

## Disability Access

Our aim is to make sure that All Points East is fully accessible to anyone who wants to attend. We work closely with Attitude is Everything, a charity that improves deaf and disabled people's access to live music.

Please bear in mind that there are limited hard standing walkways in Victoria Park which may make access a little difficult, especially in bad weather.

## Event Dates & Timings - 2018 Concert Days

The headline act for each concert day will be the final act on the Main Stage. Daily schedules will be made available closer to the event date; all timings are subject to license.

All concerts are standing shows with an evening headline performance

There is no re-admission to concerts after entry

### **ALL POINTS EAST FESTIVAL**

Friday 25th May 2018

#### **LCD Soundsystem**

Doors open for general admission: 14.00

Last Entry: 21.00

Curfew: 23.00

Saturday 26th May 2018

#### **The xx**

Doors open for general admission: 12.00

Last Entry: 21.00

Curfew: 23.00

Sunday 27th May 2018

## **Bjork**

Doors open for general admission: 12.00

Last Entry: 21.00

Curfew: 22.30

FURTHER EVENT TIMINGS WILL BE POSTED AS CONCERTS GET  
ANNOUNCED

## **Ticket Types and Pass Collection**

The accessible areas at All Points East are open air with very little shade so please bear this in mind when booking.

The following facilities are available only when booked in advance, with valid proof of disability and subject to availability.

### **Viewing Platform at the Main Stage**

- General Admission entry through the dedicated accessible lane at the main entrance
- Access to an extensive range of bars, food concessions in the main arena
- Use of accessible toilets, which are located at every toilet block at the event
- A reserved place on the Viewing Platform at the Main Stage.
- Fold up chairs will be provided with priority for the customer with disabilities
- A pass providing access to the above will be provided at the Accessible Information Hub located inside the event, on presenting ticket and proof of disability

## **Ground Level Viewing area at the Main Stage**

- General Admission entry through the dedicated accessible lane at the main entrance
- Access to an extensive range of bars, food concessions in the main arena
- Use of accessible toilets, which are located at every toilet block at the event
- A reserved place on the Ground Level Viewing Area at the Main Stage.
- Fold up chairs will be provided with priority for the customer with disabilities
- A pass providing access to the above will be provided at the Accessible Information Hub located inside the event, on presenting ticket and proof of disability

## **Personal Assistant Pass for Viewing Platform / Ground Level Viewing Area at the Main Stage**

- This pass is limited to one per paying customer and is provided free of charge at the time of booking event tickets for the two accessible areas listed above.
- The pass is issued at the Accessible Information Hub, located inside the event on presenting the Personal Assistant Ticket.
- The Personal Assistant pass is interchangeable during the event, so if customers come in a group it can be swapped with other members of the party.

## **Personal Assistant Pass for any other ticket type**

If you wish to book a free PA pass for any other ticket type, such as General Admission, this is always an option (subject to availability), but please note that this can only be done via phone/email using the below contact details.

## **Blue Badge Parking**

- Blue Badge Parking ticket is limited to one per paying customer, subject to availability.
- It is provided free of charge at the time of booking event tickets,
- The Blue Badge Parking ticket is valid with presentation of a blue badge, matching Photo ID and event ticket on arrival.
- Please note due to safety road closures at the end of the event, you will not be able to exit the car park between approximately 22:00 and 23:30.

## Booking Process

To book the above accessible ticket types please click on your selected show below:

### ALL POINTS EAST FESTIVAL

[Fri 25th May 2018: LCD Soundsystem](#)

[Sat 26th May 2018: The xx](#)

[Sun 27th May 2018: Bjork](#)

### APE PRESENTS

Friday 1 June - [Catfish and the Bottlemen](#)

Saturday 2 June – [The National](#)

Sunday 3 June - [Nick Cave & the Bad Seeds](#)

Please note that if you wish to book a free PA pass for any other ticket type this can only be done via phone/email using the contact details provided on this page.

As our accessible facilities are limited, and we prioritize them for guests with long term disabilities. Therefore, they are not generally available for those with temporary conditions, such as pregnancy or broken limbs. For any issues around access that arise on the day please go to the dedicated Access Hub for assistance.

PLEASE NOTE THAT IF THE ACCESSIBLE AREAS ARE SOLD OUT FOR YOUR CHOSEN SHOW (OR YOU DO NOT REQUIRE THE ACCESSIBLE AREAS) – YOU ALWAYS HAVE THE OPTION OF BOOKING A FREE PA PASS FOR ANY OTHER TICKET TYPE (SUBJECT TO AVAILABILITY), BUT PLEASE NOTE THAT THIS CAN ONLY BE DONE VIA PHONE/EMAIL USING THE BELOW CONTACT DETAILS.

## **Contact Us**

If you require further assistance with booking tickets or the information required cannot be found on any web pages, please call our dedicated All Points East phoneline on: 0203 481 5509 (18001 0203 481 55 06 For Typetext). Lines are open Monday - Friday 8:30am - 8pm, Saturday 8:30am - 6pm. Sunday 9am - 6pm. Calls to this number are charged at standard rate of 7 pence per minute plus your operator's access charge. (Calls are chargeable at a local rate from both UK landlines and mobile phones).

You can also contact us by email on [access@allpointseastfestival.com](mailto:access@allpointseastfestival.com) please note that it might take up to 72 hours to response.

If the event is in 3 days or less, please call us on the telephone number above.

## **Valid Proof of Disability & Submitting Supporting Documents In Advance**

VALID PROOF OF DISABILITY & SUBMITTING SUPPORTING DOCUMENTS IN ADVANCE

Proof of disability is required to provide you with access to the booked facilities and /or your PA ticket.

**Once you have booked your tickets, you have the opportunity to submit your supporting documents in advance of the show.**

Please download the Supporting Document Form [here](#) for full instructions on how to submit your evidence. You will need your order number to complete this process.

**The closing date for submitting evidence in advance is Friday 27th April 2018 (four weeks prior to the first show). If you have not submitted evidence by this date you will be required to show evidence once you reach the event.**

The following are recognized as a valid proof of disability:

- Front page of DLA letter (no specific rate required)
- Front page of Attendance Allowance letter (no specific rate required)
- Receipt of Personal Independence Payment (PIP)
- Evidence that registered severely sight impaired (blind)
- CredAbility Access Card – + 1 category requirement
- Recognised Assistance Dog ID card

## **Blue Badge Car Parking**

Blue Badge Parking– only available when you book your ticket, must be pre-booked, and subject to availability. Only valid with a blue badge and matching Photo ID and booking confirmation. If you arrive without this documentation you may be refused entry to the car parking area. For more information of Blue Badge Parking in the surrounding area please visit the [Tower Hamlets](#) website and the [Hackney](#) website.

## Site Description & Location

The event is on a green-field site – although there are some tarmac tracks, these do not run into the stages (which all stand on grass). Weather and ground conditions may be variable. The location of the event is an area of Victoria Park to the East of Grove Road.

## Transportation

### **PUBLIC TRANSPORT**

All Points East takes place in Victoria Park, located in the borough of Tower Hamlets, in the east end of London.

Victoria Park, