



improving deaf and disabled people's access to live music

## **Festival Factsheet - Booking and Bolt-On Access Provisions**

Deaf and disabled customers should be able to book their tickets through any outlet, and then be able to 'bolt-on' additional access provisions that might reasonably necessitate advance booking:

- A free ticket for a personal assistant (2:1 ticket)
- A Viewing Platform wristband (plus access to stewarded accessible toilets)
- A space in the Accessible / Blue Badge Parking area
- A space in the Accessible Campsite

Having a stream-lined system for this improves the customer experience, and by requiring a ticket reference number, cuts down on admin for you that might otherwise have been carried out without a guaranteed ticket sale.

### **Note: Early Bird Tickets**

If you operate an Early Bird Ticket scheme you have to offer this to all customers, including those who wish to use accessible facilities such as an accessible campsite from the day they arrive.

- **Access Requirement Form** (see Festival Template - Access Requirement Form)

It is recommended that the following elements make up an access requirement form:

- One form to apply for all pre-bookable access provisions.
- The form is an opportunity to ask customers about additional requirements to help in planning and monitoring.
- Make the form a downloadable Word file from your website, rather than having to be requested (unnecessary admin for you!).
- Establish a dedicated email and postal address that is checked regularly for people to send the form to once complete.
- If you ask for evidence to be submitted, it is reasonable to request on the form that people either:
  - Scan evidence and attach it with their form if emailing
  - Photocopy evidence and clip it to a printed form if posting
- State on your website that people can request a posted form in case they have no access to a printer / scanner. Ensure that the mode of communication to request this is frequently monitored.
- Some festivals choose to use online forms, but bear in mind that these are not always compatible with screen-readers used by people with vision impairments, and it would be essential to test this before using.
- As long as tickets are still on general sale, a festival should continue to provide all 'bolt-on' access provisions to anyone requesting them upon purchase of a ticket. However, it is reasonable to have a closing date 2-3 weeks before a festival for admin purposes, made clear on your website.
- Include an option for people to be added to an Access Database for future years (a target of the Silver Award of the Charter of Best Practice).

- **Bolt-on access provisions**

- **A free ticket for a personal assistant (2:1 ticket)**

A free ticket for a personal assistant, provided to any Deaf or disabled person who would be unable to attend without their presence and who has bought their own ticket.

- **Proof of eligibility:**

Best practice would be to not ask for proof and allow people to self-identify their need for a PA. However, many festivals choose to ask for proof of some kind. If you decide to do this, we suggest stating that the following forms of copied evidence make an individual 'automatically eligible':

- Front page of DLA / PIP (no specific rate required)
  - Front page of Attendance Allowance letter (no specific rate required)
  - Evidence that registered severely sight impaired (blind)
  - Recognised Assistance Dog ID card
- In addition, we recommend adding a statement similar to the one below to your online information and form:

*"We recognise that the evidence above might not include everyone that has an access requirement. If you do not have any of the above evidence but wish to apply for one or more access provisions, complete the Access Requirement Form stating why you require them. You are welcome to post or email copies of any additional evidence that supports your application if you have any, or contact us to discuss your application. Your application will be judged on a case-by-case basis"*

- We suggest that you do not state that you give 'priority' to people on, say, higher rates of DLA, as this suggests that 2:1 tickets are limited in some way. To limit these tickets beyond having a reasonable deadline date for applications would be to limit the number of disabled people requiring PAs who can attend.
- We do not recommend that you explicitly ask for a doctor's letter for automatic eligibility, as this involves an additional cost to the disabled person if they do not already have one.

- Having no minimum age for applications for festivals that allow those under 18 to attend would be best practice, providing the PA attending with the person is 18 or over. This policy can only increase the number of disabled teenagers attending festivals.
- You may wish to send out 2:1 tickets in advance upon receiving evidence of eligibility, or hand them out at a gate on site. There are admin implications with either choice. Either way, this should be clearly stated in your website information.
- We recommend that if you do decide to require evidence, you allow people to submit it before the event, rather than making them have to bring it on the day of arrival. This is because the documents involved are predominantly confidential in nature.

○ **A Viewing Platform wristband**

A wristband that allows access to all viewing platforms and areas, as well as stewarded toilets (see Festival Factsheet: Accessible Toilets)

- Proof of eligibility:
  - As 2 for 1 ticket with the addition of:
  - Photocopy of Blue Badge with photo driving licence or passport.
- Or you could ask for no evidence or statement, simply a tick-box request.
- **Note:** not everyone who might require access to a viewing platform will require a P.A. on site, so we do not recommend that the two are combined automatically.
- **Note:** Everyone who has access to the Viewing Platform should be given a PA / Companion Pass for a PA or friend. We recommend this be a lanyard so the Deaf or disabled person can pass it around their group as required.

