



American Express presents BST Hyde Park aims to create an inclusive festival for Deaf, disabled and neurodivergent audiences and those with long-term physical and mental health conditions. We work closely with Attitude is Everything and are proud to hold their Live Events Access Charter Gold Award. In order to make everyone's visit as enjoyable as possible, we have a number of accessible facilities available on site for those who need them.

TICKET TYPES AND PASS COLLECTION

The accessible areas at American Express presents BST Hyde Park are open air with very little shade so please bear this in mind when booking.

The following ticket types provide access to dedicated viewing areas (subject to availability) :

- **Viewing Platform at The Great Oak Stage (Main Stage)** - This raised platform is designed for wheelchair users and other groups for whom the Ground Level Viewing Area is not suitable; and their PAs if required.
- **Ground Level Viewing Area at The Great Oak Stage (Main Stage)** - This is a hard standing, ground level area for customers with disabilities who wish to stand for the event, but need a less crowded area and/or the option of sitting for short periods of time. There will not be an unrestricted sight line of the stage when seated in this area, as there will be customers in front of the Ground Level Viewing Area who are likely to be standing up.

Ticket Type	<u>Viewing Platform at The Great Oak Stage (Main Stage)</u>	<u>Ground Level Viewing Area at The Great Oak Stage (Main Stage)</u>
Facilities included		
A free Personal Assistant Pass (this ticket type is sold in multiples of 2: one paying customer plus one free PA)*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
A reserved place on the Viewing Platform at the Main Stage	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A reserved place on the Ground Level Viewing Area at the Main Stage	<input type="checkbox"/>	<input checked="" type="checkbox"/>
An unreserved space on other stage Viewing Platforms (subject to availability)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
General Admission entry through the dedicated Accessible Entrance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access to an extensive range of bars and food concessions in the main arena	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Use of accessible toilets. See below for locations.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Chairs on the platforms will be provided with priority for customers requiring these	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

*Personal Assistant Pass for Viewing Platform / Ground Level Viewing Area (Main Stage)

This pass is limited to one per paying customer and is provided at no extra cost at the time of booking event tickets for the two accessible areas listed above

The pass is issued at the Access Customer Service Hub, located inside the event by the entrance to the Main Stage Viewing Platform, on presenting the Personal Assistant Ticket

The Personal Assistant pass is interchangeable during the event, so if customers come in a group it can be swapped with other members of the party

In order to ensure fairness and accommodate as many people with disabilities as possible in these areas we are not able to provide more than one Personal Assistant pass per person unless required for medical reasons.

Personal Assistant Pass for any other ticket type

Personal Assistant passes are also provided at no extra cost for all other ticket types, such as the American Express VIP Summer Garden (subject to availability). Please note that Personal Assistant passes for other ticket types need to be arranged via phone or email using the below contact details.

VALID PROOF OF DISABILITY & SUBMITTING SUPPORTING DOCUMENTS IN ADVANCE

The facilities provided with the ticket types above are only available when booked in advance, with valid supporting evidence and subject to availability. The closing date for submitting evidence in advance is 31st May 2023. If you have not submitted evidence by this date you will be required to show evidence once you reach the event.

You will need your order number to complete this process.

Our system ensures that, once you have booked your tickets, you have the opportunity to submit your supporting documents in advance of the show.

Please fill in the Supporting Document Form [here](#) for full instructions on how to submit your evidence.

If you submitted evidence for an American Express presents BST Hyde Park show in 2020 and agreed to join the access database then you will not need to resubmit evidence for the 2023 shows. Evidence prior to this will need to be resubmitted.

The following are recognised as a valid proof of disability:

- Front page of DLA letter (no specific rate required)
- Front page of Attendance Allowance letter (no specific rate required)
- Receipt of Personal Independence Payment (PIP)
- Evidence that registered severely sight impaired (blind)
- CredAbility Access Card – + 1 category requirement
- Recognised Assistance Dog ID card
- Evidence of War Disablement Pension

We will review an application without the recommended evidence on a case-by-case basis.

