



Our aim is to make sure that BST Hyde Park is fully accessible to anyone who wants to attend. In 2019 the event was awarded Gold Status by Attitude is Everything on their Charter of Best Practice, the highest award available. We are committed to retaining this level and improving accessibility each year.

## TICKET TYPES AND PASS COLLECTION

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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 facilities are available only when booked in advance, with valid proof of disability and subject to availability.

### **Viewing Platform at The Great Oak Stage (Main Stage)**

This raised platform is designed for wheelchair-users and those with disabilities for whom the Ground Level Viewing area is not suitable, and a Personal Assistant (PA) if required.

Ticket includes:

- A free Personal Assistant Pass (this ticket type is sold in multiples of 2: one paying customer plus one free PA)
- A reserved place on the Viewing Platform at the Main Stage
- An unreserved space on other stage Viewing Platforms (subject to availability)
- General Admission entry through the dedicated Accessible Entrance.
- Access to an extensive range of bars, food concessions in the main arena
- Use of accessible toilets, which are located at every toilet block at the event
- Chairs on the platforms will be provided with priority for customer requiring these

For full information on BST Hyde Park's accessible facilities please head to <https://www.bst-hydepark.com/event-info/faqs/disability-access-faqs>

A customer and PA pass providing access to the above will be provided at the Access Customer Service Hub on showing your ticket. This is located inside the event by the entrance to the Main Stage Viewing Platform. The PA pass is interchangeable during the event, so if customers come in a group it can be swapped with other members of the party to gain access to the viewing areas.

Proof of disability is required to provide you with access to the above booked facilities. Once you have booked your tickets, you have the opportunity to submit your supporting documents in advance of the show. Please see below for full instructions on how to submit your evidence. You will need your order number to complete this process.

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

This is a hard standing 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, and a PA if required. Please be aware that there will not be an unrestricted sight line of the Main 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 includes:

- A free Personal Assistant Pass (this ticket type is sold in multiples of 2: one paying customer plus one free PA)
- A reserved place on the Ground Level Viewing Area at the Main Stage.
- An unreserved space on other stage Viewing Platforms (subject to availability)
- General Admission entry through the Accessible Entrance.
- Access to an extensive range of bars, food concessions in the main arena
- Use of accessible toilets, which are located at every toilet block at the event
- Chairs on the platforms will be provided with priority for customers requiring these

For full information on BST Hyde Park's accessible facilities please head to <https://www.bst-hydepark.com/event-info/faqs/disability-access-faqs>

A customer and PA pass providing access to the above will be provided at the Access Customer Service Hub on showing your ticket. This is located inside the event by the entrance to the Main Stage Viewing Platform. The PA pass is interchangeable during the event, so if customers come in a group it can be swapped with other members of the party to gain access to the viewing areas.

Proof of disability is required to provide you with access to the above booked facilities. Once you have booked your tickets, you have the opportunity to submit your supporting documents in advance of the show. Please see below for full instructions on how to submit your evidence. You will need your order number to complete this process.

#### Note on Personal Assistant Passes for Viewing Platform / Ground Level Viewing Area at the Main Stage

- This pass is limited to one per paying customer and is provided free of charge 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 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.
- Personal Assistant Pass for any other ticket type

If you wish to book a free Personal Assistant pass for any other ticket type, such as the American Express Summer Garden, this is always an option (subject to availability), but please note that this can only be done via phone/email using the below contact details.

## **BST HYDE PARK BLUE BADGE 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 buggy 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 please check the details can be found on the Westminster website or via 020 7641 6000.

## BOOKING PROCESS

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To book the above accessible ticket types please click on your selected show online.

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

As our accessible facilities are limited, and 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.

PLEASE NOTE THAT IF THE ACCESSIBLE AREAS ARE SOLD OUT FOR YOUR CHOSEN SHOW (OR YOU DO NOT REQUIRE THE ACCESSIBLE AREAS) – YOU ALWAYS HAVE THE OPTION OF BOOKING A FREE PA PASS FOR ANY OTHER TICKET TYPE (SUBJECT TO AVAILABILITY), BUT PLEASE NOTE THAT THIS CAN ONLY BE DONE VIA PHONE/EMAIL USING THE BELOW CONTACT DETAILS.

