



Slam Dunk Festival offers:

- Complimentary companion ticket for access customers that require one to attend the event
- Viewing platform access for access customers in wheelchairs and their PA's
- Ambulant disabled viewing seated areas at each stage for customers who have mobility issues but do not use a wheelchair, or customers that need somewhere away from the crowd + their PA's

Please note that the platforms are in the same location, just split over two levels to ensure that the areas are utilised efficiently, and everyone can access them safely

- Accessible toilets at all viewing areas, info points and toilet blocks

- Dedicated access team onsite to assist with any queries or issues on the day
- Access customers are welcome to bring camping chairs should they wish to either use in the public areas (safely, not in the middle of the crowd, near where lots of crowd movement will be taking place etc) or at the viewing areas.
- Free of charge accessible parking (must be booked in advance)
- Two Revoloo changing facilities with accessible toilet, hoist and changing table

Please see full information below regarding ticketing, PA's, parking and the application process

Short Term Injuries or Impairments

We are unable to accommodate requests for use of the access facilities for customers who wish to attend the event whilst experiencing a temporary injury or impairment such as a broken leg etc.

Complimentary Companion Tickets

Slam Dunk Festival offers a free of charge companion / PA ticket for those customers who require the assistance from another person to be able to attend the event comfortably.

All customers who purchase an Accessible Ambulant Seated Area ticket or a Wheelchair Accessible Viewing Platform ticket are eligible to receive a complimentary companion ticket once they have successfully completed the access form.

If you have not purchased an accessible ticket and still need to apply for a companion ticket you can also do this via the access form – all access customers must head [here](#) to fill out our Access Requirements Form. We would ask that if you are registered with an access card that this is the evidence you provide. However, if you are not an access card holder please provide your DLA, PIP, benefits letter or equivalent, registered severely sight impaired card, assistance dog card or other evidence (such as medical professional letters)

PLEASE NOTE- IN LINE WITH FESTIVAL TERMS AND CONDITIONS ALL TICKETS ARE NON REFUNDABLE – IF YOU PURCHASE A TICKET FOR YOUR COMPANION AND YOU ALSO APPLY FOR A PA PASS WE ARE UNABLE TO

REFUND ANY PART OF YOUR ORIGINAL PURCHASE IF YOUR COMPANION APPLICATION IS APPROVED.

Blue badge holders will be required to upload a copy of their badge to then obtain an access parking pass.

Please head to [SEE TICKETS](#) to book the appropriate ticket for yourself then fill out the access requirements form to support your ticket purchase, more information regarding the new process is below.

Viewing Platforms

This year the platform access will be granted into two different levels of the viewing platform depending on your access requirements.

The Wheelchair Accessible Viewing Platform (higher tier) will be for wheelchair users (and their PA's) ONLY. This is to ensure that there is ample room for everyone who needs it.

The Accessible Ambulant Seated Platform (lower tier) of the platform (which will either be raised or in a position where the natural bowl of the arena gives a natural platform over the standard viewing area) will be for those who need an 'ambulant' area. The Accessible Ambulant

Seated Platform is a seated area for those who cannot stand for long periods of time or for medical reasons need a less busy separated place to enjoy the show from. There will be a separate barriered off area in front of the platforms for those access customers who would like to stand (or dance!) to any artists and then return to their position on the seated platforms. This standing area can only be accessed by customers who have platform wristbands.

Please note that both platforms are subject to capacity and will be used on a first come first served basis. Whilst we issue the same amount of wristbands to correlate to the platform capacities, this is a combined capacity of all platforms available and we cannot predict / pre-manage the demand for each artist at each stage so we advise if there are any artists that you definitely wish to watch from the platform please get there in plenty of time. We aim for these platforms to be a safe space for all customers, please be mindful of others around you when using these platforms.

There will be chairs provided on the platforms for those who need them and we ask that all customers remain seated on the platforms so that all customers have a better view. However you can bring your own chair if you

prefer, this also gives you the opportunity to enjoy the show comfortably but not necessarily on the platforms - if you are planning on bringing your own chairs, please be mindful of where you situate yourself in the crowd. Some acts may get very busy and there might be a lot of movement (mosh pits etc) so please try and stay on the outskirts of the crowds not only for your own safety but for those around you.

The split-level platforms will be applicable for the open-air stages only. Indoor stages will have a larger one level platform which customers with either platform wristbands will be able to access.

Parking / Pick up and Drop Off

The accessible parking / accessible pick up and drop off point are separate from the general parking and closer to each venue. Space at these car parks is very limited and we prioritise Blue Badge holders. Should you need to use the car park or accessible pick up and drop off and do not have a Blue Badge, please include a short explanation as to why in your access application.

