



EVENT ACCESS INFORMATION

This document has been prepared to provide information to guests that require assistance to access events at Wicksteed Open Air Theatre.

We are committed to ensuring that all visitors can enjoy Wicksteed Open Air Theatre and we hope that this document provides the relevant details about accessibility at the event. If you have further questions please email info@wicksteedopenair.com

This document provides information on:

- CAR PARKING
- ENTRY & TICKET COLLECTION
- MAP
- GENERAL SEATING
- DISABLED TOILETS
- MEDICAL SERVICES, WELFARE & ASSISTANCE
- LIGHTS & SPECIAL EFFECTS
- GUIDE DOGS

Wicksteed Park including the rides can accommodate some disabilities and the train can board wheelchairs. There are gentle slopes down to the lake's edge where you can pick up a flat path that takes you all around the park. Wicksteed Park have created an access statement that may be useful and they are continually reassessing how they can help visitors with additional needs.

[Wicksteed Park Access Statement](#)

CAR PARKING

A Designated Blue Badge Car Park is accessible via the Main Vehicle Entrance. An event car park ticket is still required for access to the Blue Badge Car Park.

The Blue Badge Car Park is grass and located as close as reasonably possible to the Disabled Entry point.

The route to the disabled entry point is on grass.

The disabled parking is located in a 50-meter radius from the disabled parking to the disabled access.

The General Parking carpark is a combination of on grass parking and some existing tarmac parking. People without badges and mobility issues should email info@wicksteedopenair.com to inform us of your requirement for Accessible parking.

ENTRY & TICKET COLLECTION

All general admission guests should enter the festival via the Main Entrance. The route from the car parks and to the main entrance is mainly tarmac with the last 100 meters being on grass.

If you have pre-printed scan-able tickets you can proceed to the Event Entrance.

If you need to collect tickets you can do this at the Ticket Collection / Information Point.

No tickets will be available for sale to purchase at the door all tickets must be purchased online.

The Ticket Collection / Information Point will be able to deal with all ticketing queries and collections as well as any other access information on the event day.

GENERAL SEATING

All seating is reserved through allocated tickets. There are a number of easily accessible aisle seats reserved for wheelchair users in Blocks A1 and A5 who would prefer to sit in a seat. Stewards will be able to assist with the storage of wheelchairs. The outside seats in Blocks A1 & A5 will be used to accommodate disabled audience members ensuring easy access.

Seating is divided into three areas: VIP, Premium Seating and General Admission all seats are allocated at the point of purchase.

To book these tickets call 0203 973 0860



ACCESSIBLE VIEWING AREA

A Viewing Area is not provided for Wheelchair and Mobility Scooter users, those users who wish to remain in their wheelchair or scooter for the duration of the concert will be allocated outside seats in blocks A1 and A5. Each accessible ticket will be entitled to one additional pass for use by one friend or PA at a time and they will be allocated the seat next to the person requiring their assistance.

All seating on site is uncovered and adequate provisions should be made for inclement weather.

To book these tickets call 0203 973 0860

VIP TICKET

VIP Ticket holders are located in block A3, accessible seating will be made available as required.

To book these tickets call 0203 973 0860

TOILETS

Event toilets are located near the Event Entrance at the back of the arena.

VIP & Accessible toilets are located both sides at the front of the arena closest to the stage.

Male and Female toilets with disabled facilities are situated in:

- At the Event Entrance.
- Front of the arena on the left and right hand sides.

MEDICAL SERVICES, WELFARE & ASSISTANCE

The First Aid / Welfare tents will be located near to the Event Entrance and located at the front of the arena near the stage.

A hearing loop will be present in both the First Aid / Welfare Tents.

Ambulance and trained medical professionals will be on site should you require any medical assistance.

LIGHTS

Due to the nature of the event and the type of performance there will be flashing and moving lights. We do not anticipate the use of any strobe lighting during the performances.

EVENT SPACE AND SITE

The event is in the grounds of Wicksteed Park. Some areas of the park are uneven and care should be taken when using a wheelchair or other mobility aid.

GUIDE DOGS

No dogs are permitted on site except for Guide Dogs.