## CONTACT US

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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 02077577853 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](http://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](mailto:access@bst-hydepark.com), please note that it might take up to 48 hours to respond.

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

## **VALID PROOF OF DISABILITY & SUBMITTING SUPPORTING DOCUMENTS IN ADVANCE**

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Proof of disability is required to provide you with access to the above booked facilities and /or your PA ticket.

**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 download the Supporting Document Form online for full instructions on how to submit your evidence. You will need your order number to complete this process.

**The closing date for submitting evidence in advance is Friday 27th May 2022 (four weeks prior to the first show). If you have not submitted evidence by this date you will be required to show evidence once you reach the event.**

If you submitted evidence for a BST Hyde Park show in 2020 and agreed to join the access database then you will not need to resubmit evidence for the 2022 event. 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.*

## **BLUE BADGE CAR PARKING**

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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 buggy 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 please check the details can be found on the Westminster website or via 020 7641 6000.



## SITE DESCRIPTION & LOCATION

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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**

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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**

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Marble Arch – to – Accessible Entrance: 660m (8min)

Hyde Park Corner Tube – to – Accessible Entrance: 1130m (14min) along level hard standing path

Knightsbridge Tube – to – Accessible Entrance: 970m (12min)

Green Park Tube (step free) – to – Accessible Entrance: 1800m (23min)

## **ACCESS FACILITIES – GETTING TO THE EVENT**

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### **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 offices. All box offices are located at the south of the site on Serpentine Road next to the Bandstand. Each box office has an induction loop for those who use them.

## **ACCESS FACILITIES – INSIDE THE EVENT**

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Download your easy-read [word](#) or [PDF](#) copy here

### **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. He 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**

There is a raised platform at the second Stage. Places on this platform are unreserved, only available when pre-booked, subject to availability and only valid with proof of disability.

### **British Sign Language (BSL) Performance Interpreter**

BSL Performance Interpreters will be available for all acts on the Great Oak Stage (main stage) across all six shows. As of 2019 this will be provided as standard and customers do not need to request this.

### **Accessible toilets**

Accessible toilets with hand washing facilities are located at each of the toilet blocks and at the Viewing Platform/Ground Level Viewing Area. Please note that you will require a radar key to gain access to some of the accessible toilets. Keys will be held by toilet supervisors at the location of each of the accessible toilets, the Accessible Customer Service Hub and the Welfare Tent.

### **Changing Places Unit**

As in previous years, 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 power chairs**

These are available at the Viewing Platform

### **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 and Access Customer Services Hub and 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](mailto: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 Tent in the North of the site.

### **Hidden Disabilities**

We understand that a hidden disability is not 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](mailto:access@bst-hydepark.com)

### **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).

### Other questions around accessibility?

Please contact us in advance via [access@bst-hydepark.com](mailto:access@bst-hydepark.com) if you have high dependency needs or any other enquiries which are not answered on the website: we will do our best to support your visit.

## **MEDICATION**

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Please bring any medication that you would normally take and tell your friends about any allergies that you have. Medication can be safely stored and refrigerated at the event First Aid point at the North of the site if required. Please remember that all medication must be self-administered.

## **STROBE LIGHTING**

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

## **ATTITUDE IS EVERYTHING**

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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](http://www.attitudeiseverything.org.uk)

[www.twitter.com/attitudetweets](https://www.twitter.com/attitudetweets)

[www.facebook.com/attitudeiseverything](https://www.facebook.com/attitudeiseverything)

## **BECOME AN ATTITUDE IS EVERYTHING MYSTERY SHOPPER**

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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 either [register online](#), or [si@attitudeiseverything.org.uk](mailto:si@attitudeiseverything.org.uk) to request the forms and more information.