

2020 ACCESS INFORMATION



The festival is committed to ensuring it is an event everyone can attend. The following facilities are for customers with permanent/ long term access requirements and are not for people with temporary impairments such as broken bones, healing wounds or woman who are pregnant.

ACCESS TEAM CONTACT DETAILS

Email: accessibility@glastonburyfestivals.co.uk

Address: Access Team, Glastonbury Festival, Worthy Farm, Pilton, BA4 4BY

Phone: The Access Team is currently working remotely. If you would like to chat through any access queries we are very happy to do this. Please email us your contact details and we will happily call you at a convenient time for you.

WORKING HOURS

The Access Team are currently available Monday & Wednesdays 10am – 4pm.

TICKET INFORMATION

There are no separate weekend tickets for customers with access requirements. Anyone wanting to attend the festival must register and book tickets as described below.

As 2020 will be a special year for the Festival, marking 50 years since the first Glastonbury Festival in 1970, it is anticipated that demand for tickets will be particularly high. With over 2 million people registered to buy tickets for the Festival, not everyone who hopes to buy a ticket will be able to do so, however, to be in with a chance you must first be registered.

REGISTERING FOR TICKETS

As part of our ongoing efforts against ticket touting, anyone who would like to attend the Festival will need to have registered in advance before attempting to book a ticket.

Registration remains free of charge and only takes a few minutes at www.glastonburyregistration.co.uk.

Registration will close at 5pm on Monday, 30th September, after which there will be no opportunity to submit/re-submit a registration until after the October ticket sales. We strongly advise that you submit your registration at least a week in advance of that deadline, as without a valid registration number for each person for whom you wish to book a ticket, you will not be able to book tickets.

If you are already registered with the Festival, you do not need to re-register. However we would advise you [check your existing registration here](#) and update your photo if it is no longer of a good likeness, at least 7 days in advance of registration closing on 30th September.

Children aged 12 and under when the Festival takes place are admitted free of charge and do not need a ticket and do not need to register. Any registrations submitted prior to 2010 have been deleted. Anyone with a registration submitted prior to 2010 will therefore need to re-register before they can purchase tickets for the 2020 Festival.

Please note, **registration does not guarantee you a ticket!**

BUYING FESTIVAL TICKETS

General admission full weekend tickets (valid from Wednesday 24th June to Monday 29th June) for Glastonbury Festival 2020 will cost £265 + £5 booking fee.

Tickets will only be sold at glastonbury.seetickets.com

You may book up to six tickets per transaction by paying a deposit of £50 per person when tickets go on sale (plus the coach fare, if you are booking a coach package). If booking tickets for other people you will need their registration details to do this.

UK Tickets can only be bought by Debit or Credit Card. International Tickets can only be bought by Visa Credit Card or Mastercard.

Please Note: See Tickets are the only company permitted to sell tickets for the Glastonbury Festival. No other site or agency will be allocated tickets.

COACH PACKAGE TICKETS

Combined coach & Festival ticket packages go on sale at **6pm BST on Thursday 3rd October** via glastonbury.seetickets.com

As with the general release of tickets, Festival goers will be able to book up to six coach + ticket packages per transaction. Along with their deposit of £50 per person, those booking coach packages will be required to pay the full coach ticket price for their journey.

You will be asked to choose a Coach Departure Town and Coach Departure Day (Wednesday or Thursday). Full details on the departure towns and times will be available before the tickets go on sale.

PLEASE NOTE: You must not book a coach package unless you are certain you will be able to travel on the coach you have selected, as travel on your chosen coach is mandatory in order to receive your Festival tickets.

COACH TICKETS FOR PERSONAL ASSISTANTS (PA'S) & CHILDREN AGED 12 & UNDER

All passengers including Personal Assistants and children aged 12 and under must purchase a valid coach ticket in order to travel.

If you intend on applying for a Personal Assistants (PA) ticket through the Festivals Personal Assistant Ticket Scheme, then you need to book this additional coach seat whilst making your coach package booking.

In order to check whether you are eligible for a complimentary PA ticket please refer to the Personal Assistant Ticket Scheme information.

WHEELCHAIR ACCESS ON COACHES

Seetickets cannot guarantee all coaches will have wheelchair access and wheelchair storage facilities so if you require this then you must contact coachtravel@seetickets.com once you have bought your ticket to ensure the coach you are booked onto has these facilities.

GENERAL ADMISSION FULL WEEKEND TICKETS

General admission full weekend tickets will go on sale at **9am BST on Sunday, 6th October** via glastonbury.seetickets.com. Festival goers will be able to book up to six Standard weekend tickets per transaction. Festival goers will be able to book a ticket by paying a £50 deposit per person.

BALANCE PAYMENTS

Balance payments will be due the first week of April (1st – 7th) 2020.

APPLYING TO USE THE ACCESS FACILITIES

Customers wanting to apply for any of the access facilities must firstly secure their ticket in one of the October ticket sales.

Once your ticket deposit has been paid you must contact the Access Team to request the Access Application Form – This will be available in November.

All customers (including children) needing to use any of the access facilities must complete the Access Application Form. Along with completing this form we ask all customers to provide us with one of the following forms of supporting documentation;

- Any level of DLA for care and/or mobility
- Receipt of Personal Independence Payment (PIP)
- Nimbus Access Card - www.accesscard.org.uk
- Armed forces Independent payment
- War Disablement Pension

- D/deaf or blind registration
- Medical professionals letter
- Blue Badge – only accepted as adequate evidence for Accessible Parking.

All documents provided must show your full name and be dated from no older than 2018. Once we have checked and processed your application your documentation will be destroyed.

Access Database

If you wish to join the Glastonbury Festival Access database you can confirm this when completing your application. Joining this database means you will not need to re-submit your supporting documentation again until the 2023 festival. Please note if your request for the access facilities changes from one year to the next you may be asked to provide additional supporting documentation.

Photo ID

It is also mandatory that a form of photo ID is included with your forms. This could be a passport, driving licence or concessionary travel card. Please refer to www.pass-scheme.org.uk for more info. Again this document will be destroyed once your application has been processed.

Please note Blue Badges cannot be accepted as forms of photo ID.

PERSONAL ASSISTANT (PA) TICKET SCHEME

If you are unable to attend the festival without the assistance of a Personal Assistant you can also apply for one of our complimentary PA Tickets. Customers wishing to apply for a PA ticket must purchase their own ticket in the October sale but not one for their Personal Assistant.

If applying for a Personal Assistant (PA) ticket and the access facilities you must be able to provide one of the following forms of supporting documentation;

- **Middle or Higher** rate DLA for care and/or mobility.
(Lower Rate is only accepted if applying just for the access facilities)
- Receipt of Personal Independence Payment (PIP)
- Nimbus Access Card - + 1 category requirement for PA applications – www.accesscard.org.uk
- Armed forces Independent payment
- War Disablement Pension
- D/deaf or blind registration
- Medical professionals letter

All documents provided must show your full name and be dated from no older than 2018. Once we have checked and processed your application your documentation will be destroyed.

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HOW TO APPLY

- If you can provide the supporting documentation required, you should only buy your ticket in the October sale.
- Once you have paid your £50 deposit you can then request the Access Application Form. This will be available from the Access Team from November. You can request this by emailing accessibility@glastonburyfestivals.co.uk
- Please note only ticket holders (customers aged 13 and over) can apply for the PA Ticket Scheme.
- PA's attending through this scheme need to be 18 years old by the start of the festival.
- The deadline to apply for the PA Scheme and/ or Access Facilities will be **Friday 20th March.**
- Please note - due to the high demand for these facilities we do recommend customers completing the form and returning this to the Access Team as soon as they can.
- Applications received after the deadline cannot be accepted.

Please Note: If there is a resale in the Spring the PA Scheme would reopen to anyone that successfully gets a ticket in this resale only.

ACCESSIBLE CAMPSITE

The Accessible Campsite is available to customers who require accessible facilities. Anyone wanting to stay in this field must complete the Access Application Form.

Group Size

Along with yourself and PA/ carer you can have an additional **two** other people camp with you in this field. If you want to camp in a bigger group in one of the surrounding fields then you can still register for an access pass which will allow you entry to the campsite to use the facilities only.

Campsite Facilities

- Wheelchair accessible toilets
- Wheelchair accessible showers

- A Changing Places Unit containing an electric raised bed with a hoist above, it also has a sink and toilet. Please note that hoist slings will not be available. If you wish to use this unit please bring your own slings.
 - Accessible sink and fresh water point.
 - Charging facilities for wheelchairs and medical equipment.
 - Fridge for the storage of medication.
 - Hot water for cooking/ drinks
 - Waste disposal point.
 - Stewards on hand 24/7 offering assistance where necessary.
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CAMPERVAN & CARAVAN SPACES

We can accommodate a limited number of campervan/ caravan spaces within the accessible campsite. These are reserved for those people that would be unable to use the standard campervan fields and/ or are unable to camp due to their disability.

