

ARCTANGENT

Accessibility Information Pack 2024

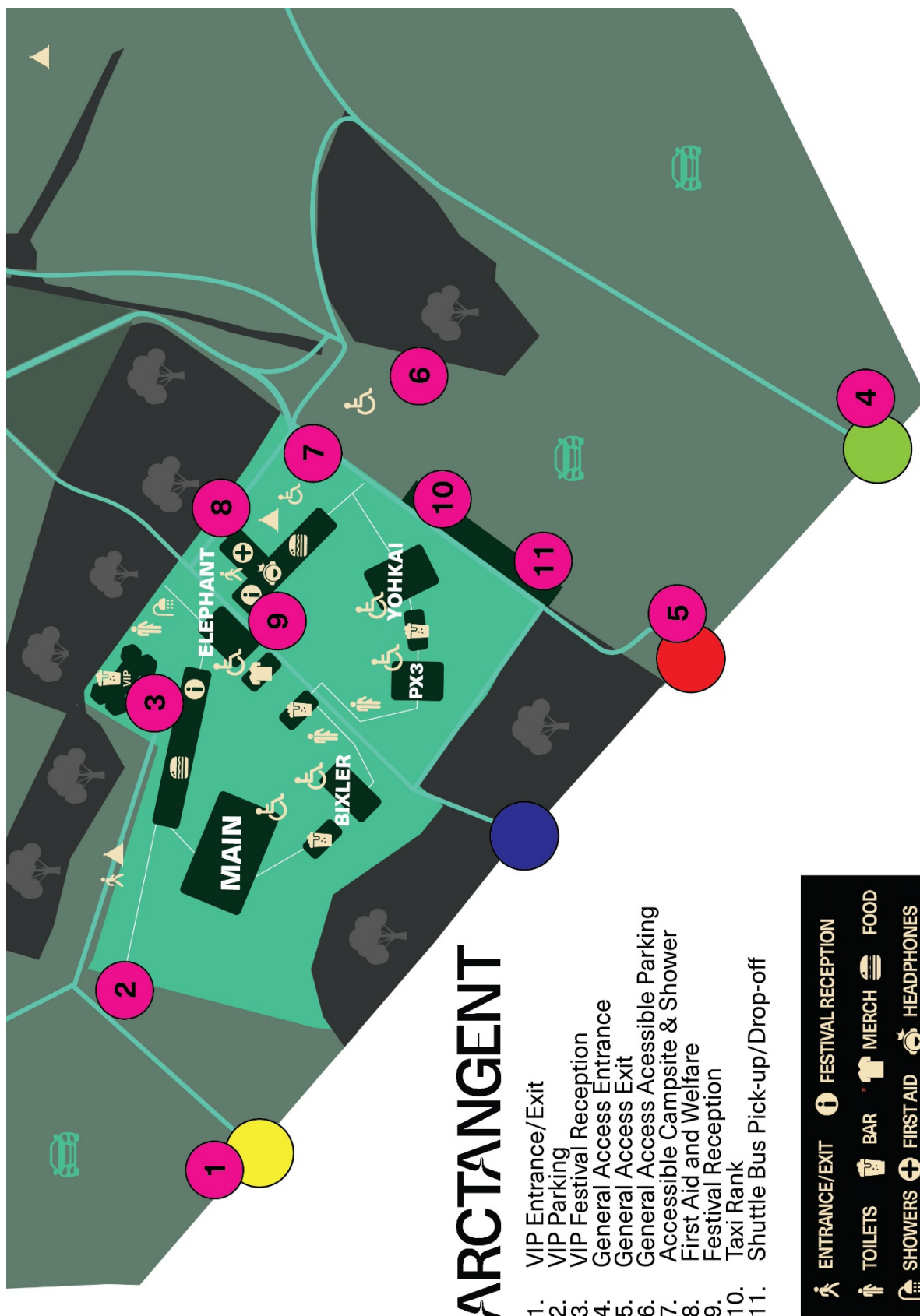
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The Site

Address: Fernhill Farm, Compton Martin, BS40 6LD



ARCTANGENT

- 1. VIP Entrance/Exit
- 2. VIP Parking
- 3. VIP Festival Reception
- 4. General Access Entrance
- 5. General Access Exit
- 6. General Access Accessible Parking
- 7. Accessible Campsite & Shower
- 8. First Aid and Welfare
- 9. Festival Reception
- 10. Taxi Rank
- 11. Shuttle Bus Pick-up/Drop-off

ENTRANCE/EXIT
 FESTIVAL RECEPTION
 TOILETS
 BAR
 MERCH
 FOOD
 SHOWERS
 FIRST AID
 HEADPHONES

Site Description

ArcTanGent is held on a farm and there will be areas with uneven ground. There are some hard standing roads, however most areas are only accessible by crossing grass.

