



CarFest 2019 Access Guide

1. Introduction

CarFest are committed to making everyone's experience an enjoyable one and provide the following for our disabled visitors to assist with ease of access throughout the festival. Please do consider that the festival is an outdoor event with grass fields and grounds with gradients/uneven surfaces, whilst we have made a great effort to provide facilities to accommodate for this there will inevitably be some areas that are hard to navigate.

Visitors should make extra provisions for any weather eventuality as although we'd love to have sunshine we cannot guarantee this due to the great British weather! CarFest advises bringing provisions from wellies to sun cream, blankets to waterproofs for sun, rain, wind and cold weather.

We are proud to announce that we have received a Bronze Award from Attitude is Everything. Attitude is Everything improves Deaf and disabled people's access to live music by working in partnership with audiences, artists and the music industry to implement a Charter of Best Practice across the UK.

2. Contact Information

To discuss any access-related enquiries, please don't hesitate to contact us:

access@carfest.org www.carfest.org

+44 (0)3300 555 750

CarFest
Brand Events Ltd
4 Vencourt Place
London
W6 9NU

We will endeavour to respond to your enquiries as soon as possible. Generally speaking, this will be within 48 hours, though postal responses and requests received outside working hours (weekends and holidays) may take a little longer.

3. Bookable Access Facilities

All disabled visitors entering CarFest on a paid for adult ticket are entitled to bring one personal assistant free of charge. Please note if the disabled person is a child you will need to buy an adult ticket and claim a free child ticket as the personal assistant. Your personal assistant ticket will be the same ticket type that you have purchased e.g. Camping, 3 day, Saturday, Sunday etc.

To qualify for a free personal assistant ticket please send proof of disability to carfest@seetickets.com

Please include your Surname, Postcode and Booking reference number when requesting a free personal assistant ticket.

*Customers requesting free carer tickets are required to provide an original copy of any of the following:

- Confirmation of the Middle or Higher rate of disability living allowance
- Confirmation of the middle or higher rate of mobility allowance
- Confirmation of the middle or higher rate of attendance allowance
- Confirmation of the middle or higher rate of severe disablement allowance
- Confirmation that you are in receipt of the standard or advance rate of Personal independence payment (PIP)
- Certification of being registered blind or partially sighted
- A personal letter of support from your hospital specialist (dated within the last two months)

A free personal assistant ticket, of the same type already bought by you, will be added to your order. The tickets will then be posted to you one month before CarFest. If you have any particular questions or requirements please contact access@carfest.org. The Organisers reserve the right to check a person's eligibility under the Equality Act.

4. Electric Scooter & Wheelchair Hire

The team from Event Mobility Charitable Trust provide electric scooters and manual wheelchairs for the use of disabled, elderly and mobility impaired visitors to the show.

To reserve an electric scooter or manual wheelchair you can book online at www.eventmobility.org.uk or contact the office on 01386 725391 to request a form to be posted to you (please be aware that advance bookings cannot be made by phone).

Scooters will be available to pick up next to the disabled car park. Please note, the number of electric scooters and manual wheelchairs are limited and must be booked in advance.

5. Accessible Viewing

Designated areas have been allocated for disabled visitors to view the track and main stage. These will be clearly marked in the show guides or you can ask our festival staff for directions.

Please note the positions in these areas are allocated on a first come first served basis. Although viewing provisions have been carefully selected by CarFest staff we cannot guarantee full viewing of all events especially during the racing on the main track as the full track cannot be seen from any area. As a general rule we allow one personal assistant to accompany a disabled visitor in these areas - but if space allows we will try and allow for more, our stewards will advise on this at the time.

6. Accessible Campsite

The Accessible Campsite at CarFest is available to camping ticket holders who have been accepted to receive a permit (please read the 'how to apply' section below).

There are accessible toilets and accessible showers in the accessible campsite. There is also a dedicated member of staff located in this field, so please approach them if you have any access requirements or questions.

Please note that a maximum of 4 people (including yourself and your Personal Assistant) may camp in one pitch.

Due to limited space in the Accessible Campsite field, we need to be strict on how much space each group is allocated. This is set at a 6 × 9m pitch per group/family.

All groups are asked to abide by this so that we can fit as many people in the campsite as possible. Please be considerate of others – if you exceed the pitch size, you are taking space away from others!

Once you have booked your pitch, we will be in contact to find out whether you will be bringing a tent or a caravan / campervan. If you plan to bring a caravan or campervan, you must be a blue disability badge holder and this must be displayed in the vehicle.

How to apply:

To apply for a permit for the Accessible Campsite, please send your Order Reference number and proof of disability* to carfest@seetickets.com.

Please ensure you include your Surname, Postcode and Booking reference number (which you can find on your confirmation email).

*Customers requesting permits to the Accessible Campsite are required to provide an original copy of any of the following:

- Confirmation of the middle or higher rate of disability living allowance
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- Confirmation of the middle or higher rate of attendance allowance
- Confirmation of the middle or higher rate of severe disablement allowance
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Please note that spaces in the Accessible Campsite are allocated on a first-come, first-served basis and will fill at a fast rate. The application process will close as soon as the campsite reaches its maximum capacity thus we recommend that you do not delay in applying.

7. Accessible Parking

For the accessible car park please follow the directions signposted and instructions from our stewards.

Spaces are allocated on a first come first served basis and can't be pre-booked. Blue Badge Permits will be required before entry into the car park. Parking spaces are restricted to one badge per car, an additional car with other friends and family members not holding a blue badge will have to access the other festival car parks. Festival staff members will be on hand to guide you to the car parks and direct you onto your chosen campsite.

Campsite Accessible Parking: Please note that cars will not be permitted to park next to your caravan or tent, they should be parked in the main accessible car park. However, you will be able to drive your car down to a 'drop off' point next to the accessible campsite but will then need to park your car in the accessible car park.

8. Opening Times

The festival opening hours are:

12pm–10:30pm Friday

10am–11pm Saturday

10am–10:30pm Sunday

9. Toilets

Accessible toilets are located in every field in the festival site, and next to all accessible viewing platforms. A map of these facilities will be available in the showguide, or please ask a member of festival staff.

There are accessible toilets and showers located in the accessible campsite.

10. Medical and Welfare Services

The medical tent is located next to the Organisers Office. We welcome attendees who need to bring medicines, medical equipment, food or drink to manage a medical condition. If you have any concerns about being allowed entry with any items you require, please don't hesitate to get in touch.

If you have any medication that needs to be kept cool, there is a fridge available in the medical tent. We recommend you take your medication directly to the medical tent when you arrive on site. This can be left there across the weekend at your own risk.

11. Access to Performance

Our box offices are equipped with hearing loop systems on request for those using hearing aids.

We do not currently offer any BSL or audio description services but hope to be able to offer these in the future.

12. Assistance Dogs

CarFest welcomes all Assistance Dogs which include Hearing Dogs, Canine Partners, Dogs for the Disabled and Guide Dogs.

If you have any other accessibility queries, please email us at info@carfest.org or call us on +44 (0)3300 555 750