

Festival Factsheet - Ticket Exchange

We recognise that there are a range of different methods by which festivals operate ticket exchange. This factsheet covers some general points, and then looks at infrastructure options: porta-cabins, marquees and booths.

- **Location**

- Between Weekend Blue Badge Parking and the Accessible Campsite
- And between Day Blue Badge Parking and the Arena.
- As close to each area as possible to limit total journey length.

- **Reduction of queuing time**

- Separate 'Access Wristband Exchange' window for disabled customers.
- Clear signage in words and symbols to direct people to gate – 'Access Wristband Exchange', universal wheelchair symbol and universal 'T' hearing loop symbol.
- Stewards to channel people away from general queuing if necessary.
- Barriercd queue to limit crowd over-spill if necessary.

- **Approach and egress from wristband exchange**

- Level surface
- Hard / compacted / covered ground surface if possible (to mitigate churning of ground due to high concentration of people moving through one point)

- **Infrastructure guidance**

- Lowered counter at window

- Suggested counter dimensions:

Height: 800-850mm.

Width of lowered surface: 600mm minimum

Depth: 600-1000mm (Reach to centre of surface 500mm max)

Clear area in front of counter: 1200mm minimum

- Path width for ingress and egress:

- 1200mm minimum width

- Ramp up to window

- See Festival Factsheet – Viewing Platforms for ramp guidance
- It is essential to have an elevated platform for one half, with the other half remaining accessible for non-wheelchair users.

- Induction Loop / Infrared

- A system to enable people with hearing impairments to communicate easily through the booth window or across a counter / table.
- Regardless of what type of exchange you operate, you need to provide customers with a loop system. Best practice would be for a loop to be available at the Accessible Wristband Exchange and at one gate of the general wristband exchange if located separately.
- Ensure clear signage to indicate its presence ('T' symbol).
- Have this regularly tested before and during the festival using an Induction Loop Receiver:

http://www.google.co.uk/products/catalog?rlz=1C1TEUA_enGB479GB479&sugexp=chrome,mod%3D18&q=RXTi+Induction+Loop+System+Tester&um=1&ie=UTF-8&tbm=shop&cid=4369407304162951520&sa=X&ei=TiXST6CMEcim8QPcMkyEAW&ved=0CK8BEPmCMAY

- Lighting

- If you have an exchange which will be operating after dark, provide a source of artificial lighting covering the route to the exchange and the location where customers will need to find tickets etc...

- **Ideas for information to provide with wristbands:**

- **Hand-out on access provisions on site** (same as provided to Stewards)
- **Map of site**
Including location of facilities and viewing platform
- **Code for un-stewarded accessible toilets if applicable**
- **Departure**
Any dedicated exits i.e. to get back to Accessible Parking