Ground conditions are weather dependant. In the event of bad weather, some site locations of the site may become difficult to travel to if you are a wheelchair user or have reduced mobility. If you have off road tyres, we suggest fitting these prior to your arrival.

If you find yourself in difficulty, please alert your nearest security guard or steward.

Distances

Below is a breakdown of approximate distances across the site.

Accessible Car Park to...

Accessible Camping = 60m

Arena Entrance = 150m

Arena Entrance to...

Main (Arc) Stage = 165m

Bixler = 150m

Elephant = 20m

Yohkai = 80m

PX3 = 110

Before ATG

Before coming to ATG, we ask that you tell us what access facilities you need so we can provide the right facilities.

Make sure you've packed all the essentials:

- Clothing for all weather – waterproofs, sun hat, jumpers, good footwear
- Camping equipment – tent, sleeping mat or camp bed, sleeping bag and blankets, pillow
- Toiletries (especially sun cream!)
- Any medication you might need (unfortunately we cannot accommodate refrigerated medication)
- Any modifications for mobility aids – all terrain tyres, fairy lights or glow in the dark stickers for all-night adventures

And most importantly, all your tickets!

Personal Assistant Tickets

We offer a free Personal Assistant ticket to anyone who could not attend the festival without the assistance of another. You do not need to know who your PA will be, but they must be capable of supporting you fully throughout the event as a condition of this free ticket.

N.B. PA tickets have not yet been sent. Please do not worry if you haven't received this yet but have requested this, it is on it's way to you shortly.

Getting to ATG

Entering The Site

General Ticket Holders:

Enter the site via **Green Gate**.

WHAT3WORDS: ///residual.fiery.digested

This is where all non-production or non-VIP traffic enters, including cars for general parking, drop-offs and taxis.

VIP Ticket Holders:

Enter the site via **Yellow Gate**.

WHAT3WORDS: ///jousting.pining.madness

This entrance is for VIP customers only.

Accessible Parking

The Accessible Car Park is located 150m from the arena entrance, in close proximity to the Accessible Campsite.

If you have requested an accessible parking space, you will be sent an Accessible Parking e-Ticket, which you will need to present to receive your pass to display in your windscreen.

N.B. Accessible parking tickets have not yet been sent.

If you are a VIP customer, you will be directed to an accessible space within the VIP car park.

Shuttlebus and Coaches

[Tuned in Travel](#) are the official transport provider for ArcTanGent 2024. Shuttle bus & coach tickets have to be pre-booked via their website, [here](#).

The bus drop-off and pick-up location is located in the General Car Park, near the Taxi Rank. If you require assistance, please speak to a member of staff.

Make sure you have enquired directly with Tuned In Travel beforehand if you have any accessibility requests: customerservices@tunedintravel.com.

For information on Tuned In Travel's accessibility, please visit their website and contact them directly, [here](#).

Taxis & Drop-Offs

A taxi and car drop-off/pick-up area is located within the General Car Park (number 10 on the Access Map). This will be marked by a **YELLOW** flag with 'TAXI' written on it.

We recommend pre-booking any travel to and from the festival advance as taxis will not be waiting here and phone signal may be difficult.

For information on local accessible taxi services, please visit the bristol.gov.uk website.

Wristbands + Passes

General Ticket Holders:

First set up camp, and then make your way to Festival Reception, where you will collect your wristbands and any accessibility passes. This is also where you will enter the festival arena each day.

When collecting your wristbands, please use the **Priority Lane** and go to the Access Reception Point. This lane will also be used by Guest List and Press members, as well as general public with ticketing issues.

A hearing loop is installed at Festival Reception.

VIP Ticket Holders (using VIP Parking/Camping):

VIP customers check-in and enter the arena through a separate entrance. If you have purchased a VIP upgrade, you will be able to collect both your VIP and Accessibility wristbands and passes from VIP Reception.

There is not a hearing loop installed here, or a Priority Lane. If you are in a queue here and find this stressful, please go to the front of the line and explain that you are an accessibility customer and they will serve you next.

