

## 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. Please note that accessibility applications will close on **Monday 3<sup>rd</sup> of August**.

## 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 in the first week of August. This allows us enough time to process all applications and send out final information and accreditation before the event.

## **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.

## **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, Techspace, 140 Goswell Road, EC1V 7DY

The documents must be dated in either last year or this year 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 Camping and Weekend No Camping ticket holders from Midday on Friday. For Weekend No Camping and Day ticket holders, the festival arena will open at 11am.

Car parks will open from 10am-9.30pm on Friday, Saturday and Sunday and need to be vacated by 1pm on Monday. The closing time is for any new arrivals, there is no limitation on time if you are driving off site.

Thursday entry will be available for all ticket types in 2026. This is an add on ticket that needs to be purchased in advance of the Festival.

## **SITE LAYOUT AND GROUND CONDITIONS**

The Long Road site is generally 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 Campsite, with accessible toilets and showers, which is approximately 130m from the Arena Entrance. Accessible camping is split into dedicated areas for tent camping, pitch and park and live-in vehicles/campervans. The car park for accessible camping is located just to the south of the accessible campsite.

If you would like to access any of the accessible camping areas, this must have been requested on the Access Application Form with details of which area you require space in. Please note, there are no accessible sanitation facilities in any of the other campsites.

Festival staff will not be able to provide physical assistance to move luggage between car parks and campsites outside of the shuttle hours, 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.

In the Accessible Campsite, there will be a reception tent, where our dedicated Accessible Manager and team will be based throughout peak festival hours – customers can get their festival wristbands here, charge their wheelchairs, and receive general support from festival staff. When the Accessible Manager is not on duty, customers can get support from the Welfare and Medical tents.

A Tea and coffee set up will be available in the reception tent, so customers don't have to go into the arena for their morning coffee. To reduce waste, we don't supply

disposable cups, so please remember your reusable ones!

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 tents only, cars are not allowed in the area, and we do not offer power hook ups to individual tents. If you would like access to the Accessible Campsite, this must have been requested on the Access Application Form. You and your guests must each be in possession of a valid General Camping ticket from our ticket page.

## **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.

There are no accessible sanitation facilities in the Pitch & Park Field.

Please note, only one vehicle per application. Please make sure you read our full Pitch & Park info [HERE](#):

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, this must have been requested on the Access Application Form.

You will need to have 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 note, only one live-in vehicle is permitted per application.

The Accessible Live-In Vehicle area is for live-in vehicles that are genuinely built or adapted for sleeping. Please make sure you read our full live-in vehicle info [HERE](#).

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

## **ACCESSIBLE PITCH & PARK AREA**

The Pitch & Park sites are for those wishing to camp next to their cars.

You will need to have a Pitch & Park User Ticket for each member of your party, as well as a Pitch & Park Plot Ticket for your vehicle. Plots are 7m x 10m, you may only park one car on your Pitch & Park plot, and all guests along with their tents must be contained within your marked plot.

Please make sure you read our full Pitch & Park info [HERE](#).

## **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 & WELFARE AREA**

There is a Medical Tent on site located near the main stage, approximately 140m from the Accessible Campsite, which is open 24hours. 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.

We also have a dedicated welfare space in this area which accessible customers are welcome to visit should they



need any assistance, have any queries, or to relax for a bit and chat to our friendly team.

## **ACCESSIBLE CAR PARK**

There is an Blue Badge Car Park in both our car parks. 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 Parks. 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.

In addition to the above, there is a dedicated car park for customers who are tent camping in the Accessible Campsite. The full information and directions will be shared ahead of time and in the accessible packs.

## **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
- Interstate Viewing Area
- Behind the Medical Tent
- Accessible Camping
- Sanitation blocks by the Rhinestone Stage, the Interstate, and Buddy's.
- 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 are 2x Accessible Viewing Areas located at the Rhinestone Main Stage and the Interstate Stage which is a mix of raised and ground level viewing with seating provided.

To use the Viewing Platforms, you must have been approved for this provision in your application before the event.

To access the Viewing Platform, registered customers need to wear their Accessibility Customer Wristband. They can then give their Viewing Platform Lanyard to their PA or another chosen person to join them for their time whilst up there.

As a policy, we permit only one additional person (with a Viewing Platform Lanyard), on the platform to accompany those who need to use it. Exceptions to this are rare and dealt with on a case-by-case basis, factoring in how busy the platform is at the time and will be at the discretion of the Accessibility Manager.

The platform works on a first-come, first-served basis. Please listen and respect the security and stewards on shift as their main priority is to keep you safe. We kindly ask you to not reserve any seats, if this is seen by any of our staff those items may be removed.

Wheelchair users and their assistants will be given priority access at the front of the platform, and there will be some chairs at the back for those who need to be seated.

Standard festival policies regarding conduct apply, and any anti-social or inappropriate behaviour could result in ejection from the festival.

Please talk to a member of the Access Team when you are at the festival for any questions or if you missed this off your application.

## **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).