



## ACCESSIBILITY INFORMATION

The following information provides details about the accessible provisions at Wilderness. If you have any questions that are not answered below, email [accessibility@mamaco.com](mailto:accessibility@mamaco.com).

**Please note:** The disabled access facilities are for festivalgoers with permanent disabilities – pregnant women and people with recent injuries such as broken legs do not qualify.

If you would you like to register to use of any of the below accessible facilities:

- Personal Assistant Ticket Scheme
- Viewing Platform
- Accessible Parking
- Accessible Toilets & Showers
- BSL Performance

First, you need to choose your preferred campsite and book your tickets. Do this online by:

Booking tickets for the Accessibility Campsite

OR choosing your preferred campsite and booking tickets

**Bookings for Wilderness 2021 are not yet open.**

**If you'd rather not book online**, you can call

Ticketmaster's Accessibility Ticketing Team on 0800 9884440

Monday – Friday 9am – 6pm and Saturday 10:30am – 3:30pm. (All tickets subject to availability)

Next, you need to fill out the Accessibility Application Form (not yet open for 2021) and submit the appropriate supporting evidence.



## **BEFORE BOOKING**

Please note Wilderness is a green-field site (Cornbury Park), with some tarmac paths on the peripheral entrances and exits. While there are some sheltered areas (stalls, marquees and performance spaces), it is mainly an open-air event. Ground conditions are therefore weather dependent (if we experience extreme weather the ground may become muddy), therefore mobility across the site may become compromised. We ask you to consider this before booking a ticket.

## **PERSONAL ASSISTANT TICKET SCHEME**

We operate a personal assistant ticket scheme, at no extra cost, for eligible customers, available only on Adult and Teen Tickets. These can be applied for when booking to stay in our Accessibility Campsite or any of our other campsites by following the below instructions.

## **HOW TO BOOK**

1. If you know you'll be applying for a personal assistant ticket then please do not book a ticket for them at your initial booking, as this will not be refunded if your application is approved.
2. Book the required number of Accessibility Festival Ticket(s) (minus personal assistant).
3. Apply for your personal assistant ticket and submit supporting documentation using our Accessibility Application Form  
**The application form for Wilderness 2021 is not yet open.**

Each PA ticket is provided on the expectation that your PA is willing and able to assist you throughout your visit and would be available and able to help you in the event of an emergency.



## **PERSONAL ASSISTANT TICKET ACCEPTED SUPPORTING EVIDENCE**

- Front page of DLA/PIP letter
- Valid access card showing that you are a plus one  
<https://www.accesscard.org.uk/>
- Deaf or blind registration
- Front page of attendance allowance letter
- War Disablement Pension
- Recognised assistance dog I.D. card

All documentation must be dated in the last 12 months or have an indefinite PIP award within the last three year.

We recognise that the evidence above is not definitive. If you do not have any of the above but wish to apply for access facilities at Wilderness, you can do so via the Accessibility Application Form (in the additional comments section) OR by emailing [accessibility@mamaco.com](mailto:accessibility@mamaco.com) to discuss your situation further before booking.

## **ACCESSIBILITY CAMPSITE**

This campsite is exclusively for deaf and disabled guests.

- It is the closest to the arena with a dedicated blue-badge parking area which is free of charge to registered guests.
- It benefits from a hard road entrance for easier wheelchair access.
- Space in the Accessibility Campsite is limited, so only bring the necessary number of tents needed to accommodate your party.
- A maximum of six people, including the registered accessibility customer and their PA are permitted per group.
- To respect other guests, please do not bring structures if they create a camp that exceeds 8 berth combined.



## **ADDITIONAL SUPPORTING EVIDENCE**

In addition to the supporting evidence stated previously we will also accept Blue Badge Holders + valid photo ID (passport/driver's licence) or a verifiable medical consultant letter with an application to camp in the Accessibility Campsite.

## **LIVE-IN VEHICLES**

Space in the Accessibility Car Park / Campsite for live-in vehicles is limited. There is no electrical hook up. If you intend to bring a live-in vehicle you must make this known on Accessibility Application Form and we'll let you know whether this is possible.

## **ACCESSIBLE CAR PARKING**

- The Accessibility Car Park is in close proximity to the Accessibility Campsite (approx. 150m from the Accessibility Check-in Point over a green-field site), unlike General/Quiet/Family Car Parks.
- Only one car is permitted per party for the registered accessibility festivalgoer in the Accessibility Car Park.
- Any other vehicles must be parked in the General/Quiet/Family Car Park.

## **ACCESSIBLE DROP OFF**

- If you're being dropped off at the festival, there's a drop off / pick up point within close proximity to the Accessibility Check-In Point.
- From the drop-off point to the Main Arena is approximately 500m over a gravel pathway and green-field site.



## **ACCESSIBLE FACILITIES**

- Viewing platform at Main Stage (unsheltered)
- Wheelchair-accessible loos at viewing platform and each of the main toilet blocks throughout the arena.
- Induction loops will be available from the Accessibility Check-In Point upon arrival.
- Medical Tent with trained First Aiders.
- Electric wheelchair charging point located at the viewing platform and Accessibility Campsite (also available at Boutique Campsite).
- Assistance dog resting area located at the Welfare tent.
- Lowered bars, which will also have large-print menus.
- Refrigerated storage of medication if necessary.

## **STROBES**

Please note that strobe effects may be used at the event. There will be no specific announcements prior to the use of strobes and lasers.

## **ASSISTANCE DOGS**

While we cannot allow pets of any kind into the festival, registered assistance dogs are permitted. If you plan on bringing an assistance dog, please let us know in advance via the Accessibility Application Form so that we are adequately prepared for this. Otherwise, we cannot guarantee entry of the assistance dog.

## **DEAF & HARD OF HEARING CUSTOMERS**

We have BSL Interpreting services available at the festival from Friday - Sunday. If this is a service you require please fill out our Accessibility Application Form so you can make the most of these services. We'd like to know your suggestions on what we have interpreted, please send all suggestions to [accessibility@mamaco.com](mailto:accessibility@mamaco.com).



## **FESTIVAL SPIRIT**

We are proud to work with Festival Spirit, a life-changing charity that provide the full festival experience to those who would not normally be able to enjoy it due to life-limiting illness or disability. They will have a marquee in the Accessibility Campsite, where they will be stationed throughout the festival with their guests.

## **TICKET ARRIVAL**

If you are staying in Accessibility Camping your wristbands and any applicable accessibility passes will be available to collect from the Accessibility Check-In Point on arrival. Please ensure you have your confirmation email to collect these.

If you are an Accessibility festivalgoer staying in a different campsite you will receive your wristband(s) in the post, within two weeks of the festival. Your personal assistant wristband and/or applicable accessibility passes will be available for collection from your relevant campsite box office. If your postal wristbands have yet to arrive three days before the festival, please contact Ticketmaster on 03330 035 937. [You can check ticket dispatch information here.](#)

We take our accessibility provisions seriously and therefore, there are a small number of Mystery Shopper tickets available if you sign up to the AIE Mystery Shopper Scheme. For more information please go to the [AIE website here.](#)

For any further questions regarding accessibility at Wilderness, please email [accessibility@mamaco.com](mailto:accessibility@mamaco.com).

**ACCESS STARTS ONLINE**

