



# Access Information

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

## **ACCESSIBILITY AT TLR**

At The Long Road we provide a wide 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 Campsite, Accessible Pitch & Park Field or Accessible Live-In Vehicle Field
- Additional guests in Accessible Campsite, Accessible Pitch & Park Field or Accessible Live-In Vehicle Field
- Accessible toilets
- Medical tent refrigeration and charging
- Accessible Viewing Areas

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 festival 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**

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 The Long Road.

Please note, we start despatching the Access Accreditation on Thursday, 3<sup>rd</sup> August 2023. This allows 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 at [access@thelongroad.com](mailto:access@thelongroad.com).

## **PERSONAL ASSISTANTS**

Free Personal Assistant (PA) tickets are provided so that customers who are unable to independently attend the festival 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, such as carrying your luggage between the car park and campsite and putting up your tent. The festival 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 [access@thelongroad.com](mailto:access@thelongroad.com)
- 2) Post a scan or photo to The Long Road Festival Access Team, U-Live, 3 Pancras Square, London, N1C 4AG

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 passes) will be issued. These wristbands/passes plus Personal Assistant tickets will be posted out to applicants in advance of the festival using the postal address supplied in the Access Application Form.

Please note, festival tickets that have been purchased on our ticket page will be sent separately, either by email or post, depending on the option selected during the transaction.

## **EVENT TIMINGS**

The campsites open to camping ticket holders at 11am on Friday and need to be vacated by midday on Monday.

The festival arena will open to Weekend No Camping ticket holders from 3pm on Friday.

The arena will open at 11am on Saturday and Sunday to Weekend No Camping and Day ticket holders.

Car parks will open from 10am on Friday, Saturday and Sunday and need to be vacated by 1pm on Monday.

## **SITE LAYOUT AND GROUND CONDITIONS**

The Long Road site is accessible to visitors with mobility impairments. The site is mainly level access with a few slight inclines. However, please be aware that it is a green grass site with no hard-standing intersections. 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.

## **ACCESSIBLE CAMPING**

We have a dedicated Accessible Camping, with accessible toilets and shower. Accessible Camping is split into dedicated areas for tent camping, pitch and park and live-in vehicles/campervans.

If you would like to access to any of the Accessible Camping areas, please let us know on the Access Application Form and indicate which area you require. Please note, there are no accessible sanitation facilities in any of the other campsites.

In addition to a Personal Assistant, you are allowed up to x 4 guests to camp with you. If you are bringing guests, this must have been requested on the Access Application Form.

Please note that if you are booking into the Pitch & Park or Live-In Areas, you must only book one pitch per accessible application and you may only have one vehicle in each pitch.

### **ACCESSIBLE CAMPSITE AREA**

The Accessible Campsite is for tent camping only. Cars are not allowed in the campsite and we do not offer power hook ups to individual tents.

Festival staff will not be able to provide physical assistance to move luggage between car parks and campsites, or to put up tents. If you require assistance of this nature, you must bring along a Personal Assistant who is capable of supporting your needs.

Please let us know if you would like to camp in the Accessible Campsite on the Access Application Form. In addition to a Personal Assistant, you are allowed up to four guests to camp with you in the Accessible Campsite. Please advise of your numbers on the Accessible Application Form so we can accommodate your group.

### **ACCESSIBLE PITCH & PARK AREA**

The Pitch and Park sites are for those wishing to camp next to their cars. Please let us know if you would like to camp in the Accessible Pitch & Park Field on the Access Application Form. Please note, there are no accessible sanitation facilities in the Pitch & Park Field.

You will need to buy a Pitch & Park User Ticket for each member of your party, as well as a Pitch & Park Plot Ticket for your vehicle from our ticket page. Please note, only one vehicle per application.

Please make sure you read our full Pitch & Park info here: <https://www.thelongroad.com/pitch-and-park>

In addition to a Personal Assistant, you are allowed up to 4 guests to camp with you in the Accessible Pitch & Park Field. Plots are 7m x 10m and all tents must be contained within your marked plot. Please advise of your numbers on the Accessible Application Form so we can accommodate your group.

Directions for how to reach the Accessible Pitch & Park Field will be sent out in advance.

