

## ACCESSIBILITY GUIDE

### WILDERNESS FESTIVAL - 2024

Cornbury Park, Oxfordshire, OX7 3HL

This accessibility guide, in Microsoft Word format, is available to download from the Wilderness Festival website but can also be viewed by picking up a returnable copy from the accessible campsite and arena information hubs. Please visit [the Wilderness website](https://www.wildernessfestival.com).



Audi presents

# WILDERNESS

1st - 4th August 2024  
CORNBURY PARK, OXFORDSHIRE

HEADLINERS ACROSS THE WEEKEND

**Michael Kiwanuka · Faithless (Live)**  
**Bicep present Chroma (AV DJ set) · Jessie Ware**

MORE MUSICAL DELIGHTS

**The Teskey Brothers · Barry Can't Swim (Live)**  
**De La Soul · Alison Goldfrapp · Craig Charles**  
Ibibio Sound Machine · Cosmo Pyke · Bongeziwe Mabandla  
Tom Rasmussen · Dutty Moonshine Big Band · The Van Morrison Alumni Band

LATE NIGHT REVELRY IN THE VALLEY

**Ewan Mcvicar b2b Special Request · Barry Can't Swim (DJ set)**  
**Eats Everything · Sarah Story · Saint Ludo**

WILDERNESS STAGE OPENING CELEBRATIONS

**Bill Bailey**  
Bjorn Again · Oh my God! It's the Church

FEASTING, DINING & DELECTABLE DRINKS

**Andi Oliver · Asma Khan · Claude Bosi · Richard Corrigan**  
Chantelle Nicholson · Josh Angus · Nolla · Rafael Cagali · Blacklock  
Carousel · Ben Quinn's Long Table in the Woods · Mam Sham · Bloodshot Supperclub

TALKS & CONVERSATIONS

**Letters Live**  
Claudia Winkleman · Katy Hessel · Jeremy Deller

COMEDY

**Joel Dommett · Rosie Jones**

THE ARTS AND PARTICIPATORY DELIGHTS

**The Wilderness Orchestra & Mark Kermode: On Film**  
Haus of Fatale · FATALISM · Eva Oh · The Cocoa Butter Club · House of Naked  
... and so much more to explore ...

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# WELCOME TO WILDERNESS FESTIVAL

*The below paragraphs provide a welcome message from the festival organisers and an image showing the main stage.*

We've created Wilderness Festival for fans of world-class entertainment, and escapism who want to share experiences and make new ones.

Organising this event requires extensive planning, and we hope to provide everything you need to make it as memorable as possible.

Please take the time to read this accessibility guide carefully. It contains essential information, including things to remember to bring, how to access the festival site and the facilities available once inside.

Please remember to share this accessibility guide with your essential companion, as they must also know the information in this document.

We hope you have the best weekend!

The Accessibility Team



## WHAT'S NEW? IMPORTANT UPDATES FOR 2024

*The following section provides a list of important updates, changes, or new features and facilities at Wilderness Festival 2024, which are detailed further under the relevant headings and sections of this guide.*

- The Accessibility Team. See below.
- Feedback process, providing feedback and how to get help. See page 28
- Access routes into the car parks. See page 12
- Campsite locations, including campervans.
- Access routes into the festival arena. See page 21
- Viewing spaces and platforms. See page 22
- Sensory calm space. See page 24

## BEFORE YOU LEAVE HOME – TICKETS AND PASSES

*This section lists all the things you need to think about or do before you leave home and the relevant documentation you will be required to bring to the festival.*

### DOWNLOAD YOUR TICKETS

We strongly recommend downloading the Ticketmaster app on your phone and preloading your ticket before arriving at the festival. This will ensure that you won't have to worry about having a good signal on your phone at the festival. Please open your phones app store and search Ticketmaster UK.

We will need to scan the QR code on your digital ticket when you arrive to issue your wristbands.

### PRE-APPROVED ACCESSIBLE FACILITIES

Please check the email you should have received confirming the accessible facilities you have been pre-approved access to.

For search purposes, the email would have been sent from [accessibility@wildernessfestival.com](mailto:accessibility@wildernessfestival.com), and the subject line would be: Wilderness Accessibility Approval Confirmation.

If you have not received an email, please email [accessibility@wildernessfestival.com](mailto:accessibility@wildernessfestival.com) or phone **07780934357** before leaving home.

### VEHICLE / CAR / CAMPERVAN / DROP OFF PASSES

When approved, you will receive a vehicle/car or drop-off pass in advance via post or email. If by email, please print this. Remember to bring your pass with you:

- Accessible Car Park Pass
- Campervan Pass
- Drop Off Pass

If you have received a hanger pass, please hang it from your rear-view mirror.

