

Here at Splendour we're fully committed to ensuring deaf and disabled people can enjoy our event. We work closely with [Attitude is Everything](#) to provide an event site which is accessible and are working towards their Bronze Award in accessibility on site.

### **Contact Us**

If you have any questions regarding accessibility at Splendour then please don't hesitate to get in touch using the details below.

**Email:** [access@dhpfamily.com](mailto:access@dhpfamily.com)

**Phone:** 0115 896 4456

**Postal:** Splendour Accessibility, DHP Family, St Mary's School, Plumpton PI, Nottingham NG1 1LW

If writing to us by email or post then we'll aim to get back to you within 5 working days.

### **Site Description**

The event is held at Wollaton Park, Nottingham. The main arena is on a sloping, green-field site. The Main stage, Confetti stage and Fringe stage all stand on grass areas and do not have access via hard-standing pathways. The Courtyard stage and Comedy stage are both on tarmac and can be accessed via tarmac pathways.

Weather and ground conditions may be variable, with heavy rain the ground can become muddy and difficult to navigate. The maximum distance you'll need to travel across site is 500m (from the access car park to the Main stage).

### **Bookable Access Facilities**

Customers with accessibility difficulties who require an essential companion can purchase accessible tickets. These tickets are sold in multiples of 2 (for 2 people) and total the value of 1 full price ticket. Once your booking has been placed please email proof of eligibility along with your order reference number to [access@allickets.com](mailto:access@allickets.com). Any of the below are accepted, in addition we will review an application without these forms on a case-by-case basis.

- Front page of DLA / PIP
- Front page of Attendance Allowance letter
- Evidence that registered severely sight impaired
- Recognised Assistance Dog ID card

Once your documents have been received, we will email you back within 5 working days to confirm approval.

### **Viewing Platforms**

Dedicated accessible viewing platforms will be provided at the Main Stage and Confetti Stage. The viewing platforms are elevated and enclosed with a hand railing and can be accessed via a ramps. The viewing platforms will be stewarded to ensure correct use. Platforms will have some seating for use by a friend or essential companion of the platform user, each guest with disabilities will be entitled to have one friend or personal assistant accompany them on the viewing platform. Space is also available adjacent to the platform. Please note that viewing platforms are not under cover.

## Travel Guide

### Accessible Parking / Drop Off

An Accessible Car Park and Drop Off is located off the main driveway to Wollaton Hall, from Lime Tree Avenue which is available to all blue badge holding festival goers. The parking is on gravel – however the route from the driveway to the Accessible Entry Gate is tarmac. The Accessible Car Park is roughly 120m from the Accessible Entry Gate. At the end of the event, the driveway will be busy with pedestrians exiting the event. Please be aware that it may take a while to get out of the site following the end of the festival.

### Public Transport

Nottingham City Transport will be providing a frequent service between the city centre and Wollaton Park and back, making it the easiest way to get to and from the festival. Festival goers can either use Pink 30 for the Wollaton Road entrance or Orange 35/36 for the Derby Road entrance, which are both easily accessible to the Festival entrance. The recommended city centre bus stop is on Milton Street, by the intu Victoria Centre. At the end of the event from approx. 21:00 until after the end of the event, Pink 30 will operate from inside Wollaton Park from a dedicated event bus stop with marshalled queue lanes with high capacity services direct to the city centre, dropping off on Talbot Street, South Sherwood Street and Victoria Centre.

Fares:

- Grouprider - £6 for unlimited all day NCT bus travel in Nottingham (covers up to 5 people, min 1 adult, max 2 adults)
- All day - £4.20 adult and £2.50 under 19 for unlimited all day NCT bus travel in Nottingham
- Single journey - £2.30 adult and £1.20 under 19

Remember NCT operates an exact fare policy, so no change is available from the driver. Pay the smart way with the NCTX Buses app, where you can pay with your debit/credit card and Apple/Google Pay.

### Arriving on site

There is a dedicated Accessible Entry Gate on level tarmac surface at the top of the driveway, operated by stewards that will allow access to the site. Once you arrive on site please head to this gate with your tickets, where a steward will exchange these for a wristband. The gate is located to the right hand side of the main queuing lanes and will be clearly signposted.

### Toilets

There will be at least one temporary Accessible Toilet in each on site toilet block, one by the Main Stage viewing platform and near the Accessible car park. There is also an existing Accessible Toilet in the Courtyard of the Nottingham Industrial Museum building and a changing place facility. All Accessible toilets are marked on the festival map which will be available the week prior to the event from this page.

### Medical and Welfare Services

First Aid and Paramedic services will be on site should you require any medical assistance. The location of these will be available on the map, which will be available the week prior to the event from this page.

Our fridge storage policy is that we can store temperature sensitive medicines in one of the on-site ambulances. On arrival to site please ask at the Welfare Point for directions to the nearest on site ambulance, who will be able to store these for you.

If you have any questions or concerns relating to a medical need then please don't hesitate to contact us on [access@dhpfamily.com](mailto:access@dhpfamily.com).

**Access to Performance**

At this time we don't currently offer any access services for performances.

**Strobe Lighting**

Please be advised that some artists may use strobe lighting.