

Wychwood Festival Accessibility 2023

Introduction

Wychwood Festival is known for its family-friendly feel. We offer a broad range of music and activities, including one hundred workshops for all ages, comedy, cinema and much more! We have a very laid-back vibe, and you can even drive onto the campsite to unload all your gear. We are also proud to have been nominated as the Best Family Festival by the UK Festival Awards, every year!

Wychwood is also working with Attitude Is Everything to improve our accessibility, by working towards their Bronze Festival Charter Award. We hope by doing this our deaf, disabled and neurodivergent customers feel safer and more welcome at Wychwood! If you have any questions or queries regarding our accessibility, please do not hesitate to get in touch using the contact details below.

Contact Details

Email: access@wychwoodfestival.com

Telephone: 01993 77 25 80

Postal Address:

Tribe Festivals Ltd
46 Market Square
Witney
Oxfordshire
OX28 6AL

We aim to respond to all access enquiries promptly.

Site Description

The festival is hosted at Cheltenham Racecourse and is a mix of paved roads and grass, making it easier for those with mobility aids and small children to get around. The car park is an approximate distance of 50 metres to the entrance of the site, and the accessible campsite is a 100 metre walk away from the festival village.

All our campsites are located within a short walk from the festival main arena and the entire site is very compact and easy to get around with plenty of flat paths that are ideal for

wheelchairs and buggies. The Access Campsite is situated on grass with hard standing pathways to the festival village.

On site, the maximum walking distance from the two furthest points at the festival is approximately 200 metres.

There are five stages, and five workshop areas on site, all located within the festival village. There are also accessible toilet facilities throughout the site, including at the accessible campsite.

Potential Impact of Weather:

It is important to be aware that during inclement weather, such as rain, some parts of the site may become muddy, water-logged, dusty, or slippery, which may be difficult to navigate around. We recommend you bring sensible footwear.

Bookable Access Facilities

Accessible Tickets:

In response to customer feedback, we have changed our accessible ticketing policy for 2023. Customers are now able to apply for weekend and/or day tickets under the concession rate, with the option to request a free personal assistant or companion ticket using an online form, after having purchased their ticket. Please note, customers will need to provide evidence for this. Learn more about the application process in the 'How to Apply' section.

Accessible Campsite:

The accessible campsite is situated the closest to the main arena, at 100 metres, and is reserved for Accessible tickets holders only. In the accessible campsite there is a mix of standard and accessible toilets and showers. There is no Mobiloo on site, and no running water within our toilet cubicles. However, there is running water at the sinks next to the toilet blocks.

Please note: When booking your accessible weekend ticket, make sure to check whether you have selected a ticket 'with camping' or 'without camping.' We are only able to provide accessible camping facilities to those who have booked an accessible 'weekend with camping' ticket.

How To Apply

Accessible Tickets:

1. Purchase your tickets for Wychwood Festival via our Booking Platform: www.wychwoodfestival.com/buy-tickets . **If you are applying for our PA Ticket**

Scheme, please DO NOT purchase a ticket for the person acting as your PA. This will be applied upon a successful application.

2. Once you have purchased your ticket, please complete our Access Request Form: <https://form.jotform.com/221592740506353>
To do this, you will need your booking reference and a digital copy of your supporting evidence.
3. Once submitted, we will endeavour to respond within 5 working days to confirm the status of your request.
4. If your request has been accepted, you will receive a confirmation email from the Access Team.
5. 2 weeks before the festival we will send you an Access Information Pack which will have all the information you require about our accessible facilities.

Please make sure that you submit your application before **FRIDAY 5TH MAY 2023**.

Accessible Car Parking Space:

In order to reserve an accessible car parking space on site, please submit a copy of your valid blue badge.

Submitting Supporting Documents:

As part of your request for accessible facilities, we require a scan or digital photo of one of the following pieces of evidence:

- Both sides of your Blue Badge, in date for the festival duration.
- Confirmation letter showing receipt of the mobility component of PIP or DLA dated within the last 12 months.
- Document of registration as severely sight impaired (blind).
- Recognised Assistance Dog ID card
- Valid Access Card
- A letter from a Doctor or Medical Professional outlining your requirement for accessible facilities dated within the past 12 months.

Please feel free to block-out any personal or confidential information on your supporting evidence.

Please note: All customers wanting to purchase an accessible ticket will need to provide supporting evidence. This can be submitted online via our Access Request Form:

<https://form.jotform.com/221592740506353>

Additional Information:

We operate on a case by case basis as we appreciate that everyone has different access requirements, and we want everyone to have a great time at Wychwood Festival.

If you have any specific requirements or wish to submit supporting evidence that is not listed above, please follow the instructions in section 4 of the Access Request Form, and a member of the Access Team will be in touch.

General Access Facilities (no booking required)

Viewing Platforms:

There is a viewing platform located at the main stage, staffed by stewards. Unfortunately, Wychwood are not able to provide accessible toilet facilities next to the main stage viewing platform. However, a toilet block, including at least one accessible toilet will be located approximately 20 metres from the viewing platform.

Accreditation System:

The wristband collection is located at the box office. Opening times and locations are available to view under 'Arrival Guide.'