BOOKING PROCESS

HOW TO BOOK YOUR VIEWING PLATFORM OR GROUND LEVEL VIEWING AREA TICKET

1. Log on to [axs.com](https://www.axs.com), or if you are starting from the BST Hyde Park website, please select the accessible ticket tab from the ticket section
2. Select your event
3. Select the accessibility tab (either Viewing Platform or Ground Level Viewing Area)
4. Confirm 2 tickets (this is the only option as these are sold in pairs)
5. Select Continue
6. Check you're happy with the price and have selected the correct tickets
7. If you require a blue badge car park pass, there is an option to add this to your order (this is free of charge but subject to availability)
8. If you're happy, select Continue to checkout
9. Review your booking and select continue (please note the only delivery method available is via AXS Mobile ID within the official BST app)
10. Select Continue
11. Sign in if you haven't already done so, or create an account
12. Enter your credit card details to purchase your tickets
13. Go to our festival website and submit your supporting documentation [here](#) - please ensure you have the documentation ready
14. Submit your documentation
15. Our staff will review your request (this is not an immediate process – it may take up to 3 weeks)
16. Once we have accepted your documentation, you'll receive an email notification confirming your request has been granted
17. You'll be issued with a Personal Assistance ticket at no extra cost that will be added to your Mobile ID account within the BST app
18. If we can't process your request, or if we need further details, you'll be contacted by our Customer Service team

19. Download the Official BST app [here](#) to access your tickets

To find out more about available ticket types, please head to the Ticket Types & Pass Collection section of our website which can be found [here](#).

Please note that if you wish to book a free PA pass for any other ticket type this can only be done via phone/email using the below contact details.

Waiting Lists

If you wish to be added onto the waiting list and /or you wish to book a PA pass at no extra cost for any other ticket type this can be done via phone or email using the contact details below. There is a waiting list for our Viewing Platform and Ground Level Viewing Area tickets. This is due to the potential release of any tickets in the case of incomplete purchase (e.g. due to incomplete evidencing requests).

Please note: If you have not heard back by two weeks prior to the show then unfortunately your ticket request has been unsuccessful, and we will not be able to accommodate the specified ticket type.

The waiting list has now closed for the 2023 shows.

There will not be Main Stage Viewing Platform or Ground Level Viewing Area ticket upgrades available at either the Box Office or the Customer Service hubs on show days.

If you have any questions, please head to our Contact details page which can be found [here](#)

As our accessible facilities are limited, we prioritise them for guests with long-term disabilities. Therefore, they are not generally available for those with temporary conditions, such as pregnancy or broken limbs. For any issues around access that arise on the day please go to the dedicated Access Customer Service Hub for assistance.

BLUE BADGE CAR PARKING

BST Hyde Park's Blue Badge Parking is only available when you book your ticket, must be pre-booked, and is subject to availability.

Important notes:

- The Blue Badge Parking ticket is limited to one per paying customer, subject to availability.
- It is provided free of charge at the time of booking event tickets.
- The Blue Badge Parking ticket is valid with presentation of a blue badge, matching Photo ID and event ticket on arrival. If you arrive without this documentation you may be refused entry to the car parking area.
- This car park will be located to the west of the event site. The exact location and full arrival information will be sent out closer to the event date.
- An accessible shuttle service for those requiring this will operate to transport customers to and from the blue badge car park to the dedicated accessible event entrance. The service will begin 1 hour before doors and will continue at the end of the show until all customers have left. For safety reasons there may be a waiting time of up to 30 minutes at the end of the event for this service while the main egress takes place.
- An arrival form will be sent out to all Blue Badge ticket holders in advance of the shows – this must be completed and submitted before arrival. Full details will be listed on the form.

For additional parking spaces closer to the event site you may wish to consider Q-Park on Park Lane: <https://www.q-park.co.uk/en-gb/cities/london/park-lane/>

More information on other Blue Badge Parking locations in the surrounding area can be found on the Westminster City Council [website](#) or via 020 7641 6000.

SITE DESCRIPTION & LOCATION

American Express presents BST Hyde Park takes place on the Parade Ground on the East Side of Hyde Park. The area is predominantly grass, with limited hard standing pathways. In the event of bad weather, mud and puddles are likely. Information about the location of the event in Hyde Park can be found at [the royal parks website](#), as well as further information about the park itself.

All access to the site entrances is along level hard standing paths apart from a gentle gradient from Serpentine Road to the Accessible Entrance.

There are tarmacked paths from the Accessible Entrance all the way to the Viewing Platform / Ground Level Viewing Area, although accessible ticketholders can also choose to enter through the North or South Entrances

Viewing Platform & Ground Level Viewing Area - to - nearest general admission Bar = 130m

Viewing Platform & Ground Level Viewing Area - to - Nearest general admission Food vendors = 200m

PUBLIC TRANSPORT INFO

American Express presents BST Hyde Park takes place on the Parade Ground on the East side of Hyde Park. The postcode of the event is W2 2UH. Please refer to the Royal Parks Map.