If you received an email pass, please print it, and display it on your dashboard.

## FORMS OF ID REQUIRED

Please ensure you pack one of the following forms of identification with you:

- Nimbus access card
- Current passport
- Current driving licence
- Wilderness Festival digital Access Pass

You will be asked to present these prior to collecting your wristbands.

If you are lucky enough to look under the age of 25, you may also be asked to show proof of age when purchasing alcoholic drinks at the bars.

## MOBILE PHONE

Please ensure your phone is fully charged or you have a mobile charging device.

## **PRESCRIBED MEDICATION**

If you're bringing prescribed medication, please ensure the following:

- Your medication is in the correct packaging with the dispensary sticker intact and issued in the ticket holder's name.

**Please note:** Loose medication or medication that's not in the correct packaging will not be permitted into the festival unless you have contacted us in advance for prior approval (e.g. because you are unable to bring the original packaging, in which case we will request evidence in support pre-event).

### **MEDICATION STORAGE**

All medication must be clearly labelled with the customer's name and contact details and will only be issued to the named customer or their essential companion, where applicable.

To make storage arrangements, customers are advised to contact [accessibility@wildernessfestival.com](mailto:accessibility@wildernessfestival.com) in advance.

Designated medication storage is located within:

- Campsite: refrigerated storage for medication is available in the accessibility campsite hub.

## **ESSENTIAL COMPANIONS**

If you have been pre-approved to attend Wilderness Festival with an essential companion, please ensure they arrive with you.

Your essential companion must be present with you at check-in to receive their wristband.

Your essential companion must be willing and able to perform all your requirements, as needed, and be able to assist during an evacuation or other emergency.

If Wilderness Festival finds evidence that your essential companion is not attending for the purpose of supporting your needs, they may be asked to leave the festival. Before taking this action, we will inform you, share the evidence used to reach our decision and discuss alternative means for your needs to be supported.

## GROUND CONDITIONS AND WEATHER

Wilderness Festival is an outdoor event, and most of the terrain is grass. Solid pathways or hard ground are absent in most parts of the event site. Many of the stages and entertainment areas have inclines or slopes.

In the event of rain, it is important to know that the terrain will become muddy and wet, making it harder to navigate. We recommend using wheelchairs or mobility scooters suitable for this terrain and bringing the appropriate emergency tyre repair kit.

Whilst we hope for sunshine, please pack all the gear for all kinds of weather.

We advise all customers with mobility difficulties to use the available buggy service route.

## SITE TRANSPORT

An accessible buggy service operates short-distance drop-offs from the accessible campsite to the entrance of the Valley Stage. Please note, once in The Valley there is no viewing platform/viewing area, and it is a natural valley space with flashing lights, loud music and large crowds. If you would like to see The Valley and enjoy the music but not be in The Valley itself, you can utilise the High Ground area, accessed via the arena by heading towards The Hustle and Jumpyard and onto this area. This open space sits at the top of The Valley and provides a view from above of the lights through the trees and plays the music from the stage itself through speakers into the area. The buggy can carry non-electric wheelchairs and other mobility aids if required.

Please note that the buggy cannot enter the Main Stage arena for safety reasons.

Only you and your essential companion will be able to use this service, which is subject to availability.

Day	Start Time	Finish Time
Thursday	Closed	Closed
Friday	22:00	03:00
Saturday	22:00	03:00
Sunday	Closed	Closed



## TRAVEL GUIDE / FESTIVAL ADDRESS

*The next section provides travel options to Wilderness Festival.*

### SITE ADDRESS

Wilderness Festival is located at Cornbury Park, Oxfordshire. The entrance to the dedicated Accessible Campsite is Blue Gate, OX7 3HL. All other entrance gates for other campsites and car parks can be seen on the [Wilderness website](#).

Blue Gate What.3.words: **///giggles.loitering.quieter**

The accessibility team will be ready to welcome you at the accessible check-in which is in the accessible campsite.

### OPENING AND CLOSING TIMES

#### Accessibility Check-in:

Day	Start Time	Finish Time
Thursday	12:00	22:00
Friday	09:00	21:00
Saturday	09:00	21:00
Sunday	09:00	18:00

#### Campsites:

The campsites will be open from 12:00 on Thursday until 12:00 on Monday.