Here, you will be issued with a wristband, which will allow you entry to the festival (and accessible camping area, if you have a camping ticket). You are expected to wear this for the duration of your time at the festival.

If you have any issues with your wristband at the festival, please visit the box office.

Stewarding System:

We have a wonderful team of stewards working at Wychwood Festival. If ever you need help, advice, or feel unsafe or unwell please ask any steward for help. They will be visible in brightly coloured tabards.

Sensory Calm Space:

If you have a child or young person who needs a quiet space during the weekend, you can visit the Sensory Calm Space for some respite.

The space is open to disabled and non-disabled children and young people to spend time in a quieter environment, with space to spread out and lots of sensory toys and resources to enjoy. This will be open from 10am – 8pm every day.

This space is supported by volunteers from Active Impact and the Gloucestershire Parent Carer Forum. Please note, children and young people must be accompanied by a parent or carer.

Travel Guide

Address:

Cheltenham Racecourse, Prestbury Park, Cheltenham, Gloucestershire, GL50 4SH

By Car:

Situated at junctions 10, 11 and 11a of the M5, Cheltenham lies within the main motorway network in easy reach of London, Bristol, and Birmingham. If traveling from the north on the M5 it is possible to leave from junction 9 and take the A435 south. The racecourse can also be reached from the East and West by the A40. Enter the post code GL50 4SH into your sat nav or navigational device. Then follow the signage to the car park and festival entrance.

By Coach:

National Express runs coaches to Cheltenham that arrive at the Royal Well Bus Station. These services are available from most major cities, including Bristol, Birmingham, Cardiff, and London. To find out more about coach services, visit: <http://www.nationalexpress.com>

By Bus:

Buses run regularly from the town centre and the railway station direct to the racecourse. Route D runs from the train station passing through the town centre at Clarence Street, which is within walking distance of the bus station. The bus leaves every 10 minutes during the day, and between 10 minutes and every hour in the evenings from Monday to Saturday. The services run hourly on Sundays. Stagecoach is one of the main operators in Cheltenham and they have timetables on their website. To learn more, visit: <https://www.stagecoachbus.com/>

By Train:

Cheltenham Spa is the nearest train station. Check out the National Rail website at <http://www.nationalrail.co.uk> for times and prices or call 08457 48 49 50.

From Cheltenham Spa train station, there are direct services from London Paddington, Bristol, Birmingham, Swindon, Cardiff, Plymouth, Manchester, Leeds, Edinburgh, and Glasgow.

By Taxi:

These are not unreasonably priced if you are carrying a lot of baggage and with some friends.

A taxi from the centre of Cheltenham to the Racecourse should cost less than £10.

Arrival Guide

Arriving On Site:

Signage, stewards, and directions will be available on your arrival to Wychwood to lead you to the box office, then onto either the relevant campsite, or straight into the festival village. Please make sure to have your tickets ready.

If you have any questions when you arrive, please seek out a steward who will be able to assist you.

The festival begins on the Friday. On this day, the box office opens from 9.30am, and the entrance to the campsite opens from 10am. The Festival Village will then open at 12pm, and live music on the stages will begin shortly after.

On Saturday and Sunday, the Festival Village is open from 9.30am for day visitors. Music on the stages begins from 11am with a variety of workshops running throughout both days. Our licence allows entertainment until 3am.

Wristband Collection:

The wristband collection is located at the box office. The box office is at the back of the main car park, right next to the festival entrance. Its opening times are below.

Friday: 9:30 – 23:30

Saturday: 9:30 – 23:00

Sunday: 9:30 – 23:00

Here, you will be issued with a wristband, which will allow you entry into the festival (and accessible camping area, if you have a camping ticket). You are expected to wear this for the duration of your time at the festival.

If you have any issues with your wristband whilst at the festival, please visit the box office.

Getting to Your Campsite:

To make things easier for our guests, we provide campsite drop-off areas on arrival and departure, so you can drive closer to the campsite to unload before parking your car in the car park.

Toilets

Across the festival site, there are a total of 90 toilets. These are located near the stages and workshop areas in the Festival Village, and within the campsites. There will be at least one accessible toilet in each block.

In the accessible campsite there is a mix of standard and accessible toilets and showers. There is no Mobiloo on site, and no running water within our toilet cubicles. However, there is running water at the sinks next to the toilet blocks.

Medical Services

Service	Does Wychwood have this on site?
Fridge for secure storage of chilled medicine	No
Permanent wheelchair charging facility	No. However, Stewards will charge wheelchairs on an ad hock basis
Access to performance; British Sign Language / Captioning / Audio Description	No. This is the case at the present time, however, Wychwood are looking to implement these services in the coming years.

For any incidents that occur during the day, please visit our First Aid area, which is located at our Merchandise Stand. For any incidents during the night, please report this to a steward and they will assist you in finding the right support.

If you have any questions regarding health and safety provisions at Wychwood festival, please do not hesitate to contact us using the contact details provided.

Assistance Dogs

Wychwood do allow service dogs on site.

Strobe Lighting

We may use strobe lighting at any time during the festival weekend.