The central London location of our event means that we are well served by the public transport network and as part of our sustainability plan we urge you to use public transport where possible or even walk. Use TFL's Journey Planner

at <http://www.tfl.gov.uk> and check which entrance applies for your ticket type closer to the event.

Underground/Main Line Train Stations

Tubes: Marble Arch, Hyde Park Corner, Bond Street, Knightsbridge, Green Park (step-free access), Lancaster Gate

Tube & Main Line Trains: Paddington and Victoria

Please note that after the event some stations may temporarily close some entrances due to the large numbers of people. In this case a steward can advise on alternative entrances or how long the wait time will be until the entrance reopens.

Buses

Marble Arch : 26, 7, 10, 16, 23, 30, 36, 73, 74, 82, 94, 98, 137, 148, 159, 159, 274, 390, 414, 436

All TFL buses have level access and are able to accommodate one wheelchair user.

TRAVEL DISTANCES

Marble Arch – to – Accessible Entrance: 660m

Hyde Park Corner Tube – to – Accessible Entrance: 1130m along level hard standing path

Knightsbridge Tube – to – Accessible Entrance: 970m

Green Park Tube (step free) – to – Accessible Entrance: 1800m

ACCESS FACILITIES

Download your easy-read guide to the Access Facilities [here](#).

As our accessible facilities are limited, we prioritise them for guests with long-term disabilities. Therefore, they are not generally available for those with temporary conditions, such as pregnancy or broken limbs. For any issues around access that arise on the day please go to the dedicated Access Customer Service Hub for assistance.

The Accessible Entrance

A dedicated accessible entrance for major ticketed events, this is a priority entrance for those with accessibility tickets only. Please note this is on the West of the site so may be a longer distance to travel depending on where you enter Hyde Park, however this entrance offers a hard standing path along the event perimeter and then inside the event to the Viewing Platform and Ground Level Viewing Area. Please note that access tickets can also enter via any of the general admission entrances, and there is a 1.2m wide or greater entrance lane at each.

Box offices

A lowered counter for wheelchair users will be available at the box office. The box office is located at the south of the site on Serpentine Road next to the Bandstand. One of the box office windows will have an induction loop for those who use them.

Access Manager

Our Access Manager will be the main point of contact for all customer access queries and is based at the dedicated Access Customer Service Hub, near the entrance to the Accessible facilities. This will be clearly signposted on site and highlighted on the event map. The Access Manager will also be contactable on radio during the event

Viewing Platform at The Great Oak Stage (Main Stage)

This raised platform is designed for wheelchair users and other impairment groups for whom the Ground Level Standing area is not suitable; and their PAs if required. This is only available when pre-booked, subject to availability and only valid with proof of disability.

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

This is a hard standing area for disabled customers who wish to stand for the event, but need a less crowded area and/or the option of sitting for short periods of time. Please be aware that there will not be an unrestricted sight line of the stage when seated in this area, as seated there will be customers in front of the Ground Level Viewing Area who are likely to be standing up. This is only available when pre-booked, subject to availability and only valid with proof of disability.

Viewing Platform at the Rainbow Stage presented by British Airways

There is a raised platform at the Rainbow Stage presented by British Airways. Places on this platform are not bookable; they are unreserved and subject to availability. However, customers will need to have booked a Great Oak Stage Viewing Platform or Great Oak Stage Ground Level Viewing Area ticket to gain access to the Rainbow Stage presented by British Airways Viewing Platform.

British Sign Language (BSL) Performance Interpreter

BST Hyde Park welcomes Deaf and Hard of Hearing customers and is proud to offer British Sign Language interpretation for all acts on the Great Oak Stage (Main Stage) across all nine shows. BSL Interpreters for these performances will be based to the side of the stage, on the right hand side of the stage if you are facing it. A dedicated BSL viewing screen will be located next to the interpreters.

If you require access to the viewing area where the interpreters are located please email access@bst-hydepark.com to arrange a wristband. Alternatively, please visit the Access Customer Service Hub on arrival at the event (located by the entrance to the Main Stage Viewing Platform). From here, someone from our access team will provide you with a wristband to ensure that you and a friend are able to get as close to the interpreters as possible.

Accessible toilets

Accessible Toilets are located at the Accessible Entrance, the Access Customer Service Hub, the Rainbow Stage Viewing Platform and the Welfare Area. These toilets will not require a radar key but are reserved for customers with Access requirements only. An accessible toilet wristband will be required and can be requested at the Access Customer Services Hub. Additional accessible toilets will also be available on site. For the most up to date information on the location of these toilets and how to access them, please visit the Access Hub or check the Accessibility section of the website.