#### Arena:

Day	Start Time	Finish Time
Thursday	From 14:00	00:00
Friday	07:45	04:00
Saturday	07:45	04:00
Sunday	07:45	03:00
Monday	Arena Closed	Arena Closed

## **Wilderness (Main) Stage times:**

<b>Day</b>	<b>Start Time</b>	<b>Finish Time</b>
Thursday	Closed	Closed
Friday	15:00	22:45
Saturday	15:00	22:45
Sunday	15:00	22:45

## **ACCESSIBLE CHECK-IN**

The what3words location is: ///throw.student.exonerate

## **TRAINS AND SHUTTLE BUSES**

Charlbury Train Station is approximately 1.3 miles from the festival site. The station has step-free access, and customers can access the platforms via a ramp and bridge. The station has staff assistance should you require it. Please note that Charlbury Station does not have accessible toilets or a lift in operation.

Alternatively, you can arrive via Oxford Parkway Station which is located approximately 17.3 miles from Wilderness Festival. Taxis will be available from the station to Wilderness Festival. The journey would take around 35-45 minutes, subject to traffic.

Please visit the National Rail website for up-to-date station information.  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

Once you arrive at Charlbury Station there will be 2 shuttle bus services, running between the station and the North / South of the festival. Please see the map of the locations on the Wilderness Festival website.

There are 3 shuttle drop-off points serviced by 2 shuttle busses

### **Shuttle Bus 1 (to the SOUTH of the festival)**

Stop 1 – Pick Up Drop Off for GA, Quiet, Grove, Groups and Non-Camping

Stop 2 – Boutique and Meadow

### **Shuttle Bus 2 (to the NORTH of the festival)**

Stop 3 – Accessible, Family and Live-In Vehicle Camping

If you are staying the Accessible Campsite please therefore get the shuttle bus going to the North of the festival and get off at Bus Stop 3. If

you have any trouble or get dropped off at the wrong stop, please ring **07780934357** and we can arrange a buggy to come and collect you.

## **COACH**

The official coach partner for Wilderness Festival is Big Green Coach. Please visit [www.biggreencoach.co.uk](http://www.biggreencoach.co.uk) for coach travel information.

Accessible coaches can be provided upon request, please submit a Big Green Coach [Accessibility Request Form](#) to make an official request and if you have any questions please email [customerservice@biggreencoach.co.uk](mailto:customerservice@biggreencoach.co.uk).

Coaches will drop passengers at the Pick Up Drop Off, accessed via Green Gate.

## **TAXI**

Taxis are available from Charlbury Train Station. The central festival taxi drop-off point is located at Green Gate.

Blenheim Taxis: 07773 000 444

Excelsior Taxis: 01608 643 721

Charlbury Taxis: 07855 806 102

OPh Taxis: 07717 753 290

H&R Taxis: 01993 840 084

Town House Travel: 07766 743 081

Abdul's Taxi: 07944 863 098

Hasan Taxi: 07903 740 131

LT Services Luxury cars and People Carriers: 07503 888 101 / 07805 614 985

Unfortunately, the local Charlbury taxi services do not have disabled access but can store a folded-up wheelchair in the back of their vehicles. If you are arriving by train and are a wheelchair user, please contact us in advance via [accessibility@wildernessfestival.com](mailto:accessibility@wildernessfestival.com) to make arrangements.

## **CAR**

If you are travelling by car and have previously requested a car parking pass or drop-off pass, please see the **BEFORE YOU LEAVE HOME** section on page 5.

If you are a weekend ticket holder and are staying in the Accessible Campsite/ Accessible Live-ins, please follow the signs for **Blue Gate - OX7 3HL - Cranehill Lodge.**

The what3words location is: **///giggles.loitering.quieter**

If you are staying in General, Quiet, Grove or Groups Camping, please enter via **Red Gate - Witney Road - OX7 3DF.**

The what3words location is: **///stormed.states.items**

If you are staying in Boutique or Meadow Camping please enter via **Green Gate – Southill Drive – OX7 3EW**

The what3words location is: **///results.reason.automate**

### **Accessible Car Park**

The Accessible Car Park is located at the accessibility campsite. It is 50-100 metres from the accessible check-in.

The what3words location is: **///seats.simmer.velocity**

Please ensure that your accessible parking pass is clearly displayed on your windscreen.

Once you have parked your car, go to the Accessible Check-in to collect your wristbands.

### **DROP OFF**

If you are being dropped off in a car, you should have received an accessible drop-off pass. Please make sure that the driver has the pass clearly displayed on their windscreen.

The accessible drop-off zone is located at Green Gate. Please contact us in advance if you are being dropped off so we can arrange a buggy to collect you from Green Gate.

If you have chosen to stay at one of the other campsites, we advise you to request an accessible drop-off pass so that you can be dropped off as close to the campsite as possible, to collect your wristbands from the accessible check-in.

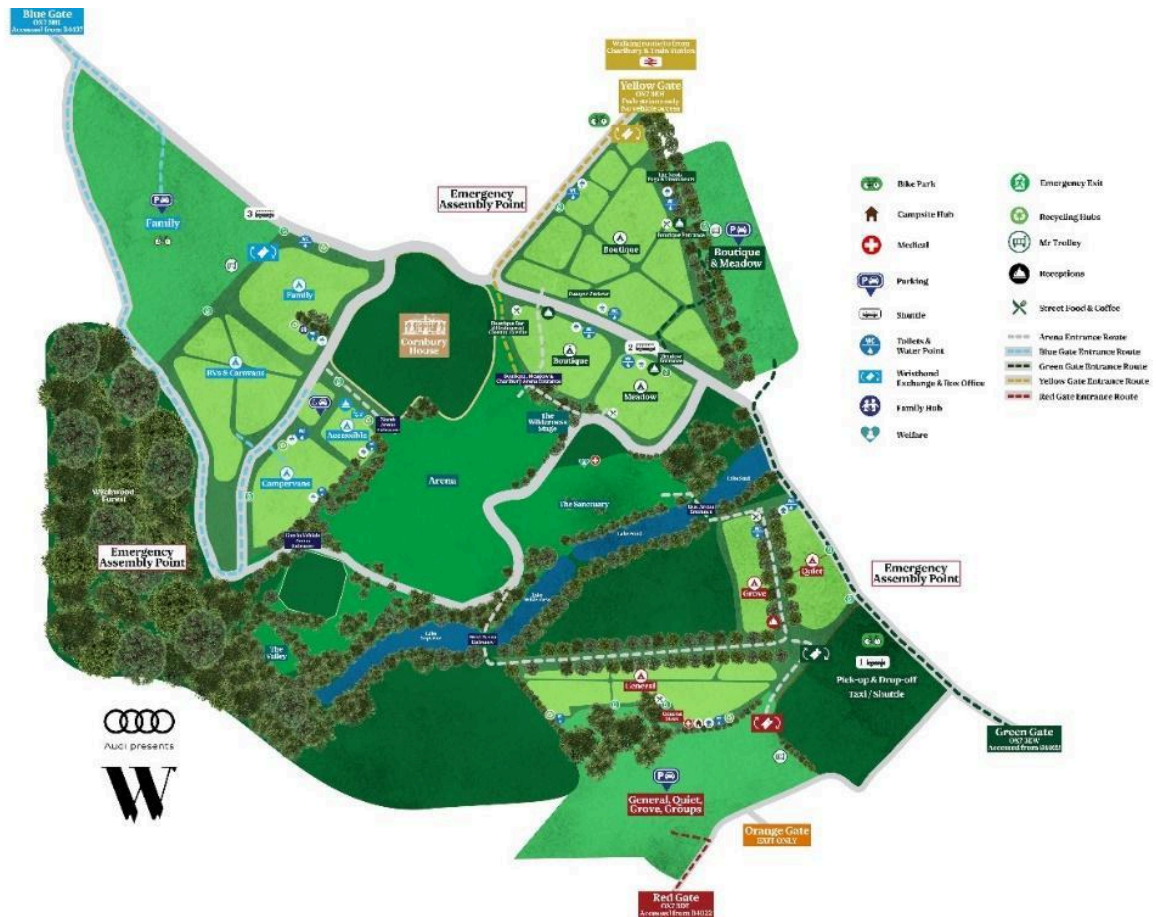
### **ACCESSIBLE LIVE-INS**

If you are camping in the Accessible Live-In Vehicle section, you will be directed to your live-in vehicle parking spot and will then need to collect your wristbands from the accessible check-in as soon as you're parked.

Once you have your wristbands, please make sure you place your live-in vehicle pass front facing in the window of your vehicle, so it is visible.

Please follow the signs for **Blue Gate – Cranehill Lodge - OX7 3HL**.

## WILDERNESS ENTRANCE MAP





## ARRIVAL, WRISTBAND COLLECTION AND CAMPSITES

*This section informs customers of the arrival and the wristband collection process.*

Upon arrival, please head directly to the accessible check-in to collect your event wristbands. The accessible check-in is located at the accessibility campsite.

What 3 Words: **///throw.student.exonerate**

Please note that there are likely to be queues at the check-in and entrances to the campsites and festival arena. If you need help queuing or standing for long periods, please speak to a member of the team.

Seating and accessible toilets will be available near the check-in in the Accessible Campsite and a hearing loop will be installed at the accessible check-in.

The accessible check-in is where you will have your mobile festival ticket scanned. Please have the Ticketmaster app open and show your ticket and QR code. To avoid delays on arrival, please download this app before you arrive. Please also have your I.D ready. You will be given your festival wristband and accessibility wristbands that grant access to your pre-approved facilities.

