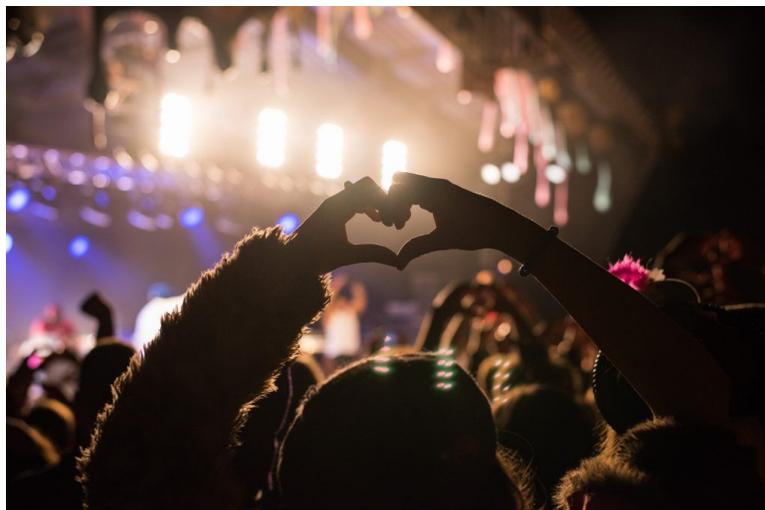


## ACCESSIBILITY

Nozstock The Hidden Valley is a place where frolics, fancies and musical musings await you all. We want all our visitors to be able to enjoy the festival with us with as little inconvenience as possible so if you have any questions about accessibility at Nozstock or your experience at the festival let us know by emailing [access@nozstock.com](mailto:access@nozstock.com) and we will do our best to ensure a magical, hassle-free time.

## ATTITUDE IS EVERYTHING

In 2015 we joined forces with Attitude Is Everything. They work to improve deaf and disabled people's access to live music by working with the music industry to implement a Charter of Best Practice. Nozstock is thrilled to hold a bronze award from Attitude Is Everything for our ongoing commitment to improving the live music experience for our deaf and disabled visitors. We are also proud to be one of only two festivals who received an Outstanding Attitude Award in 2016 – given specifically for our detailed online information and social story. Attitude Is Everything regularly recruit mystery shoppers and volunteers to provide feedback on a variety of U.K events. Register on their website to join the team. If you are a festival looking to engage with the charter of best practice or want more information on the access starts online initiative then look no further.



## GETTING AROUND

Nozstock The Hidden Valley is an intimate event so nothing is ever very far away. The gross distance of the site from the furthest car park to the opposite outer boundary is 630 metres. All stages, bars and areas are positioned in quite close proximity. Accessible camping is 250 metres from the furthest away stage (The Bandstand), approximately 50 metres to the main stage and located right next to our site Info Office. However, visitors should be aware that the festival is held on a working farm. As such the terrain is naturally hilly and rough and can be difficult to manoeuvre. Please be aware the site is predominantly a greenfield site, so flat pathways are limited almost exclusively to The Rave Yard area (including The Cubicles & Bullpen). There are various steep gradients around the site. The wristband exchange area is flat with both grass and gravel terrain. However be aware this area can get very busy and you may have to wait to be processed.

Of course, in years where we're plagued by wet weather, the site is likely to become muddy and can make getting around much more difficult. If there's anything we can do to help you with getting around at the festival please let us know and we will be as accommodating as possible. During wet weather we do ensure that woodchip is spread around site to make the ground less slippery, however this can make it difficult for trikes etc to grip. Because of the terrain we cannot guarantee conditions will be traversable when bad weather strikes.

Click [here](#) for pictures of the land and more info regarding the site's terrain.

For a detailed breakdown of the accessibility of the stages, please click [here](#).

If you are planning to bring an electric wheelchair or mobility scooter arrangements can be made to enable you to charge your scooter, but please do let us know beforehand if you feel this might be necessary.

If you are planning to arrive by taxi, please let us know. We can make arrangements to allow your taxi to drop you off as near to the campsite as possible.

## FACILITIES

We have a dedicated accessibility coordinator who is available to answer your queries pre-festival at [access@nozstock.com](mailto:access@nozstock.com) and is available on site to help your event be as smooth as possible. All access enquiries will be responded to within ten working days. Whether you need help pitching your tent or simply need directions to the theatre, he can help. He is available 8am – 8pm every day and might pop in to say hello. Outside of these times, please refer any queries to the info office who will do their best to help and will debrief our Accessibility Manager of any issues occurring overnight. Alternatively, you can call our info team on 01885 475005.

