

LOVEBOX FESTIVAL 2020

ACCESSIBILITY

DISABILITY ACCESS INFO

MAMA Festivals Ltd has been working hard to ensure we offer an accessible and enjoyable experience for disabled customers and those with specific requirements. We're working harder than ever to make adjustments and additions to the layout and operations in order to make it as accessible as possible. Please read all the below information before purchasing your ticket(s).

We have a dedicated Ticketmaster Accessible Ticketing Team if you wish to book over the telephone as opposed to online. You can contact them on 0800 988 4440. Opening hours are 9.00am - 6.00pm, Monday - Friday and 10.30am - 3.30pm, Saturdays.

FACILITIES AT THE EVENT

Your PA/carer Accessibility Wristband will be given to you at the accessible box office at the main entrance when you arrive and grants access to the following facilities at the festival:

- Dedicated entrance for all access customers.
- Viewing platform at Main Stage, Kayam & Big Top (unsheltered) - (subject to capacity).
- Wheelchair-accessible toilets.
- Lowered bars, which will also have large-print menus.
- Induction loop at check-in point.

Viewing platforms have a very limited capacity and are strictly for access customers plus one PA only. To book your place on the viewing platform, you need to have completed the Access Requirements Form available [here](#).

Access Around the Site

Lovebox is on a green-field site with some tarmac paths. While there are some sheltered areas (marquees) it is mainly an open-air event. Weather and ground conditions may be variable and in times of extreme weather, mobility on the site may become very difficult. We ask you to consider this before purchasing a ticket.

Toilets

We provide at least one accessible toilet at each main toilet block in the arena, one at each of viewing platforms and one at the Welfare tent. These will be 'festival style' portable units, some of which will be locked with Radar locks.

Induction Loop

There is an induction loop at the main Accessibility check-in point (the location of this will be made clear in the access info sent to all accessible customers in advance).

Strobes

Please note that strobe effects may be used at the event. There will be no specific announcements prior to the use of strobes and lasers. Strobe flicker rates will be at or below 4 flashes per second.

Medical Services

Our on-site medical services provide comprehensive medical advice and treatment facilities and are flexible in meeting specific needs.

APPLY FOR PA/CARER TICKET

We operate a 2 for 1 (free PA/carer ticket) policy for eligible guests. Please note we only offer a free carer/PA ticket to those 16 or over who have purchased a ticket for themselves. The PA ticket is provided on the expectation that your PA is willing and able to assist you throughout your visit and would be available and able to help you in the event of an evacuation.

PA/Carer Ticket Accepted Supporting Documentation:

- DLA/PIP - Front copy only (dated within the last three years)
- A verifiable Medical Professional's letter
- The Access Card
- D/deaf or blind registration
- Blue Badge + Photo ID

We recognise that the evidence above is not definitive. If you do not have any of the above evidence but wish to apply for the access facilities at

Lovebox, please email us at accessibility@mamaco.com stating why you require them.

Please note, unfortunately our bookable accessible facilities are reserved for those with long term and permanent disabilities. Due to a rise in the number of applications, we are no longer able to accommodate any requests that do not fall within this category.

Please do not book a ticket for your PA/carer as this will not be refunded if you are approved for a free ticket.

1. Book the required number of ticket(s) (minus PA/carer).
2. Then apply for your PA/carer ticket and submit the supporting documentation required using our Access Requirements Application Form [here](#).
3. You will then get confirmation of your free PA/carer ticket by return email.

APPLY FOR BLUE BADGE PARKING

Blue badge holders can apply for a parking space which is a 15 minute walk to the main entrance. Applications for spaces are operated on a first-come, first-served basis due to such limited space. To gain access to this parking area, you must register in advance via our access application form [here](#). We will send all parking permits out in advance. You must display this permit in your car upon arrival – entry will not be granted without this.

CONTACT US

To check availability or any other query can be directed to accessibility@mamaco.com please include Lovebox Festival in the subject line and your booking reference number if you have one.

All eligible accessibility customers will receive an accessibility wristband and free PA/carer ticket which will not be sent out in advance but will be made available for collection at the designated accessibility window at the box office by the main entrance.

Any queries? Don't hesitate to drop us a line at accessibility@mamaco.com.

Please note this email is for queries relating to disability access **only**. Other queries/requests will not be responded to. Other contacts are available at loveboxfestival.com.