

# ACCESS FACILITIES – INSIDE THE EVENT

## 1. Access Manager

You can find the Access Manager at the Information Hub, near the entrance to the Viewing Platform. This will be clearly signposted.



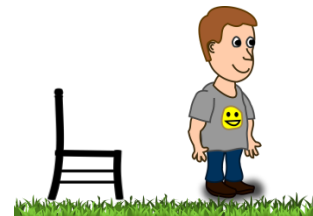
## 2. Viewing Platform at The Great Oak Stage (Main Stage)

The Viewing Platform is designed for wheelchair users and other impairment groups where standing area is not suitable. (Subject to availability)



## 3. Ground Level Viewing Area at The Great Oak Stage (Main Stage)

The Ground Level Viewing this 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. (Subject to availability)



## 4. Viewing Platform at The Barclaycard Stage

An unreserved place on the Viewing Platform and valid with proof of disability. (subject to availability)



## 5. British Sign Language (BSL) Performance Interpreter

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



## 6. Accessible toilets

Accessible toilets are at all the toilet blocks and at the Viewing Platform/Ground Level Viewing Area.

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.



## 7. Changing Places Unit

There will be a Changing Places Facility and hoist situated at the by the Viewing Platform/Ground Level Viewing Area.



## 8. Charging points for power chairs

These are available at the Viewing Platform and the Welfare Tent



## 9. Lowered counters

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

## 10. Hearing (Induction) Loops

These are located at one of the Box Office windows and Accessible Customer Services Hub and limited bars locations.



## 11. Merchandise

Merchandise can be produced in alternative formats. Please email your request to [access@bst-hydepark.com](mailto:access@bst-hydepark.com).



## 12. Quiet space

This is a space that people can use when they need to get away from the crowd for a while. It is located in the Welfare Tent in the North of the site.



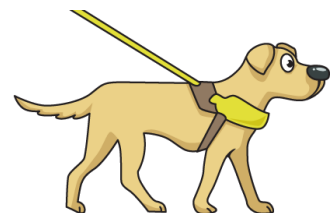
## 13. Hidden Disabilities

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 [access@bst-hydepark.com](mailto:access@bst-hydepark.com)

## 14. A dog spending area for assistance dogs

If you require dog spending area on site please email your request within a reasonable time frame to

[access@bst-hydepark.com](mailto:access@bst-hydepark.com).



## 15. Other questions around accessibility?

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