If you have arrived at Wilderness Festival and you have not previously applied for the use of accessible facilities, please contact the accessibility manager on **07780934357**.

If you have a pre-approved essential companion, they must attend the check-in with you to collect their wristbands. Please ensure you collect your wristbands before proceeding to the campsites.

Kindly note: The accessibility staff are unable to change or upgrade any tickets and you will be asked to leave the area if you arrive without the correct entry ticket.

Accessible check-in opening and closing times are as follows:

Day	Start Time	Finish Time
Thursday	12:00	22:00
Friday	09:00	21:00

Saturday	09:00	21:00
Sunday	09:00	18:00

### **Weekend Ticket Holders**

If you have purchased a Weekend Non-Camping Ticket, you may arrive at the accessible check-in on Thursday 1<sup>st</sup> August from 14:00.

### **Other Campsites**

If you plan to stay at any of the other campsites, provided you have already informed us of which campsite you are staying in, please go straight to the relevant gate and box office for that campsite and your accessibility wristbands that grant access to your pre-approved facilities will be available to collect from these box offices.

If you have not informed us of where you will be staying, please arrive and get checked in to your campsite as per the instructions provided on your ticket. Then head to the Accessible check-in to collect your accessibility wristbands. Please note the arena does not open until 14:00 and you cannot therefore pass through the arena from the South (GA, Quiet, Grove, Groups) or East (Boutique, Meadow) to the North of the festival where the Accessible Check-in is located, until the arena is open.

If you have arrived but are unable to reach the Accessible Campsite to collect your wristbands, please contact the accessibility manager on arrival at **07780934357**.

## **ROUTINE BAG, VEHICLE, CAMPERVAN AND PERSON SEARCH POLICY**

All festival attendees will be subject to a search of their vehicles, bags, mobility aids and person.

You may request a female or male member of security to complete the search. Dogs may also be present.

Please be patient, as searches may cause waiting time and queuing.

To avoid any delays or issues, please review the prohibited items list that you cannot bring to the festival by visiting the [Wilderness website](#).

## RE-ENTRY

We allow re-entry into the festival if you need to leave to replenish essential items over the weekend. Please use the same route to exit the festival as you entered and be aware that it is unlikely you'll be able to park in the same spot when you return.

Please be aware that there will be times during the event where we must enforce strict road closures and curfews. This is to protect the safety of all our customers. Please be mindful of this and avoid leaving the festival during these times.

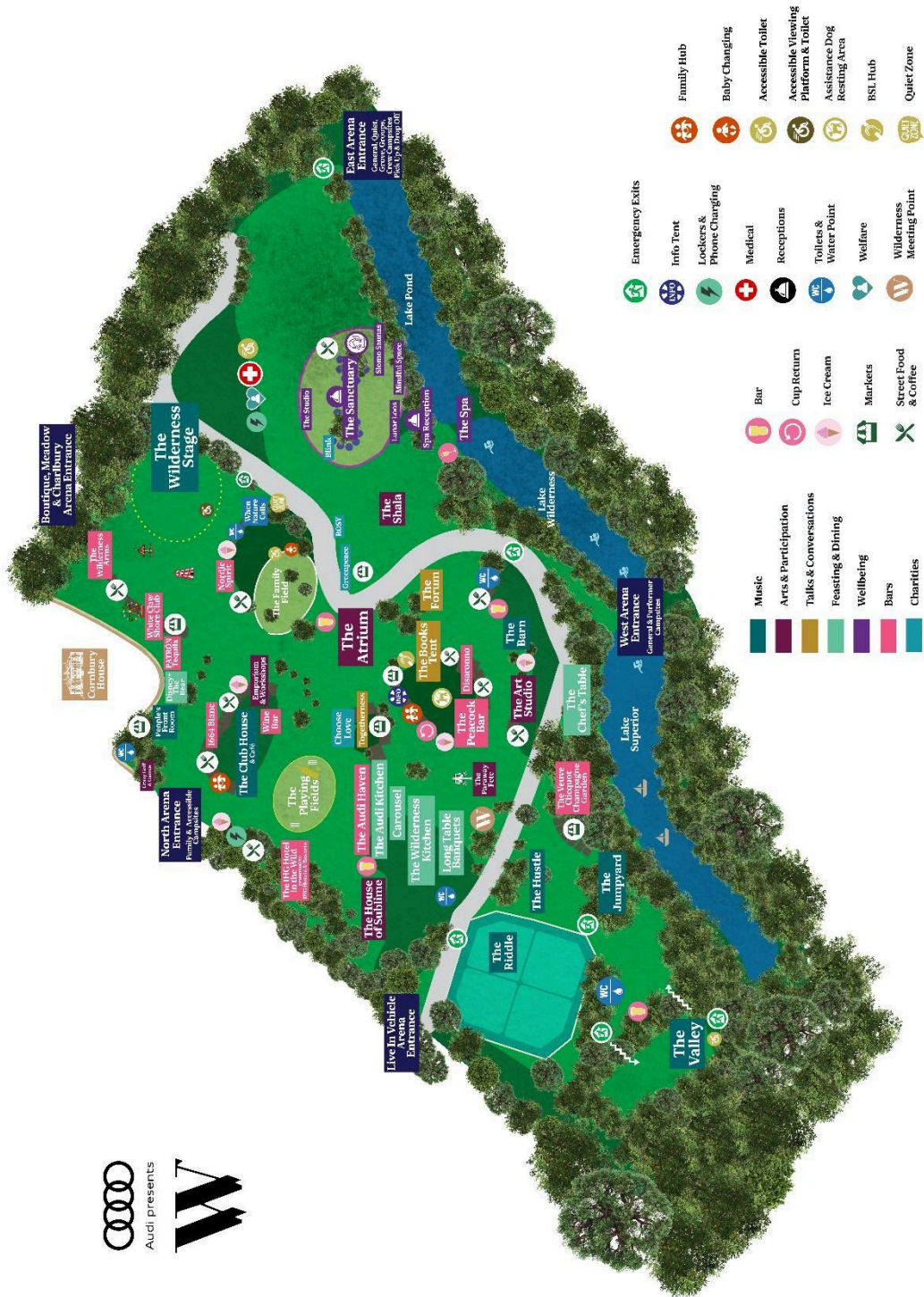
If you do need to leave the venue for an urgent reason relating to your accessible requirements, please inform the accessibility team who will be able to assist you where possible.

