chairs if preferred.

Accessible Grass Viewing Area

Access is provided to the Accessible Grass Viewing Area, when pre-booked, with the relevant wristband. This is beside the Raised Viewing Platform and is for customers who have health conditions or other disabilities and need a less crowded area and access to the accessible toilets.

The grass surface will be uneven.

There will not be an unrestricted sight line of the stage in the Accessible Grass Viewing Area, as there will be customers in front of the Viewing Area who are likely to be standing up.

Seating is provided in this area, or customers are welcome to bring their own folding chairs if preferred.

PayPal+ presents The Glade VIP

There is no Raised Viewing Platform or dedicated Accessible Grass Viewing Area in the Glade VIP area. Access to the Glade VIP is via un-even, sandy ground and may not be suitable for customers with mobility issues.

A luxury accessible toilet is available in the Glade VIP area.

Accessible Bar and Food Service

Lowered counter bars are available at most arena bars for customers with access needs.

There will also be a lowered bar beside the platform and viewing area. The closest food vendor to the platform and viewing area is approximately 15m away.

British Sign Language Interpreters (BSL)

We provide a BSL interpreter for all concerts

If you need access to this, contact us in advance so we can confirm the stage location of the interpreter.

Hearing Loops

Hearing loops are available for all concerts

If you need access to this, contact us in advance so we can confirm the location of the hearing loop.

Hearing aids will need to be switched to the 'T' setting in order to convert the magnetic signal from the loop back into sound.

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.

If you are bringing an assistance dog, contact us in advance. No other dogs are allowed at the venue.

Strobe Lighting

Lasers and strobe lighting may be used as part of the performance.

Medical tent

First aid facilities are available within the arena. Ask a steward to direct you if needed.

Leaving the venue

We appreciate your patience as our stewards and traffic marshals work to get everyone on their way as quickly and as safely as possible.

We'd suggest using the toilets before returning to your car in case of delays leaving the car park. In some cases, for very busy events, it may take over an hour to exit the car parks safely due to the number of vehicles leaving at the same time. You can help us with this by following instructions from our traffic marshals.

Feedback

We hope you enjoy a phenomenal night of live music in our beautiful forest venue! We're always keen to understand more about your experience, so do contact us with any feedback.

We are proud to be working with Attitude is Everything. They share our aim of providing inclusive live music for all. We are 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

www.attitudeiseverything.org.uk

Thank you, by buying tickets from Forestry England, you are helping to grow and protect our nation's forests for generations to come. Forestry England plant over 7 million trees in England each year and protect trees and wildlife habitats from climate threats.