There is a viewing platform for our visitors with disabilities to use for our main Orchard Stage. All other areas are smaller and do not have viewing platforms. Please ask one of our stewards to help you find an accessible viewing space at the smaller stages. If you wish to make use of our main stage viewing platform at the festival please request a lanyard confirming you can use this space by emailing [access@nozstock.com](mailto:access@nozstock.com), speaking to our accessibility coordinator over the weekend or speaking to our campsite info team. This is to ensure that only those who really require the platform have access to it, as space is very limited.

We do have accessible toilet facilities located on site. These are located by the entrance to The Coppice, in the accessible camping area, in The Dingle area and at the bottom of the main campsite. All are marked clearly on the festival site map. If accessible toilets are locked, the Info Office in the campsite can provide access keys/codes. Please note that all accessible toilet facilities on site are hand operated.

We have accessible showers within the accessible camping area only. Showers in the main campsite are not accessible.

If you have medication that requires special storage while you are at the festival please let us know in advance if at all possible, and we will make arrangements with our first aid team, who will be on site 24 hours a day.

A limited amount of enlarged copies of our festival programme will be available from our festival Info Office. These have been enlarged from A6 to A4 to make them clearer and easier to read.

We do like a thumping sound system at Nozstock, but please be aware of the damage that can be done to your hearing with continued exposure to loud music, especially for little ones. Noise from the nearer venues at Nozstock do carry to our Accessible Campsite which can sometimes make the area quite loud. Ear plugs are available on request from our Info Office or you may wish to consider staying in our quiet camping zone instead.

In 2018 we joined the Association of Independent Festival's Drastic on Plastic campaign to reduce single use plastics at festivals. As part of this campaign we have banned plastic straws on site. However if you require a straw then a supply of paper straws will be available at our info office.

As mentioned above, If you are planning to bring an electric wheelchair or mobility scooter arrangements can be made to enable you to charge your scooter, but please do let us know beforehand if you feel this might be necessary.

Please also be aware that various lighting is used at Nozstock, including the occasional use of strobe lights in some areas. If you have any worries about when and where these lights may be in effect, then please get in touch with us before the festival.

If you are planning to bring an Assistance Dog to the event, you must supply proof your dog is registered with an organisation which is a member [Assistance Dogs UK](http://www.assistance-dogs.co.uk) to [access@nozstock.com](mailto:access@nozstock.com). We ask that

official jackets and harness please be worn upon entrance and when working. Jackets may be removed when at your tent or on the viewing platform.

For extra advice you can download our social story which gives you the low down on what will be going on around the site and how to prepare yourself. Download the social story [here](#). You can also request a copy of our access pack, from [access@nozstock.com](mailto:access@nozstock.com)

## CAMPING AND PARKING

There is an accessible camping area at Nozstock. Here you are able to park your vehicle right next to your tent or campervan. You *must* book a camping and parking space in advance of your arrival so we can be sure to allocate suitable space. Please don't arrive on the day and assume we can accommodate you as space does fill up quickly. Please call Ticketsellers on 0844 870 0000 (24hrs) or 0121 472 6688 (office hours) to request a space within accessible camping and ensure you bring proof of eligibility with you on arrival. If you require anything further in particular for your camping experience, please let us know and where practical we will try and arrange this.

Live-in vehicles can be parked within the accessible camping area also. However, we do need to know how many live-in vehicles will be on site, so if you are planning to bring any type of live-in vehicle to the event you must purchase a camper pass from our website. Any live-in vehicles without a pass will not be admitted to the site. Please see our [rules for live-in vehicles](#) if you have any further questions regarding this.

Blue badge holders can park their car at the festival free of charge. Simply display your blue badge in your car windscreen when entering the festival site as you normally would and you will be directed to the disabled camping area. You are able to park your car next to your tent in the disabled camping area. See above for how to book. However, if you intend to camp in the main campsite your car must be parked in the main car

park area. Please be aware there are no spaces designated for blue badge holders or people with disabilities here and you will have further to travel from your car to the campsite and festival arenas.

## TICKETS AND PASSES

Disabled visitors who receive PIP, DLA, Attendance Allowance or are registered partially sighted can get one companion ticket for a personal assistant free of charge. Simply purchase your adult full price ticket and ring TicketSellers on 0844 870 0000 (24hrs) / +44 (0) 121 472 6688 (office hours) advising them you require a free carer pass with your purchased ticket. They will ask if you receive PIP and whether you require camping in the Accessible camping area. The Carer pass will then be emailed with your purchased ticket. You will need to bring proof of your PIP award to the festival. The standard is one free personal assistant pass per person. We will also consider issuing tickets for personal assistants for anyone who is deaf.

# ACCESSIBILITY MAP