## **ACCESSING YOUR CAR DURING THE FESTIVAL**

You will have access to your car throughout the festival. If you wish to leave, please be aware of vehicle routes in place on festival days, which can vary depending on the day and you will be directed as such, as well as road closures and times when there may be heavy crowd movement and plan trips to your car outside of these times.



# WILDERNESS FESTIVAL SITE PLAN



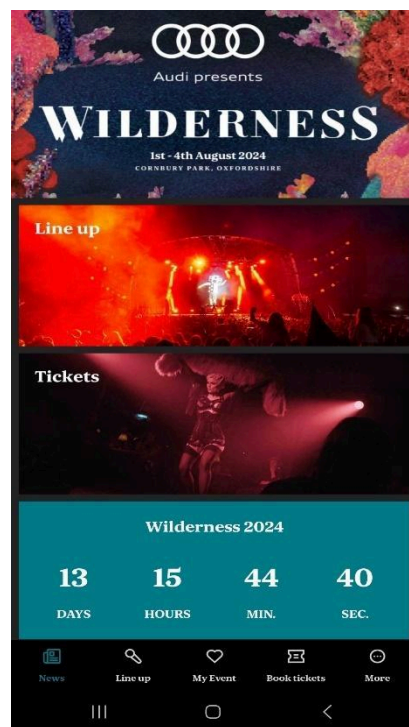


## WILDERNESS FESTIVAL MOBILE APP

This accessibility guide's information is also available on the Wilderness Festival app.

The app also contains helpful information, including set times, maps, and important updates by push notification.

Please download the festival app to your mobile phone by visiting the Apple Store or Google Play and searching for Wilderness 2024.



## ACCESSIBLE CAMPSITE FACILITIES AND ACCESS ROUTES

*This section aims to inform customers of the accessible facilities in the campsites and how to access them.*

Please note that the facilities listed are available to those staying in the accessible campsite only.

Please remember to bring your tent with you. We do not offer any tents or pre-pitched accommodation in this campsite.

### **Accessible Check-in / Information Point**

A wooden cabin is in the campsite staffed with a team to help answer any questions you may have during the event. This is where you will receive your wristbands when you arrive. We will have someone stationed there all the time to answer any questions you may have. It's open 24-hours.

### **Medication Fridge**

A medication fridge is situated in the campsite hub where you can store medication that requires refrigeration.

### **Charging Point**

A tent will be located inside the accessible campsite that's kitted out with charging points for electric wheelchairs or medical devices such as a nebuliser. Please do not to leave any equipment or valuables inside this tent unattended.

### **Accessible Toilets and Showers**

Standard unisex toilets and wheelchair-accessible toilets and standard and wheelchair-accessible showers are located inside the campsite and are staffed by stewards and a sanitation team to ensure they are kept clean and restocked. Please try to keep your showers to under 4 minutes if you are able.