Campervan tickets for 2020 will cost £125 for a standard pitch (up to 8m length). Due to the location of the accessible campsite we cannot accommodate campervans/ caravans that are longer than 8m.

These spaces can only be booked via the Access Application Form. They do sell out quickly so we recommend anyone that requires one returns their Access Application form to us by the end of December.

VIEWING PLATFORMS

There will be viewing platforms at all the main stages. Customers requiring access to these platforms will require a Viewing Platform (VP) pass. These can only be requested by completing the Access Application Form.

The viewing platforms are solely for the use of our access customers plus one other. Every platform has a team of stewards managing the space. Chairs are not provided on any of the platforms but customers can bring their own.

Please note customers using large scooters will be asked to park these at the bottom of the VP ramps when possible to ensure we can accommodate as many access customers on the platforms as we can.

WHEELCHAIR ACCESSIBLE TOILETS

There will be wheelchair accessible toilets located throughout the festival site. These will be locked to avoid their misuse. Customers needing access to these must complete the Access Application Form.

ACCESSIBLE PARKING

The Accessible Carpark is located via the Yellow Gate.

Blue badge holders do **not** need to buy a Festival parking ticket but **must** register for accessible parking by completing the Access Application Form.

Customers who do not have a valid Blue Badge can still register to use the accessible car park by completing the Access Application Form, they will however need to also purchase a festival parking ticket.

Parking tickets will be available from See Tickets when you pay your balance in April at a cost of £45.

WHEELCHAIR HIRE

Both electric and manual wheelchairs will be available to hire in advance of the festival. More information on how to book one of these will be available in the Access Application Pack.

WHEELCHAIR ACCESSIBLE SHUTTLE BUS SERVICE

There will be a wheelchair accessible shuttle bus service running during the festival. This will run from the accessible car park to the accessible campsite, plus it will run from the accessible campsite to the Theatre & Circus area and the Park Ground Area.

DEAF CUSTOMERS

BSL Service

There will be a team of BSL Interpreters at the festival offering a free service to our D/deaf customers. Bookings can be made both in advance of the festival and during the event for this service. There will also be interpreters based at some of the spoken word stages throughout the event.

We ask that anyone wanting to use this service does complete the Access Application Form so that we can ensure they receive all the relevant information on this service before the festival.

Induction (Hearing Loops)

There will be induction loops installed at the Cabaret Tent, Cinema Tent, Astrolabe Tent and Leftfield Tent. There will also be a mobile loop system located in the Accessible Campsite HQ.

MENTAL HEALTH & WELLBEING

The festival wants to be a safe and happy place for everyone to enjoy. However, the size of the site and the large crowds mixed in with all the different sounds, lights, smells and experiences can be overwhelming especially for customers with mental health, emotional and sensory issues.

During the festival there are Welfare Centres providing experienced, caring and confidential help for all kinds of practical and personal problems. The Festival Branch of Samaritans are also onsite offering 24-hour emotional support from the Green Fields.

The Accessible Campsite is also a calm space for customers with access requirements to stay in where they can have a break from the crowds and noise.

DISTANCES

The Festival is located within a valley made up of farmland. This means the terrain is uneven in places. There are stone paths throughout the site and metal trakway is also put in place to create temporary roads.

The following information gives an idea of how far it is from the accessible campsite and shuttle bus drop off points to various stages and areas using the stone paths and trakway roads.

Please note all distances are approximate and are subject to change.

From the Accessible Campsite to:

- Pyramid viewing platform 1 = 750m
- Pyramid viewing platform 2 = 400m
- The Other Stage viewing platform = 960m
- Theatre & Circus = 1700m
- West Holts Viewing Platform = 1510m
- Acoustic Tent = 1200m
- The Meeting Point = 1000m
- The Green Fields = 1720m
- The Park = 1800m
- Shangri-La = 2000m
- Silver Hayes = 510m
- Kidzfield = 1150m
- The Late Night Area = 1770m

Distances from the Theatre & Circus Shuttle Bus Drop Off to:

- The Late Night Area = 200m
- The Green Fields = 800m
- The Acoustic Tent = 550m
- West Holts Viewing Platform = 410m
- The Meeting Point = 670m
- The Leftfield Tent = 610m
- Kidzfield = 470m

Distances from Park Ground Shuttle Bus Drop Off to:

- The Park = 550m
 - The Other Stage viewing platform = 360m
 - The Green Fields = 950m
 - The Late Night Area = 1170m
 - Silver Hayes = 420m
 - West Holts Viewing Platform = 1150m
 - The Leftfield Tent = 890m
-