Arena Facilities + Event Terrain

Wheelchair Accessible Viewing Platforms and Accessible Ambulant Platform are available at each stage. These will be staffed by security and members of the access team should you need any assistance. Each viewing platform will have accessible toilets, standard toilets and charging points for electric wheelchair use only.

As both sites are greenfield, you will need to travel across grassy terrain to access most viewing platforms and other areas of the festival. Should we experience rain in the run-up to the event or on the event day the terrain could become muddy and harder to navigate, please come prepared for such conditions

Application Process

If you wish to apply for access the accessible areas, please head to [SEE TICKETS](#) to purchase the applicable viewing platform ticket. Once completed, you will receive an email confirmation which includes a link to the access requirements form.

PLEASE NOTE – Wheelchair Accessible Viewing Platform and Accessible Ambulant Platform tickets are only valid with an approved access requirements form. If we do not receive a valid access requirements form your ticket will be refunded and invalidated.

Should you not require accessible viewing platform access but need other accessible facilities (such as lowered bar serving areas, toilets, PA ticket etc) please head [here](#) to fill out the form once you have booked a standard ticket. If you require a PA ticket, please purchase a ticket for yourself and then fill out the form where you can request your PA ticket.

Applications will close strictly 4 weeks before the event (25th April 2025) to allow for all information to be sent to all customers in plenty of time before the festival.

Once you have completed the form, please allow up to two weeks for the access team to process and then confirm your requirements. Should you have any questions regarding your visit, please contact access@slamdunkmusic.com – PLEASE only chase a response to your form if it has been over two weeks since submission. The access team are a small, dedicated team who work periodically through the applications and the access inbox.

Access Guide

A comprehensive access guide for each event will be sent prior to the festival which will include all important

information such as arrival instructions, ticket collection and access facilities on site.

ACCESS FAQs

I need a wheelchair platform ticket / ambulant viewing platform ticket and also a PA ticket, will my PA also have access to the platform?

Yes – your PA will be granted the same level of access as you so they can stay with you throughout the event

I am a wheelchair user and I need to use the platform and for someone to come with me to assist me whilst I'm at the event, what ticket do I book?

Please book a 'Wheelchair Accessible Platform' ticket from [See Tickets](#) then fill out the access requirements form, once your application has been approved all accessible platform tickets come with a companion ticket and access to all facilities on site as standard. PA tickets will be collected on the day of the event for the accessible entrance.

I am disabled and require the use of the platform, but I do not use a wheelchair, but I need somewhere to sit

down during the event and I also require a PA to come with me to the event, what ticket do I book?

Please book an 'Accessible Ambulant Platform' ticket from [See Tickets](#) then fill out the access requirements form, once your application has been approved all accessible platform tickets come with a companion ticket and access to all facilities on site as standard. PA tickets will be collected on the day of the event for the accessible entrance.

I don't need access to the platforms but I do need access to the facilities and / or a PA ticket/ blue badge parking/ a Pick up and Drop Off Pass, what do I do?

Please book your own ticket from [See Tickets](#) and then fill out the access requirements form to request what you need for the event. Please note that in line with terms and conditions for the event tickets cannot be refunded. If you require a complimentary PA ticket and can provide appropriate evidence for this please do not buy a ticket before applying for your PA ticket. If your application is approved we are unable to refund any extra tickets you may have purchased.

What happens if I have booked the wrong ticket or there is an issue with my access requirements form?

If you have booked the wrong ticket, we may be able to swap this for you, subject to availability. If there are any issues with your application, the access team will be in touch with you to discuss this further with you. Any concerns please contact the team on access@slamdunkmusic.com. Please note that if you have purchased the wrong tickets via the see tickets instalment plan your full order would need to be refunded and then rebooked- as instalment plan tickets cannot be partly refunded or amended.

Can I use the toilets on the accessible platforms if I have a facilities wristband but not a platform wristband?

Toilets on the platforms can only be used by customers who have platform wristbands. This is because the platforms are in islanded areas which are harder to reach if they need servicing mid way through an event due to their location within the audience. There are accessible toilets located in all toilet blocks and at the info point which you will be able to use with your facilities wristband.

What should I do if I need to bring food or drinks for medical reasons?

Please email access@slamdunkmusic.com with information about what you need to bring and any medical evidence you have of this, we can then provide an authorisation letter where appropriate. Please bring this letter with you to show on the gates. Please note that any food that gets approved for medical reasons must only be what you need for your own personal consumption during the event and must be sealed.