- **An Accessible Parking space**

A parking space in the accessible / Blue Badge car park

(see Festival Factsheet: Parking, Taxis and Public Transport for info on what makes a car park accessible)

- It is reasonable to make access to accessible parking be dependent upon customers holding a Blue Badge, as this is an established national scheme designed to prevent the abuse of accessible parking spaces by non-disabled people.
- The options below might vary according to the layout and stewarding of your car parks:

Least admin to most admin

- Blue Badge parking spaces do not need to be pre-booked, simply requiring a Blue Badge to be shown on arrival. You might still wish to ask people to log if they intend to use Blue Badge parking on the Access Requirement Form, for your monitoring and planning needs. You would still need to advertise this system under access information on your website.
- Specific booking required for Blue Badge parking permit, with no need to provide supporting evidence. Space allocated on site upon customer showing a valid Blue Badge *and* Festival Blue Badge Parking permit that has been sent to them in advance.
- Specific booking required for Blue Badge or parking space, with need to send you prior supporting evidence to gain a pass. Space allocated on site upon customer showing a valid Blue Badge *and* Festival Blue Badge Parking permit.
- If you require spaces to be booked ensure this is stated on the Access Requirement Form.

- Proof of Eligibility: If you require people to apply for a space with evidence, we recommend that you ask for copies of:

- Copy of Blue Badge

AND

- Copy of photo ID that matches Blue Badge

**Note:** Some customers will have a Blue Badge but will not drive so other photo ID than a driving licence may be received.

- **An Accessible Campsite space**

A camping space in the accessible campsite

(see Festival Factsheet: Accessible Campsite for info on what makes a campsite accessible)

- You could:
  - Make tickets for the accessible campsite purchasable as part of general booking.
  - Ask people to buy a general ticket then request a space using an Access Requirement Form.
- Either way, you might wish to ask for additional info that corresponds to your policy for the Accessible Campsite i.e. how many additional guests coming etc.
- **Remember:** Not everyone who might require access to the accessible campsite will require a P.A. on site or access to viewing platforms.
- Proof of eligibility: It will cut down your admin if you do not ask for proof to be supplied to gain an Accessible Camping space.
- If you do require proof then this should be the same as the viewing platform requirement (see above).
- Or you could ask for no evidence or statement, simply a tick-box request.

- If you offer campervan places on site, you should offer places linked to the accessible campsite for those individuals who might wish to make use of the additional facilities. Booking for this could be integrated into the Access Requirement Form, and this could be signposted on the general Campervan information page to ensure that disabled customers are aware that they can book accessible Campervan places.

- **Accessible Toilets and Booking**

- We recommend that Viewing Platform wristbands double as passes to stewarded toilets.
- It is reasonable to link access to stewarded accessible toilets with a pre-booked Viewing Platform wristband in order to prevent stewards feeling compelled to quiz people about the nature of their disability, and to improve the customer experience.
- For the purposes of this guidance we assume that stewarded accessible toilets are most likely to be those located by Viewing Platforms / Areas at a festival.
- We believe that the risk of people abusing viewing platforms through having a wristband to access stewarded toilets is negligible, given the strong correlation between individuals who might require each provision. However, you may wish to give customers the option to book an Accessible Toilet Pass for those that need access to the accessible toilets but not the Viewing Platforms. This works well at several festivals.
- Specific info for your website if you go with the above:
  - “A viewing platform or accessible toilet pass wristband is required to access the stewarded toilets located next to viewing areas and platforms”
  - “These should be pre-booked using the Access Requirement Form “
  - Explain the difference between the two passes
  - List where stewarded accessible toilets will be located.

- This should help to minimise the number of people presenting on site who wish to access stewarded accessible toilets but don't have the required wristbands. This also helps take the pressure from stewards.
  - Those who do miss this information and present on site wishing to use stewarded facilities should still have the opportunity to request a wristband (or accessible toilet pass) once inside the festival (see Festival Factsheet: Accessible Toilets for guidance).
  - In contrast, access to un-stewarded accessible toilets should not have to be pre-booked, regardless of the means by which people access them on site.
  - Clear information should be given on your website about how people can expect to access un-stewarded facilities i.e. if you are using padlocks (see Festival Factsheet: Accessible Toilets for info on how to manage un-stewarded accessible toilets).
- **Template:** Information to provide to disabled ticket holders
    - A checklist of info to send out with confirmation of bolt-on access provision following a successful application:
      - **All website access info** (See Festival Factsheet: Access Information)
      - **Open Times**
      - **Details of wristband collection**
      - **Map of site**  
Including location of facilities and viewing platform
      - **Departure**  
Any dedicated exits i.e. to get back to Accessible Parking