

Introduction

At ArcTanGent we believe that music and festivals should be accessible to all. Our accessible facilities are available for use by anyone with a disability, visible or invisible.

The following information is intended to tell you about what we are currently able to offer to make ArcTanGent accessible, however, if you have a specific requirement that is not covered here, please do not hesitate to get in touch.

As of 2023, ArcTanGent are excited to be working with [Attitude Is Everything](#) to help us improve our accessible provisions through their Live Events Charter.

Contact Details

To speak to a member of our Accessibility Team, please get in touch via email at access@arctangent.co.uk.

Please be aware, the closer we get to the festival, the longer our response time will be, but we will endeavour to get back to you as quickly as possible.

To help us assist you fully, please include the following information:

- Details of who you are
- Details of the person requiring accessibility information
- A description of the assistance you need

If you need to speak to someone over the phone, please email access@arctangent.co.uk with your phone number to request a call back. You may also include a preferred day and time, and we will do our best to work with this.

Site Description

ArcTanGent is held on a farm and the ground may be uneven at times, so we ask you to take care whilst navigating the site. There are some hard standing roads throughout the site, however some areas are only accessible by crossing grass. In the event of bad weather, some site locations may be difficult to travel to if you are a wheelchair user or have reduced mobility. If you have off road tyres, we suggest fitting them to wheelchairs or scooters prior to your arrival.

There are five stages within the Main Arena at ArcTanGent:

- Main (Arc) Stage = 90m
- Bixler = 105m
- Elephant in the Bar Room = 25m
- Yohkai = 145m
- PX3 = 145m

*Distances are from the Arena Entrance. The Arena Entrance is 120m from Accessible Camping/Parking

Bookable Access Facilities

Free Personal Assistant Tickets:

We offer a free Personal Assistant ticket for anyone who would not be able to attend without the assistance of another.

To claim your PA ticket, please purchase your required tickets (minus the personal assistant ticket) and contact DICE through their [Help Centre](#) or select 'Need Help?' through the [ArcTanGent DICE event](#) on the Dice app and select 'Get In Touch'.

Viewing Platforms:

We have accessible viewing platforms at each of our five stages, and these will be stewarded during performance times. You are welcome to bring your own camping chairs into the arena and onto the platform.

Viewing platform passes can be collected from Wristband Exchange on arrival – Admittance to the platforms will only be granted to those wearing a Viewing Platform wristband, along with any one person wearing a Viewing Platform lanyard. Lanyards may be worn by anyone you choose, not just your PA.

NB: Exceptions may be made for accessible customers with young children, as they would need to stay together.

Please contact access@arctangent.co.uk to enquire about using this facility.

Travel Guide

Address: Fernhill Farm, Cheddar Road, Compton Martin, BS40 6LD

By Car:

Please navigate to the address provided above, then head to the correct entrance for your wristband by following our directional signage.

General ticket holders = Enter via Green Gate

[WHAT3WORDS: ///residual.fiery.digested](#)

VIP Ticket Holders = Enter the site via the Yellow Gate

[WHAT3WORDS: ///jousting.pining.madness](#)

Accessible Parking:

The Accessible Car Park is located alongside the Accessible Campsite. If you are planning on leaving and returning to site on a daily basis, please make the Car Parking team aware, who will recommend a suitable space.

Spaces here cannot be reserved, as this is operated on a first come, first served basis. If you are a Blue Badge holder, please show this to the Car Parking Stewards on arrival. If you do not have a Blue Badge, but require accessible parking, please contact access@arctangent.co.uk for assistance.

Please note: All cars staying on site are subject to a parking charge. You can purchase your parking ticket through our [ticketing page](#) and display your parking ticket in the windshield on arrival.

By Coach:

The official travel provider for ATG '23 is [Tuned In Travel](#), providing National Coaches, a regular Bristol Coach Service, Unlimited Shuttle Tickets, and Private Hire.

Please enquire about any accessibility requests by contacting Tuned In Travel directly, and include your specific requirements, using the following email address: customerservices@tunedintravel.com. They will then confirm if they can supply a coach to meet your needs.

By Train:

The nearest train station to the festival site is Bristol Temple Meads. Find out more information about accessibility at this station, [here](#).

By Taxi:

Local accessible taxis can be found at the Bristol City Council website, [here](#). Please enquire directly to book your travel.

Arrival Guide

On arrival to the festival (having parked or been dropped off) please make your way to the Accessible Campsite to pitch your tent and set up camp – if you need any assistance, please ask a member of the Access Team who will be available in the campsite to support.

Once you're all set up, head to Wristband Exchange and use the Priority Lane where you will receive your wristbands and access passes. This is also where you will enter the arena each day.

Accessible Campsite:

The Accessible Campsite is located at the closest point to Wristband Exchange (120m distance) to make access to the Arena as easy as possible. This is operated on a first come, first served basis and pitches cannot be reserved.

A mix of standard and accessible toilets and a water point will be available here.

Accessible Campervans:

Accessible campervans are invited to pitch within the Accessible Car Park, which runs alongside the Accessible Campsite.

As we have limited space for campervans, please ensure you have informed access@arctangent.co.uk prior to your arrival to confirm. The standard car parking fee also applies – please purchase your parking ticket [here](#), and display this in your windshield.

Please note: We aren't able to provide power at this location as standard. If you have a medical need for power, please contact access@arctangent.co.uk.

Toilets

Accessible toilet facilities will be available at every major toilet block within the arena, as well as within the Accessible Campsite. You do not need a radar key to use these.

Medical Services

Our on-site first aid is provided by [St Johns Ambulance](#), whose services are available 24/7. Our welfare services are provided by [Samaritans](#).

We treat medical cannabis (oil and/or flower) like medicine for any other type of condition/disability. As our security personnel conduct spot checks for recreational cannabis, we kindly ask you to carry a copy of your prescription with you.

Please note: We are not able to provide refrigeration or storage services on site. The safe keeping and correct storage of any medicines or medical equipment you bring to site, is at your own responsibility.

Access to Performance

Currently, we are unable to provide British Sign Language (BSL) / Captioning / Audio Description within our event infrastructure.

Assistance Dogs

Registered assistance dogs are welcome at ArcTanGent. Please contact access@arctangent.co.uk with a proof of membership to Assistance Dogs UK if you are planning to bring an assistance dog with you to the event.

At the festival there will be lots of loud music and crowded areas at times, so we ask you to properly consider the welfare of your animal before bringing them along.

Please note: We are unable to provide a dedicated toileting area for dogs. Please bring poo bags with you, which you can deposit in any general waste bin on site.

Strobe Lighting

Strobe lighting may be used in any of our performances throughout the weekend. This will not be announced prior.

Other Information

Closer to the event, we will be sending out a more detailed Access Pack. Please get in touch at access@arctangent.co.uk if this is something you wish to receive.