

ACCESS FACILITIES - INSIDE THE EVENT

Accessible Entrance

There's a dedicated accessible entrance located to the west of the event perimeter. There will be a dedicated customer service team located within the area who will be able to assist.

Access Manager

You can find the Access Manager at the Accessible Customer Services Hub, near the entrance to the Great Oak Stage Viewing Platform.

Viewing Platform at The Great Oak Stage (Main Stage)

The Viewing Platform is designed for wheelchair users and other impairment groups where standing area is not suitable. (This must be pre booked via www.bst-hydepark.com/info-details/accessibility). This area is subject to availability as it has a limited capacity.

Ground Level Viewing Area at The Great Oak Stage

The Ground Level Viewing is for disabled customers who wish to stand, but need a less crowded area and/or the option of sitting for short periods of time. (This must be pre booked via www.bst-hydepark.com/info-details/accessibility). This area is subject to availability as it has a limited capacity.

Viewing Platform at The Rainbow Stage presented by British Airways

An unreserved place on the Viewing Platform and valid with proof of disability. Wristbands for access can be collected from our accessible team located at the accessible entrance and the Accessible Hub. This area is subject to availability as it has a limited capacity.

British Sign Language (BSL) Performance Interpreter

BSL Performance Interpreters are available for all acts on the main stage on all show days.

Accessible Toilets

Accessible toilets are available at all the sanitation areas and at the Accessible Viewing Areas. You will require a radar key to gain access to some toilets. Keys will be held by toilet supervisors, all Customer Service Hubs and the Welfare Tent.

Changing Places Unit

There will be a Changing Places Facility and hoist situated by the Great Oak Accessible Viewing Area.

Charging Points

Charging points for powered chairs are available at the Great Oak Viewing Platform and the Welfare Tent.

Lowered Counters

There will be lowered counters at bars, merchandise stands, and some food outlets. Provisions will be made where they are not available.

Hearing (Induction) Loops

These are located at a dedicated Box Office window, Accessible Customer Services Hub and limited bars locations. Merchandise can be produced in alternative formats. Please email your request to access@bst-hydepark.com.

Quiet Space

This is a space provided for customers who need to get away from the crowd for a while. It is located in the Welfare Tent in the North of the site.

Hidden Disabilities

If you would like support or advice inside BST our Access Manager is based at the Access Hub, near the entrance to the Accessible facilities. Or please contact us in advance with your questions via email on access@bst-hydepark.com or via phone on 0344 581 0909.

Assistance Dogs

If you require a dog spending area on site please email your request by Friday the 31st May 2024 to access@bst-hydepark.com.

Other Questions?

Please contact us in advance via access@bst-hydepark.com if you have any other enquiries which are not answered on the website.