If you are a VIP customer and would like to discuss accessibility whilst at the event, please come to General Festival Reception, or ask a staff member at VIP reception to contact Accessibility on radio for you.

Our Accessible Facilities

Accessible Camping

Accessible camping is located at the closest point to Festival Reception (approx. 120m distance) to make access to the Arena as easy as possible.

Staff/volunteers will be available to help you find a suitable pitch and give directions.

Within the accessible campsite, there will be:

- Mix of standard and accessible portable toilets
- Accessible shower unit (key available at Festival Reception if locked)
- A water point

Standard showers are available in the general campsite. We politely ask guests of accessible campers to use these where possible, to ensure the accessible unit is available for those who need it.

Accessible Live-Ins:

Accessible live-in vehicles will be prioritised to be pitched alongside the Accessible Campsite. In the event this space is

filled, Accessible Live-Ins will be pitched in the Accessible Car Park.

As we have limited space for campervans, please ensure you have informed access@arctangent.co.uk prior to your arrival, and have filled out the [Access Request Form](#).

Accessible Toilets

Accessible Toilets can be found at the following locations:

- Accessible Campsite
- General Campsite
- Live-In Vehicle Campsite
- VIP area
- Every accessible viewing platform
- Medical/Welfare
- Oxfam Campsite (staff only)

You do not need a radar key to access these.

We do not have an adult changing places unit. If you require a sanitary surface to place medical equipment or have a need to dispose of sharp items, please visit our Medical Compound. We advise you also carry disinfectant wipes with you to sterilise surfaces before use.

Viewing Platforms:

Accessible Viewing Platforms are located at each stage and will be stewarded during performance hours.

There will be a small number of chairs on the platforms, but you are welcome to bring your own camping chairs into the arena and onto the platform.

To gain access to the platforms, please show your Accessibility Wristband or PA Lanyard. The lanyard may be worn by any one person you choose when accessing the platforms.

Viewing Platform Etiquette:

We kindly ask that all viewing platform users adopt good platform etiquette. The platforms can get very busy during peak performance times, so we ask you to respect the needs of others.

The platforms operate on a first-come, first-served basis, and you can bring one +1 with you of your choosing. Some exceptions may be made for children and families, or at quieter periods. If the platforms are nearing capacity, +1's may be asked to step down if they are able to leave their companion for a short while.

Wheelchairs will be prioritised at the front, as well as those who need to be seated. If you are able to stand, please do so at the back of the platform.

Charging for Mobility Aids and Assistive Equipment

Charging facilities for mobility aids and assistive equipment will be available at Festival Reception.

We will ask you to sign in and out your equipment. Please bring your own charging cables and please ensure cables and plugs are labelled.

Hearing Loops

We have one Hearing Loop installed on site, located at Festival Reception.

Further Information

Festival Reception:

We will have a dedicated Info Point located within the Festival Reception. This is where mobility aid charging is located.

This is also where our Access Manager, Laura, is based - please feel free to come and visit! If she has had to step out, the Info Team will be able to help, or can contact her via radio for any queries you may have or assistance you may require.

Bars and Traders:

Lowered service points will be available and signposted at each of our bars, except the VIP bar where we will have an Accessible Service Point to one side.

These can be used by anyone with a disability, not just wheelchair users. Please make yourself known by showing you Accessibility Wristband at these service points.

Medication, First Aid and Welfare:

First Aid and Medical is provided by St Johns Ambulance.
Welfare is provided by TTK Welfare.

The Medical and Welfare compound is located just outside of the arena, near Festival Reception and is open 24hrs a day.

Unfortunately, we are not able to provide medication 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.

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.

Strobe Lighting:

Please be aware that strobe lighting may be used in any of our performances throughout the weekend.

Assistance Dogs:

Registered assistance dogs are welcome at ArcTanGent.
Please contact access@arctangent.co.uk if you are planning to bring an assistance dog with you to the event.

Please note, we do not have a dedicated toileting area for dogs. Please bring waste bags with you, which you can deposit in any general waste bin on site.

Please be aware that 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.

Post-Festival Feedback

A few weeks after we close the gates to ArcTanGent, we will be sending out a questionnaire to get your thoughts on this year's event.

We would appreciate if you could take the time to complete this and give us your feedback.

All information collected will help us to continue developing our accessibility services year on year. All data will be anonymised.

Further Questions

If you have any further questions, please don't hesitate to contact access@arctangent.co.uk.

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