



ACCESSIBILITY POLICY

Introduction

The Steelhouse Festival is committed to ensuring that all our visitors have the best chance possible to enjoy the Festival – whatever their ability.

Site Layout and Ground Conditions

We will endeavour to ensure all facilities are accessible, however, visitors should bear in mind that this Festival is on a working farm at the top of a mountain. The site is mostly grassed and has natural inclines and dips. During inclement weather these can become boggy and some areas of the site may not be suitable for wheelchairs. However, our stewards are on hand at all times and will be happy to assist wherever possible.

In order for us to provide the best possible service and to ensure there will be space to accommodate you, please assist us by letting us know your specific access requirements in advance (see Access Requirements Form on page 5).

The Festival site is relatively compact, with the maximum distance from the Accessible Car Park to the Arena entrance being approximately 50metres. The distance from the Arena entrance to the stage is approximately 150metres.

Track matting and trackway is laid out around the Arena to facilitate movement.

Please see the site map on page 4.

Accessible Car Parking

The Festival has a dedicated Accessible Car Park for Blue Badge Holders/approved users, which is situated approximately 50metres from the Arena entrance.

We will endeavour to provide assistance in carrying camping equipment/baggage etc. from the Accessible Car Park to the Accessible Campsite. However, this cannot be guaranteed.

Accessible Campsite

The Accessible Campsite is situated adjacent to the Arena entrance. Unisex accessible toilets are provided in this Campsite, as well as a general toilet for those without accessibility issues. Shower facilities are situated within this site.

Please also be mindful when pitching your tent to allow space for fellow campers to manoeuvre around the area.

Live-in Vehicles

The Accessible Live-In Site is no longer situated with general admission and is now located adjacent to the Arena entrance. On arrival, you will need to make the parking steward on duty aware that you are approved to use this area and be prepared to present your authorisation email and ID, if requested.

Arena Facilities

All performances take place in one main Arena. The Arena entrance is located between the Accessible Campsite and Live-In Vehicle sites. Within the Arena, unisex accessible toilets are provided. You are permitted to bring chairs into the Arena.

Wheelchair Accessible Viewing Platform

A small, raised viewing platform is available for wheelchair users. Please be mindful that there is a limited space available for wheelchair users and their Carers and you may be required to provide your email to confirm approval to access the platform.

Purchasing Tickets

The Steelhouse Festival offers free Personal Assistant (PA) entry **if someone is unable to attend the Festival without support and is age 15 or over** (all children aged 14 and under are required to be accompanied by an adult as a condition of attending the Festival). Please note that this will not be a physical ticket – you will need to bring your Approval email to the Festival with you and show it at the Box Office to obtain the relevant wristbands. You may also be asked for ID. **However, please be aware that your Carer will need to purchase the relevant Camping Ticket/Campervan Pass.**

Please note that the person you choose to attend with you as a Carer/PA should be willing and able to assist you throughout your visit and would be available to help you in an evacuation or emergency.

Once you have purchased your ticket, you must register for 'PA' entry and the other facilities you require. To do this, please print off the Access Requirements Form. Once you have filled it in, please send it back to us with a photocopy of one of the following:

- (i) your most recent DLA/PIP letter (front page only)
- (ii) a letter from your doctor clearly confirming the need for the requests on your Access Requirements Form
- (iii) Deaf or blind registration
- (iv) The Nimbus Access Card – this should include the +1 symbol.
- (v) Blue Badge (not sufficient if applying for a PA/Carer ticket but adequate for Accessible Car Park only requests)

Both your Access Requirements Form and proof of disability will need to be received together, in order to be reviewed.

You can send your completed Access Requirements Form and proof of disability back to us, by any of the following methods:

E-mail: access@steelhouselive.co.uk

Post: Unit 15 Cwm Business Centre, Cwm, Ebbw Vale, Gwent NP23 7TB.

We will review your Access Requirements Form and come back to you within 2 weeks of receiving it.

Arrival at the Festival

Please follow the signs for Accessibility. You will then be directed to the appropriate Accessible areas.

Medical and Welfare Services

Medical and welfare facilities are available at the First Aid tent between 11.30am and midnight – to provide first aid, minor casualty and resuscitation. They have details of emergency dentists and local pharmacies.

Stewards and security are also on hand and where possible, can offer you help and support if you are unwell or require assistance.

Assistance Dogs

If you need to be accompanied by an assistance dog, please provide evidence that your dog is registered with an organisation that is a member of Assistance Dogs UK.

Strobe Lighting

Please be aware that this is a music festival and as such strobe lighting will be part of the performances taking place.

Temporary Impairments

Temporary impairments will be considered at our discretion, on a case-by-case basis. Please email us at access@steelouselive.co.uk if you have any specific requirements you would like us to consider.

If you have any further queries on booking tickets or facilities at the Festival, please get in touch.

E-mail: access@steelouselive.co.uk

Please be assured that all of us at the Steelhouse will endeavour to make your visit as enjoyable as possible!

Site Map



ACCESS REQUIREMENTS FORM

YOUR BASIC INFORMATION

Day(s) Attending Festival:

Friday Saturday Sunday

Disabled Visitor's Name:

Disabled Visitor's Address:

Contact E-mail Address:

Ticket Reference:

(if already purchased)

YOUR ACCESS REQUIREMENTS

Are you requesting Personal Assistant Access?

(Aged 15 and over only) *

Yes

No

Please provide either (please tick to indicate document attached):

(i) your most recent DLA/PIP letter (front page only)

(ii) a letter from your doctor clearly confirming the need for your request

(iii) Deaf or blind registration

(iv) The Nimbus Access Card with relevant '+1' approval

Do you need access to the Accessible Car Parking?

Yes

No

Do you need access to the Accessible Campsite?

Yes

No

Do you need access to the Accessible Live-In Vehicle Site?

Yes

No

Do you need access to the Wheelchair Accessible Viewing Platform?

Yes

No

(This is restricted to wheelchair users and one personal assistant per user)

Will you be accompanied by an assistance dog?

Yes

No

(If YES, please provide the name of the organisation the dog is registered with)

- * Please note that your Carer will also need to purchase the relevant Camping Ticket/ Campervan Pass if you are staying in the Accessible Campsite or Live-In Vehicle site.

Please send your completed form and supporting documents to:

E-mail: access@steelhouselive.co.uk

Post: Unit 15 Cwm Business Centre, Cwm, Ebbw Vale, Gwent NP23 7TB.