

## LIVE AT LUDLOW CASTLE ACCESSIBLE INFORMATION

I am an access customer do you offer Essential companion / Personal Assistant tickets?

We automatically issue a complimentary Essential companion / Personal Assistant ticket for customers with disabilities and/or with access requirements (appropriate supporting documents will be required) who purchase an **Accessible Viewing Platform ticket** or an **Accessible Standing ticket**.

Accessible tickets should be purchased via the tickets tab on our website.

Please note that Essential companion / Personal Assistant tickets are only available when booked in advance, one per access customer. For customers who have purchased tickets for the Accessible Viewing Platform we are unable to allow additional friends/relatives to join you on the viewing platform as this allows us to accommodate as many access customers as possible who need these facilities. At the event your Essential companion / Personal Assistant will be issued with a Personal Assistant pass which is interchangeable during the event, so if you come in a group of friends or family your Essential companion / Personal Assistant can change during the event at your discretion.

**If you need to discuss your access requirements, please contact [access@futuresoundgroup.com](mailto:access@futuresoundgroup.com)**

Will there be a viewing platform and seats available?

The **Accessible Viewing Platform** is for wheelchair and mobility scooter users **and** those who for medical reasons need a chair during the show. You must purchase a ticket for this area to use it. Please note that there is a limited capacity for this area and tickets must be purchased in advance.

This year tickets for this area will be sold as '**Access Viewing Platform - Wheelchair User**' Tickets or '**Access Viewing Platform- Ambulant Access**' tickets – both types of tickets will give access to the two-level platform where there will be spaces reserved for wheelchair users and seats available to those who need them. Please note all seats and wheelchair spaces are unreserved. Please select the ticket type which is appropriate for you at point of purchase. If you have purchased an Accessible Viewing Platform Ticket your Essential companion / Personal Assistant will also receive a seat and we would ask that all ambulant customers and Essential companion / Personal Assistants using the viewing platform use the seats provided as a courtesy to those sitting behind them.

Please note that by purchasing an accessible ticket you are confirming that you or a member of your party require this

position. You will receive a confirmation email from See Tickets with a link to an access questionnaire – this must be completed within 14 days of your purchase and will require you to submit documentation to support your accessible ticket purchase. Failure to do so could result in the cancellation of your ticket.

Where possible we would request this to be a copy of an access card, however if you are not an access card holder this could also be DLA, PIP letter or equivalent, registered severely sight impaired card, Nimbus Card, assistance dog card or other evidence (such as medical professional letters).

All accessible tickets come with ONE complimentary Essential companion / Personal Assistant - please do not buy multiple accessible tickets unless there are multiple people in your party who require accessible seating. A party of two (one access customer one Essential companion / Personal Assistant) should buy one accessible ticket. Your Essential companion / Personal Assistant ticket will automatically be added to your order.

**The Accessible Viewing Platform is uncovered so please plan appropriately for the weather.**

What do I do if I don't need to use the seats and Viewing platform, but I need an Essential companion / Personal Assistant ticket?

If you need an Essential companion / Personal Assistant ticket but you don't need to use the accessible viewing platform **An**

**Accessible Standing ticket** is a fully standing ticket within the general admission standing area. Please note that this does not have seated access and does not give any access to Accessible Viewing Platform or the toilets in this area, but you can use the accessible toilets in the main toilet block. Customers are not permitted to bring their own chairs/ stools/ picnic blankets in to the venue.

Please note that by purchasing an accessible ticket you are you confirming that you or a member of your party require this position. You will receive a confirmation email from See Tickets with a link to an access questionnaire – this must be completed within 14 days of your purchase and will require you to submit documentation to support your accessible ticket purchase. Failure to do so could result in the cancellation of your ticket.

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accessible tickets unless there are multiple people in your party who require accessible seating. A party of two (one access customer one Essential companion / Personal Assistant) should buy one accessible ticket. Your Essential companion / Personal Assistant ticket will automatically be added to your order.

#### Can I bring my own chair into the event?

No, customers are not permitted to bring their own chairs/ stools into this event for any reason and the access team are not permitted to allow personal chairs/ stools for any extenuating circumstances. Please visit the event terms and conditions for information about other items which are prohibited on site.

#### Will there be disabled access toilets available?

Yes, accessible toilets will available be on site in the main toilet blocks and customers with tickets for the Accessible Viewing Platform will able to use the accessible toilet in this area too.

#### Assistance dogs

Should you need to bring an assistance dog please make us aware by emailing [access@futuresoundgroup.com](mailto:access@futuresoundgroup.com).

#### Will accessible/ blue badge parking be available?

Yes, accessible/ blue badge parking is available free of charge. Due to the nature of the site these spaces are limited and

reserved for those with accessible tickets. There will be an option on the access form to request accessible/ blue badge parking, and you will be notified in your access confirmation if you have been allocated a space in this car park. The spaces will be allocated on a first come first served basis to those who qualify for them, and those who are allocated an accessible/ blue badge parking space do not need to purchase an event parking space in addition.

In addition to our accessible/ blue badge car park we also have two public car parks. Tickets to both car parks are available to buy via the tickets tab of the website [LINK](#). These are located;

- Ludlow Rugby Club Green Car Park The Linney (For customers travelling from south of Ludlow) – please be aware that there is a steep walk up from this car park to the Castle which may not be suitable for those with mobility difficulties and wheelchair users.
- Ludlow Cricket Club, Burway Ln (For customers travelling from north of Ludlow) – this car park is approx. 1.1 miles from the castle.

Please note that all event tickets are non-refundable so if you purchase a parking ticket for either of the above car parks and also request blue badge parking and you are allocated a blue badge space, we cannot refund your parking ticket.

## Terrain

Ludlow Castle is an outdoor greenfield site set in stunning medieval grandeur. Attendees will need to travel across grassy terrain to access the viewing platforms and all other areas of the event. Should we experience rain in the run-up to the events or on the day of events the terrain could become muddy and harder to navigate, please come prepared for such conditions.

We do not advise that customers with mobility concerns purchase Premium Tickets as the ground in the Historic Inner Bailey Premium Area is of varying levels and can be difficult to navigate, therefore these tickets are NOT suitable for customers with mobility issues.

Please note that unless you have pre- arranged accessible viewing Platform Tickets this is a standing event.

## Leaving the event

Due to the nature of the historic castle, there are limited step free exit points from the site. For this reason, after the show ends we are unable to allocate a specific access exit lane. We would invite any customers who would prefer to not navigate a crowd to stay in the venue (or on the Accessible Viewing Platform for those who have tickets for that area) until the majority of customers have left

the venue, this normally takes around 20 minutes from when the show ends.

### Map

Customers who have purchased an accessibility ticket will receive a map of the site via their ticket outlet closer to the day of the event. You will also receive an information sheet about the event.

### I have a further access enquiry, who do I speak to?

For access enquires please contact event organisers by emailing;

[access@futuresoundgroup.com](mailto:access@futuresoundgroup.com)