### **Changing Places Unit (HDU)**

A changing places unit is available in the accessible campsite and includes a changing stewards and a sanitation team staff, a toilet, sink and a hoist. Please bring your own sling if required.

### **Hand Washing and Water Point**

Sinks will be in the sanitation area for you to wash your hands, face, and teeth and a drinking water point for you to fill up water bottles.

### **Lined Camping**

The accessibility campsite is marked out in lines providing 4x4 metres of space per tent. Tents must be pitched in parallel rows within a pre-allocated pitch size, kept in line by marked lanes that keep the fire lane and path to your tent clear to ensure you can move freely around the campsite. The accessibility staff will guide you to the next available space on arrival.



### **Fire Lanes**

You are forbidden to camp in the fire lanes, campsite row lanes, hard standing or areas without grass. Any tents found in these areas will be moved.

### **Gazebos**

Due to space limitations, traditional, dome or any type of gazebos in all festival campsites including the accessible campsite are forbidden. Please be mindful of the size of the tent you are bringing.



## ACCESS ROUTE AND ACCESSIBILITY FACILITIES IN THE ARENA

*This section provides information regarding the accessible facilities in the festival arena and how to access them.*

### **Refrigerated Medical Storage**

If you have any medication requiring refrigeration, please bring it to the medical tent or accessibility campsite hub to be stored.

If you camp at the accessible campsite, a fridge is also available at the campsite hub to store your medication.

### **Accessible Toilets and Changing Places Unit**

Accessible toilets are located around the arena toilet blocks and accessible viewing areas. Please remember to show your wristbands when a staff member asks for them. A changing places unit will be available at the accessibility campsite.

### **Bar Service Areas**

Accessible bar lanes/areas with lowered service counters are available at all the main festival bars. Please look out for the wheelchair symbol. In some instances, the whole bar will be lowered but there will still be a marked service area for accessible customers to aid with bypassing long queues.

Your raised viewing platform and ground-level viewing wristbands will give you access to these lane areas. Please look out for the wheelchair symbols at the bars.

### **Food & Drink**

You can bring limited food and non-alcoholic drinks into the arena for personal consumption. This is limited to 500ml of liquid and a clear sandwich bag. Hampers, cool bags, or boxes are not permitted. If you need to bring a greater quantity into the arena than permitted, please inform a member of the team at the accessible check-in.

Please ask food stall staff to assist you if you require it, as for the bars, please show your wristband.

## **Cashless Payments**

Wilderness Festival is a fully cashless event. You can pay by debit or with a credit card and digitally using your mobile phone if you have Apple Pay or Google Pay setup.

## **Accessible Viewing Areas**

The viewing areas deliver an inclusive experience for accessibility customers. We expect all viewing area users to show kindness and consideration to others within the areas.

## **Raised Viewing Platform**

- The raised viewing platform at the Wilderness (main) stage is designated for wheelchair users and those with restricted mobility.
- Only the approved customer and their essential companion can access the raised viewing platform.
- A wristband system will control access to the raised viewing platform.
- In cases where a customer does not have an assigned Essential Companion, they can nominate one person to join them on the platform for the duration of the event.
- The raised viewing platform is equipped with ramped access, wheelchair-accessible toilets, and charging points.
- It is not covered, so customers should dress appropriately for all weather conditions.

## **Viewing Platform Terms and Conditions**

- Limited seating is available at the platform. We cannot guarantee customers will get a seat on the platform.
- The platform operates on a first-come, first-served basis. Once the platform is at capacity a one in, one out policy will be implemented.
- Smoking, including e-cigarettes & vapes, is not permitted.
- Staff and security reserve the right to ask customers to leave the platform if you do not behave appropriately.

## **Ground-Level Viewing Area**

- A designated ground-level viewing area is also available at the Wilderness (main) Stage for individuals who require a less crowded area and the option of sitting for short periods.
- A wristband system will control access to the ground-level viewing areas.
- Limited seating is available in the ground-level viewing area, and it is operated on a first-come, first-served basis.



- This area will also have access to the accessible toilets behind the Viewing Platform.
- If required, customers may be accompanied by an essential companion in the ground-level viewing area.

## ASSISTANCE DOGS AND BRITISH SIGN LANGUAGE

### **Assistance dogs**

Assistance dogs will be approved by the requirements indicated on your Nimbus Access Card or Wilderness Digital Access Pass.

A spending area will be available for assistance dogs. Dogs must always stay on the lead and with their owner. Cornbury Park is a working deer site so this is essential for their and the assistance dogs' safety.

### **BSL Interpreting Performances**

A British Sign Language performance interpreting service will be provided by fully qualified interpreters from Performance Interpreting.