Changing Places Unit

There will be a Changing Places Facility and hoist situated at the sanitation block nearest to the Viewing Platform/Ground Level Viewing Area.

Charging points for powered chairs

Charging Points are available at the Main Stage Viewing Platform, the Rainbow Stage presented by British Airways Viewing Platform and at the Welfare Area.

Lowered counters

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

Hearing (Induction) Loops

These are located at one of the Box Office windows, the Access Customer Service Hub, the Welfare Area, The Garden Entrance Ticket Upgrade desk and at limited bars locations. They will be identified by a sticker.

Merchandise

Merchandise can be produced in alternative formats within a reasonable time frame. Please email your request to access@bst-hydepark.com.

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 Area in the North of the site.

Hidden Disabilities

We understand that not all disabilities are immediately apparent. If you would like support or advice inside BST our Access Manager will be the main point of contact and is based at the dedicated Access Customer Service Hub, near the entrance to the Accessible facilities. Or please contact us in advance with your questions via access@bst-hydepark.com

A dog spending area for assistance dogs

If you require a dog spending area on site please email your request within a reasonable time frame to access@bst-hydepark.com.

Other questions around accessibility?

Please contact us in advance via any of the contact methods listed below. We will do our best to support your visit.

CONTACT US

If you require further assistance with booking tickets or the information required cannot be found on any web pages:

BY PHONE:

- If you are happy for someone to call you back within 24 hours please call 0344 581 0909 and leave a voicemail with your name, contact number and summary of access query. Please note this call back service is for access queries only.

BY LIVE CHAT:

- You can contact us through AXS 'Live Chat' function in the help section on AXS website. To locate this, please go to www.axs.com/uk, travel to the bottom of the website, and click on the Help Centre link. Our opening hours are: Monday to Friday, 9am – 5:30pm.

BY E-MAIL:

- You can also contact us by e-mail on access@bst-hydepark.com, please note that it might take up to five working days to respond.

If the event is in 3 days or less, please call us on the telephone number above.

MEDICATION

Please bring any medication that you would normally take, but no more than you would personally expect to take over the duration of the event. Tell your friends about any allergies you have. All medication must be clearly labelled as prescribed and the name on the prescription label must match that of the ticket holder.

Medication can be safely stored and refrigerated at the Welfare Area on site if required. Please remember that all medication must be self-administered.

STROBE LIGHTING

Please note that it is likely that most acts performing on the Great Oak stage will use strobe lighting as part of their performance.

SEATING & SHADE

All BST Hyde Park Shows are standing only.

There are some places to sit down and relax including pub-style garden tables and benches and there are areas with shade in the south of the event (Leafy Grove).

Chairs or seats of any kind, including shooting sticks, are not permitted at our ticketed events for safety reasons. Mobility aids will be accepted but please do not bring any seating with you to the event as it will not be allowed into the festival site.

Reserved seating is available at the Main Stage Viewing Platform and the Ground Level Viewing Area for customers with pre-booked tickets only. **These tickets have now sold out for all 2023 shows, with the exception of All Things Orchestral on June 23rd, and there will not be any upgrades available on the day.**

Customers with the following ticket types have access to the Great Oak Terrace but please note this area is also standing only and no seating is available:

- All VIP Terrace - Accor Live Limitless
- The Ultimate All Terrace - Accor Live Limitless
- Great Oak Premium VIP

ATTITUDE IS EVERYTHING



Attitude is Everything improves Deaf and disabled people's access to live music by working in partnership with audiences, artists and the music industry.

Having begun as a pilot project in 2000, Attitude is Everything is now a fully independent charity and part of Arts Council England's National Portfolio of Organisations. They encourage events producers to go beyond the legal obligations set out in the Equality Act and implement best practice, providing a fair and equal service to their Deaf and disabled customers. Attitude is Everything support the music industry to understand Deaf and disabled people's access requirements at music venues and festivals by building equality into the strategic process using a Charter of Best Practice. The ethos of the Charter is that Deaf and disabled people should be as independent as they want to be at live music events and over 100 venues and festivals have already signed up.

www.attitudeiseverything.org.uk

www.twitter.com/attitudetweets

www.facebook.com/attitudeiseverything

BECOME AN ATTITUDE IS EVERYTHING MYSTERY SHOPPER

The Attitude is Everything Charter of Best Practice encourages live venue promoters to publicly show their commitment to improving access, and is assessed by a nationwide team of Mystery Shoppers.

To become a Mystery Shopper, you can visit the Attitude is Everything [website](#) or email mauro@attitudeiseverything.org.uk to request the forms and more information.