

END OF THE ROAD

ACCESSIBILITY GUIDE

End of the Road Festival is set in lovely old Victorian pleasure gardens, woodlands and fields located on a slight hill. It is predominantly a greenfield site with varying gradients, types of terrain and pathways. The natural terrain is bumpy in parts as you would expect in lush countryside but most of the festival areas can be reached via a road or pathway. We are committed to doing everything we can to make the festival accessible to everyone. Here is more information to help you plan your time at the festival.

SITE LAYOUT / GROUND CONDITIONS

End of the Road is a small festival, with the stages, bars and village traders positioned relatively close to one another. There are a variety of tarmac, gravel and wood chip roads and pathways linking all of the festival spaces and facilities. All of the traders and food stalls are on level grass and have flat areas in front of their counters. At Joe's Green we have to protect the grass as it is the Victorian wedding Lawn so the Peacock Bar has a small step up into the marquee. The Disco Ship area is mainly woodchip and wooded forest floor with trees lying on the ground and some tree roots. This area is lit at night but can be difficult to manoeuvre when it's busy. Unfortunately due to space here we are unable to put a ramp up to the dance floor. The Comedy Stage is at the bottom of a steep hill in the woods, access to which is via a woodland pathway down a short incline. There are stewards at the gate to advise you of the route down and we have created a viewing area half way so you can have a good view of the stage without going all the way down.

To help with access, especially in wet weather, there is a tarmac road from the Accessible Campsite which will give you backstage routes straight up to the

Gardens, Joe's Green, the Cinema, Tipi Arena and into the main festival Village. In the festival Village there is a road that runs past the Big Top and down to the Woods Stage.

The Gardens, Wonderlands, Games Area, Library Stage, Piano Stage and Fairylight Woods are all linked with smaller gravel or woodchip pathways which are wide enough for wheelchairs and pushchairs, and even in the rain are pretty protected by the tree cover.

ACCESSIBLE FACILITIES / PERSONAL ASSISTANTS

Once you have bought your ticket, if you require use of accessible facilities or wish to apply for a personal assistant ticket, please e-mail Charlie at access@endoftheroadfestival.com with the following information.

1. A copy of one or more of the following documents

- DLA/PIP or equivalent.
- Medical professional's letter.
- D/deaf or blind registration.
- The Access Card or equivalent.

2. Full name of the disabled person

3. Ticket ID number

4. Full name of personal assistant

5. Do you wish to camp in the accessible camping area?

6. Will you be in a tent or a campervan/caravan?

7. What is the model and registration number of your vehicle?

8. How many people in the party? (max. of 5 for accessible camping area)

Once all documentation has been received and processed, you will receive confirmation by email. All documentation is kept secure and destroyed after processing.

When you arrive through Green Gate, please ask the traffic stewards to direct you to Box Office where you can collect your wristbands and parking passes. There are no steps at Box Office but we can't lower the counter. Our Box Office staff are super friendly and will come out of their little cabin to assist you so please just ask! Accessible Camping is then just a short drive down the main driveway and on your left.

ON SITE DISTANCES

Accessible Camping -> Big Top: 375 Meters

Accessible Camping -> Disco Ship: 400 Meters

Accessible Camping -> Garden Stage: 450 Meters

Accessible Camping -> Woods Stage: 475 Meters

Accessible Camping -> Tipi Stage: 550 Meters

Please note: All distances are approximate and subject to change

TRANSPORT

For full information on getting to the festival please visit our travel page:
<http://endoftheroadfestival.com/information/travel/>

Both of our coach and shuttle bus service providers can accommodate wheelchair users, but these spaces need to be booked in advance. Please contact your preferred provider as soon as possible with the date & time of service you would like to use and they will advise you on the next steps for booking.

National Express:

<http://www.nationalexpress.com/Help-and-advice/contact-us.aspx>

Big Green Coach:

<http://www.biggreencoach.co.uk/contact-us>

If you are arriving by train and require assistance on your journey then please contact South West Trains at least 24 hours before you travel on 08005282100.

You can find their accessibility policy here:

<https://www.southwesttrains.co.uk/travelling-with-us/assisted-travel/>

VIEWING AREAS / PLATFORMS

We have a mixture of viewing platforms and viewing areas, please make the stewards in these areas aware if you require access and make sure you have your correct wristbands.

Viewing platforms are available at the Woods Stage, the Garden Stage and the Big Top. Viewing areas are available at the Tipi and the Comedy stage. The platforms and viewing areas operate on a first-come, first-served basis and we cannot guarantee access at busy times. If the platforms or viewing areas are full, we will operate a one-in, one-out process.

The nearest accessible toilets to the Woods Stage is 50m behind to the right. The Big Top is outside and down towards the Woods Stage, approx 100m. The Tipi Stage is on the way to the Cinema, approx 100m. The Garden Stage is to the left of the platform just down the line of hedges about 50m.

On each platform there will be a few chairs and all have ramp access.

ACCESSIBLE CAMPSITE FACILITIES

You can park very close to your tent in Accessible Camping and there are toilets and showers within 30m. Please speak to the campsite stewards for help with anything else you need to make your stay comfortable and safe. We will try to accommodate as much as we can.

ACCESSIBLE TOILETS

Are located at all of the toilet blocks at the festival. Some of these also have baby changing facilities in them. If you have a RADAR key please bring it with you as we use these locks on most of the toilets where possible.

CALM AND QUIET SPACES

If you're looking to get away from the crowds to an area with less people, we suggest the following areas Library, Fairy Light Woods, Wonderland Lawns and the Tipi Fire. The Piano Stage is also a really relaxed space and you can see some special acts here if you're lucky!

OTHER

Hearing Loops

Hearing loops will be available at the Box Office and the Information Point. This is the first year we have installed these so please do let us know your feedback.

Medical Fridge

If you require storage for medication on site, please speak to the stewards at the accessible campsite.

Guide Dogs

Certified guide dogs are allowed at the festival. You will need to provide a copy of their ADUK identification form. Please e-mail Charlie at access@endoftheroadfestival.com.

Strobe Lighting

Strobe lighting may be used throughout the festival site. Please speak to stewards on site for more information.