Please make sure you request this service on the Accessible Facilities Application Form in advance of the festival. The BSL hub, staffed by the Performance Interpreting team, will also be located in the arena, next to The Books Tent. Here you can request performance interpreting provided it's up to 24-hours before the performance itself.

## MEDICAL ASSISTANCE AND WELFARE

Medics, medical care, and supplies are available in the main arena just to the right-hand side of the main. If you require urgent medical attention, please alert a member of the team who can assist you.

A welfare tent is also available where experienced and caring staff are on hand to provide confidential advice about drugs, alcohol, substances, sexual health and general assistance, counselling, and advice for anything that is troubling you. This is located next to the arena medical tent.

The What 3 words for this location is:  
**///goodnight.backpacks.outwards**

### **Sensory Calm Tent**

A sensory calm space will be available within the main arena. The aim of this space is to provide a safe, low-level stimulation and recalibration zone for any customers with accessibility requirements who need to use it. The sensory calm tent will be located near to the Wilderness (main) stage, between here and the arena Medical and Welfare tents.

### **Leaving The Arena**

When the main headliner concludes each evening, we recommend that customers on the viewing platform and in the ground-level viewing wait until the initial crowd has left the arena.

### **Leaving the Festival**

Please be aware that there may be long queues when leaving the festival by car or public transport, as vehicle curfews may be necessary to allow pedestrians to leave the site safely.

## THE ACCESSIBILITY TEAM

*The following information details the team that will be on site, how to provide feedback and how to seek help.*

Live Nation have partnered with Nimbus Disability, the expert team that pioneered the multi-award-winning Access Card.

Accessibility Team members can be identified by their purple tabards.

Joshua is the Accessibility Manager and will be responsible for the team and looking after you whilst onsite.

Carla is the Check-in Manager and will ensure your wristbands and pre-approved facilities are provided to you.

Izzy is the Accessibility Arena Manager and will ensure that all the accessible facilities in the Main Arena run smoothly. We encourage you to report any arena issues to Izzy so that they can assist you.

A team of security and stewards will be in the accessible viewing areas in the arena. They will be identifiable by their coloured, numbered tabards. They are there to keep you safe and will do their best to help you.

Lucy and Becky are the campsite managers on duty, providing 24-hour cover. They will roam the campsites and are there to help, so please feel free to ask them any questions or report issues.

A team of campsite helpers wearing purple tabards roam the campsite, helping unload luggage and assisting the campsite managers. During busier arrival times, the helpers may be helping other customers, so please be patient. Please note they are not there to erect tents!

A team of security and stewards will be based at the accessibility campsite 24 hours a day. They will be identifiable by their purple numbered tabards. They are there to keep you safe and will do their best to help you.

The whole team will work hard to ensure you have a positive experience at Wilderness Festival and welcome your feedback about any aspect of the festival.

# PROVIDING FEEDBACK/COMPLAINTS AND HOW TO GET HELP

## HOW TO GET HELP

The best places to seek help are at the campsite or arena hubs, as the team will be stationary and in radio contact with members of the senior management team and event safety should they need support or further escalate the situation.

- The accessibility arena manager and team will be available to assist you in the arena.
- The campsite manager and campsite assistants are available to help you with the campsites.
- Security & stewards are located across the arena and campsites and can assist you anytime.
- By Phone: **07780934357**

If you find yourself lost, please ask for direction to the nearest **YOU ARE HERE** plan of the festival site.

*The below section informs customers of the options available to provide feedback on their experience, ask questions or how to get help during the event.*

Wilderness Festival has several live reporting facilities available to customers. If you need assistance, please speak to a team member at one of the following locations:

- Accessible check-in (on arrival) and looks like a porta cabin.
- The accessible info point is in the same location as the accessible check-in, which is open 24 hours and looks like a porta cabin.
- General arena information hub and looks like a garden shed.
- Accessible Viewing Areas.

In addition to the in-person facilities, a phone line is available, answered by the team at the campsite hub. The phone line will be operational from 01/07/24 – 04/01/24. The phone number is **07780934357**.

You can also WhatsApp the accessibility team if you prefer. The WhatsApp number is **07780934367**.

Please be aware that phone reception can be temperamental, and the phone reception may not always be the strongest. The phone may become busy at peak times, so please be patient with us. We accept text messages from those who cannot make calls due to access requirements.

By email: [accessibility@wildernessfestival.com](mailto:accessibility@wildernessfestival.com)

Please note that the hub team will record all feedback or complaints using a central system and, if necessary, will escalate your enquiry to senior event management and event safety control. If you have a serious incident to report, please do so at the arena or campsite hubs.

If you wish to leave the event early because of a problem, please make a record of this at the most convenient hub.