### **ACCESSIBLE LIVE-IN VEHICLE AREA**

If you would like to pitch your live-in vehicle (i.e. campervan or caravan) in the Accessible Live-In Vehicle area, please let us know on the [Access Application Form](#).

You will need to buy a Live-In Vehicle User Ticket for each member of your party, as well as a Live-In Vehicle Pitch Ticket for your vehicle from our [ticket page](#).

Please make sure you read our full Live-In Vehicle info here: <https://www.thelongroad.com/live-in-vehicle>

Please use the Access Application Form to advise the number of people staying in the live-in vehicle in addition to the applicant and Personal Assistant. Please note, only one live-in vehicle per application.

If you want to pitch your campervan in the Accessible Live-In Vehicle Field and want to have an electrical hook-up, please purchase Live-In Vehicle Pitch with Power from our ticket page and make sure you let us know on the Access Application Form.

Directions for how to reach the Accessible Live-In Vehicle Field will be sent out in advance.

## **PREMIUM CAMPING AND GLAMPING**

There are no accessible facilities in the Premium Campsite. If you have a Premium Camping ticket but require accessible facilities, we recommend you camp in the Accessible Campsite. Please let us know on the Access Application Form. If you choose to camp in the Premium Campsite, your Access Accreditation will allow you to use the accessible facilities located in the Accessible Campsite.

## **HIGH FALOOTIN' VIP AREA**

The High Falootin' VIP Area in the festival arena will have an accessible toilet. Only guests with High Falootin' VIP Upgrades can access this area.

If you have booked an High Falootin' VIP Upgrade and require a Personal Assistant ticket for this area, please let us know on the Access Application form.

## **MEDICAL TENT**

The Medical Tent is open 24/7 throughout the festival and located inside the main festival arena.

If you require use of the Medical Tent's charging facilities for a wheelchair or refrigeration for medical items, please request this via the Access Application Form.

## **ACCESSIBLE CAR PARK**

There is an Accessible Car Park in the General Car Park. Please have your blue badge on display and inform the stewards that you would like to park there when you arrive.

If you don't have a blue badge but someone in your party has a disability or a condition which means that they cannot travel very far from the car, please let our stewards know when you arrive. They will do their best to accommodate you in the Accessible Car Park.

If you intend to use the Accessible Car Park, please let us know on the Access Application Form so we can get an idea of numbers.

Please note, all drivers must purchase a Car Park Pass (either online from our [ticket page](#) or in cash on the day) to be able to park at the festival.

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

If travelling by car or taxi, please follow directional road signage to the Pick Up/Drop Off area as you approach the festival. All festival buses will arrive at and depart from the festival bus stop at the Pick Up/Drop Off area. All buses are wheelchair accessible.

Follow event signage to the main entrance from the Pick Up/Drop Off area.

## **TRAIN**

The closest station to the festival is Rugby Station. You can purchase a Shuttle Bus ticket to take you to the festival bus stop at the Pick Up/Drop Off Area. All buses are wheelchair accessible.

For further details on our public transport options, please read our [travel page](#).

## **TOILETS**

Accessible Toilets are positioned throughout the event and stewarded. They are located at:

- Main Stage Viewing Area
- Behind the Medical Tent
- Accessible Fields
- High Falootin' VIP Area (Please note, only people who have purchased a High Falootin' VIP Upgrade will be able to use the accessible toilet located in this area.)

**ACCESSIBLE VIEWING AREAS**

There is an Accessible Viewing Area located at the main stage which is a mix of raised and ground level viewing with seating provided. While the area is of a reasonable size for the event, it does get very busy. 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 successful application and these must be shown in order to access the Accessible Viewing Area.

**ASSISTANCE DOGS**

Assistance dogs are welcome. There are water points and bins located throughout the arena and campsites to ensure you can care for your dog's welfare during the festival.

**BARS**

Lowered bar service will be made available at select bars on-site. Large font menus will be available upon request.

**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 on the Access Information page of the festival website in advance of the event so that you can familiarise yourself with the site before you arrive.

**ENQUIRIES**

If you have any queries, please contact us at [access@thelongroad.com](mailto:access@thelongroad.com).