



improving deaf and disabled people's access to live music

Festival Factsheet - Parking / Taxis / Public Transport

- **Parking**

- Naming your parking

- We recommend making access to your accessible parking dependent upon customers holding a valid Blue Badge. If you choose to do this, it makes sense to simply describe this parking as 'Blue Badge Parking'

- What makes parking accessible?

- Minimal walking distance between parked car to entrance - the point at which customers can retrieve access-related wristbands before entering the campsite/festival proper.
- The minimal walking distance concept should also be applied on the other side of the gate i.e. aim to place accessible parking, the access wristband gate and accessible camping / the arena as close to each other as possible given geography and infrastructure.
- Alongside distance, surfaces and gradients should also be considered:
 - shortest distance
 - smallest gradient
 - best use of hard standing surfaces
- 'Accessible parking' is only accessible if it is clearly described in access information on your website and sent out to customers. A clear map showing the location of the parking relative to wristband exchange / entrance gates is essential.

- Parking - Weekend Camping Customers

- Provide accessible parking as described above.
- Provide a dedicated entrance to allow access to this parking if necessary e.g. combine it with Guest parking entrance.
- You could choose for this parking to require a pre-booked festival-specific pass, or simply a Blue Badge presented on site (See Festival Factsheet: Booking and Bolt-On Access Provisions).
- Provide stewards to help carry bags to the Accessible Campsite.
- If the car park is over 250m from the campsite, provide a shuttle service or allow customers to drop off tents and bags in the campsite or drive into the campsite to unload before taking their cars to the car park.

- Parking – Day Customers

- If you have day customers, always assume that some might need to retrieve 2:1 / Viewing Platform wristbands. Therefore, allow people to park and claim wristbands at the gate nearest to the Arena.

- **Taxis**

I love the festival...(but) this year's visit was a bittersweet one, as unless something drastic is done to improve the access to the main site from the bus/ taxi drop off points, I think this may be my last trip. I'm not sure I can physically manage it any more.

- **TIP:** If accessible parking and the taxi drop-off area can be located at the same place, the stewarding operation to carry bags can be combined...
- Provide a drop-off point for taxis as close to the accessible campsite and/or day entrance gate as possible.
- Provide stewards to help carry bags from the taxi drop-off point.

- If the car park is over 250m from the campsite, provide a shuttle service or allow customers to drop off tents and bags in the campsite or allow taxis into the campsite to unload before leaving site.
- Research local firms that provide accessible vehicles and advertise them in your access and travel information. Some festivals have partnered with a specific firm to advertise their number for pick-ups at the end of the event.
- Make it clear in your access information where the taxi point is located, and mark it on a map.

- **Public Transport**

The festival runs a regular shuttle bus service from the Train Station but they are not accessible. However, they stated on the information sent out that anyone needing accessible transport can get an adapted cab there and they will refund the fare - a novel and nice touch.

- If you are providing transport from a public transport hub, try to ensure that this includes wheelchair-accessible vehicles. If this is not achieved, make a reasonable adjustment. For example, set up a system to cover the cost of a cab if you are providing free transport to non-wheelchair users.
- Research the accessibility of local public transport and include this in access information.
- Measure and put on your website the distance between transport hubs and entrances using:

<http://www.daftlogic.com/projects-google-maps-distance-calculator.htm>