



# Access Information

*The Access Information is subject to change and a final version will be circulated one week before the event with any updates.*

At Boundary we provide a range of facilities for those with access requirements. Please read the following information carefully to familiarise yourself with what is available so that you can plan your trip.

**If you would like to use the accessible facilities, it is essential that you fill out the Access Application Form to gain access to any of the following:**

- Free Personal Assistant ticket
- Accessible toilets
- Welfare tent refrigeration and charging
- Accessible Viewing Area

This allows us to plan accordingly and ensure that we have enough capacity to cater for you.

## **BUYING TICKETS**

All applicants will need to purchase a ticket on our [ticket page](#). If you think you are eligible for a free Personal Assistant ticket to accompany you, do not buy a ticket for them. You can apply for this on the Access Application Form.

## **ACCESS APPLICATION FORM 2023**

Please click [here](#) to complete the Access Application Form and request use of the accessible facilities and free Personal Assistant ticket. We will respond within 14 days from when we receive your supporting documentation. Your application isn't approved until you receive an email from Boundary.

Please note the closing date for applications is 5pm Friday 15<sup>th</sup> September 2023. This closing date gives us enough time to process all applications and send out final information and accreditation before the event. We will do our best to accommodate any late applications.

If you have any questions while filling out the form, please contact us: [info@boundarybrighton.com](mailto:info@boundarybrighton.com)

## **PERSONAL ASSISTANTS**

Personal Assistant (PA) tickets are provided so that customers who are unable to independently attend the event can bring along someone who can provide the support needed at no extra cost. For that reason, we advise that your Personal Assistant must be able to carry out all support roles required. Boundary does not provide staff to do this for you. Please state the name and contact details of the PA on the Access Application Form.

## **ELIGIBILITY FOR ACCESSIBLE FACILITIES AND PA TICKETS**

In order to be eligible to use the accessible facilities and obtain a free PA ticket, we ask you to supply one of the following forms of supporting documentation:

- Front page of PIP
- Front page of DLA
- Deaf or Blind Registration

- CredAbility Access Card

There are two ways to send us your supporting documentation:

- 1) Email a scan or photo to [info@boundarybrighton.com](mailto:info@boundarybrighton.com)
- 2) Post a scan or photo to Boundary Access Team, Plus X Innovation Hub, Lewes Road, Brighton, BN2 4GL

The document must be dated in either 2022 or 2023 and state the full name of the customer with access requirements.

Please feel free to black-out any information on the documents that relate to the amount of benefits paid or health conditions.

All documents will be securely stored and then destroyed once the application has been processed.

### **ACCREDITATION AND DESPATCH**

To allow use of the various facilities onsite, Access Accreditation (such as wristbands and/or passes) will be issued. These wristbands/passes will be posted out to applicants in advance of the event using the postal address supplied in the Access Application Form. Please make sure you submit your full address.

Please note, if you apply for a Free PA ticket, this will be sent to you via email in the run up to the event.

### **SITE LAYOUT AND GROUND CONDITIONS**

The event arena is accessible to visitors with mobility impairments. The site is mainly level access with a few inclines throughout the site. However, please be aware that it is a green grass site. Please also take the weather into consideration when planning what to bring as it can have an impact on mobility due to muddy patches etc.

### **MEDICAL & WELFARE**

The Medical and Welfare Tent is open throughout the duration of the festival and located inside the main festival arena.

### **PICK UP/DROP OFF – CARS, TAXIS AND BUSES**

#### ***Taxis***

We have a taxi drop-off/pick-up point served by Brighton taxis at the Amex Stadium Car Park, which is a 10-minute walk from the Boundary site.

#### ***For Cars***

We have a pick-up and drop-off point in the Amex Stadium Car Park. You will not be able to get into Stanmer Park or drop off on the A27.

#### ***For Buses***

If you are arriving by bus, you will be dropped off by the festival gates. Shuttle Buses pick up from the Old Steine, Brighton and the event offers a free shuttle bus service from 9 pm back to the same location. Other bus services that get you close to Stanmer Park, Brighton are 25/25X/28/29/78.

### **TOILETS**

Accessible Toilets are positioned throughout the event. Locations to be clearly signposted.

### **ACCESSIBLE VIEWING AREA**

There are accessible viewing areas at The Arch and SuperCharged big tops at the front by the pit area. This is a mix of raised and ground level viewing with seating provided. While the area is of a reasonable size for the event, spaces are limited, and we encourage you to share the facilities and consider others' needs.

Please request access to this area on the Access Application Form. You will then be provided with 2 x Accessible Viewing passes per application and these must be shown in order to access the accessible viewing area.

**ASSISTANCE DOGS**

Assistance dogs are welcome. Please ensure you can care for your dog's welfare during the event.

**LIGHTS**

Due to the nature of the event and types of performance, there will be flashing and moving lights.

**MAP**

The Access Map will be published here approximately a week before the event so that you can familiarise yourself with the site before you arrive.

**ENQUIRIES**

If you have any queries, please contact us: [info@boundarybrighton.com](mailto:info@boundarybrighton.com)