

Latitude Festival : Disabled Information: 2010



APPLICATIONS MUST BE RECEIVED BY FRIDAY 18TH JUNE 2010

2-FOR-1 TICKET SCHEME

If you wish to use disabled facilities, please contact us in advance.

This scheme and the facilities are not available to customers with temporary conditions such as broken legs, pregnant customers etc. There are excellent medical and welfare facilities on site for all customers, but use of the disabled facilities and campsite are strictly regulated.

Via our 2-for-1 scheme, we provide many disabled ticket holders who require a full time assistant with a free ticket for their PA. To apply:

- Purchase your own ticket as normal
- Complete the application form and attach a copy of your most recent DLA letter and a self-addressed envelope (we do not keep information from previous years)
- Post them to us at the address below, to reach us by FRIDAY 18TH JUNE 2010

Disabled Ticket Enquiry - LATITUDE
Festival Republic
35 Bow Street
London WC2E 7AU

IMPORTANT NOTES

- The closing date for applications is FRIDAY 18TH JUNE 2010
- If you are not offered a free ticket for a PA, and the event has sold out by the time we inform you, we will aim to make one ticket available for you to buy
- Disabled customer tickets are the same as everyone else's, and there is no separate allocation of tickets for disabled customers. Please be aware some events sell out quickly.
- We don't send out free tickets in advance: they are issued in person at the event.
- If you don't wish to apply for a free ticket, but would like access to the disabled facilities, please fill in the application form stating your reasons.
- Applications are not first come first served. We send all confirmation letters, maps & car passes out at least 4 weeks before the event - please be patient and wait to hear from us!
- All applications are at the discretion of Festival Republic and we reserve the right to alter or withdraw arrangements.
- Events sell out quickly, so you may wish to buy your ticket immediately. We recommend buying your ticket through the Latitude or See Tickets websites.

Your confirmation letter will advise you either:

- We can offer you one free ticket for an assistant and use of the disabled facilities.
- OR we cannot offer you a free ticket but can offer use of the disabled facilities.
- OR we cannot offer a free ticket or access to the facilities.

The letter will contain full information on what to do on arrival. We'll also send a site map and car pass, for the reserved disabled customer.

FURTHER ENQUIRIES PRIOR TO THE EVENT

The best place for regularly updated information is at www.latitudefestival.co.uk

National and Regional music press and the internet provide a wealth of information.

Unfortunately we are unable to accept telephone enquiries, but for urgent enquiries you can call 020 7009 3000, leave your details and we will call you back.

Our offices close completely one week prior to the start of each event, as staff move to site, so we cannot respond to phone enquiries/emails at this time.

TICKET BOOKING DETAILS

Tickets for all events are available from a variety of sources.

The Information Line can tell you about agencies in your area, on 0207 009 3000

You can book tickets on the Festival Republic or Latitude Festival website at

www.festivalrepublic.com / www.latitudefestival.co.uk

Please read the important warnings on the website about unauthorised ticket agents.
We recommend you book through the above official websites only.
Tickets are also available on: **0871 231 0821** - the Credit Card Booking Line

MEDICAL SERVICES AT THE EVENT

Events Medical Services are equipped to provide first aid, minor casualty and resuscitation. They run a 24-hour medical centre in the Village area, with general practice facilities, staffed with doctors, nurses and paramedics. They have details of emergency dentists and local chemists and run a pharmacy service. A First Aid unit will be sited in the arena, running from 10am until 3am every day. Contact Dr.Matt Roberts at matt@eventsmedicalservices.co.uk

GENERAL ASSISTANCE AT THE EVENT

There is a large number of staff in and around the Disabled Campsite who can provide 24hr assistance if you require it: there is a guest/disabled campsite manager, stewards, volunteers, campsite assistants, security personnel and staff at the disabled customer check in, located at the guest list. Security Guards & Stewards are clearly identifiable by their shirts and should be able to give general assistance or information. If you experience problems on site, please tell us, preferably at the event.

Abusive or offensive language or behaviour is not acceptable by anyone, be they staff or customers. Terms and conditions of attendance are applicable to everyone onsite; please see the event website for full details.

All events have Welfare, First Aid and Information Points.

Attitude Is Everything is a fantastic charity that is dedicated to improving access to live music for D/deaf and disabled people. They run an Information Tent in the disabled person's campsite so stop by to say hi. For more information check them out at www.attitudeiseverything.org.uk

FACILITIES FOR D/deaf CUSTOMERS

Thanks to our friends at Hands4U, CACDP Level 3 training at Level 4 BSL/SSE Communicators will be providing free support onsite. If you see anything you want to access, such as workshops or smaller performances let us know. At least one non-music performance a day will be BSL Interpreted: minimum J.T.I. (Junior Trainee Interpreter). We may try to extend this. Loop Systems will be installed in the Literary and Poetry Arena's and at the guest list box office. Loop system access will be clearly displayed outside the Arena's and booking in gate. Registered assistance animals should be registered with the organisers when purchasing tickets. Posters will be placed around site with mob txt numbers to contact volunteers. Contact volunteer co-ordinator Carole: hands4uaccesslatitude@hotmail.com

SITE LAYOUT AND SITE CONDITIONS

Set in Henham Park, near Southwold in Suffolk, the site is beautiful parkland with sloping and occasionally steep grassy areas, but there are no solid pathways or hard ground. There is a large lake with some attractions in the surrounding woodland. Pathways have been cleared through the woodlands, but they are rough and stony in places. Access around the arena is on grass or newly cut pathways, and the area through the woods in particular can be challenging for those with limited mobility. The route between the disabled campsite and arena is a rough pathway. Please talk to the guest list supervisor on arrival about difficult areas and the alternatives, or contact Attitude is Everything beforehand for their views on disabled access around the site www.attitudeiseverything.org.uk
There is no vehicle movement permitted on site. Due to the uneven ground, overhanging trees and low level lighting, we recommend customers bring a torch to assist them moving around site at night, particularly for getting into and around the campsite.

CAMPSITE AND PARKING

Access for disabled customers is via Yellow Gate only. The disabled people's campsite is a separate area within the guest campsite. Due to the associated fire risks, it is a condition of our license that cars and tents be separated. Disabled parking is the reserved spaces at the front of the guest car park, nearest to the guest box office.

Each disabled customer may have a maximum of three people camping with them, and one car. You may camp in a larger group in any of the public campsites. There is no electrical hook up or water hook up and generators are not permitted. There will be a charging point for electric wheelchairs in the campsite. Any customer wishing to bring a campervan must purchase a pass in advance at guestcampervans@festivalrepublic.com

TOILETS & SHOWER

Exact locations will be given on site, but there will be adapted toilets at each public toilet block in the arena and in the disabled campsite. These toilets are regularly serviced but are not locked so therefore open to use by non-disabled customers. While we actively discourage non-disabled customers from using these facilities, they are not locked or guarded. We respectfully ask personal assistants and friends camping with disabled customers not to use the disabled customer toilets. There will be an adapted shower in the campsite.

Please note, toilet service vehicles cannot constantly tend to all the facilities during the day, due to the type of the vehicles required, and safety issues relating to having large vehicles around crowds. We always strive for the highest standards, but would ask you to bear in mind that this is a festival and not a sanitized environment.

VIEWING PLATFORMS

Many performance areas at Latitude are small open tents with low performance areas, and the audience sit on the ground during shows. There will be no viewing platforms in these areas. There will be a viewing platform at the main music tent and outdoor stage. There may be use of laser and strobe lights at the event, preceded by stage announcements. Those affected by lighting effects should allow sufficient time to leave the crowd before effects begin.

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