



INFORMATION FOR D/DEAF & DISABLED CUSTOMERS

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

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

2-FOR-1 TICKET SCHEME AND IMPORTANT NOTES

Via our 2-for-1 scheme, we provide 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 (minimum size A5)
- Send them by post to the following address, to reach us by the strict closing date of **Friday 19th June 2009**

Disabled Ticket Enquiry - LATITUDE

Festival Republic, 35 Bow Street, London WC2E 7AU

IMPORTANT NOTES

- The closing date for applications is 19th June 2009.
- 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

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 for up to one week prior to the start of each event, as staff relocate 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. I recommend you book through the above official websites only.

Tickets are also available on: **0871 231 0821** – the Credit Card Booking Line

WHAT TO DO AT THE EVENT

Your confirmation letter will contain full information on what to do on arrival. We'll also send a site map and car pass. Disabled customers may bring one car into the disabled parking area only.

Come to the Guest List with your ticket & confirmation letter; your details will be on the Disabled Customer list. We will provide all necessary wristbands for you and the person accompanying you.

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

ASSISTANCE & INFORMATION AT THE EVENT

If you have any questions at the event, ask at the Guest List for Ola Nilsson

Guest List opening hours will be displayed on-site. 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

Security Guards & Stewards are clearly identifiable by their shirts and should be able to give general assistance or information. If you experience problems dealing with staff on site, please tell us, preferably at the event.

SITE LAYOUT AND SITE CONDITIONS

Set in Henham Park, near Southwold in Suffolk, the site is beautiful parkland with sloping grassy areas, but 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.

CAMPSITE AND PARKING

Access for disabled customers is via Yellow Gate only. The disabled people's campsite & car park 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. 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. There may be a charge for campervans this year – please check the Latitude website for updates.

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.

APPLICATIONS MUST BE RECEIVED BY FRIDAY 19TH JUNE 2009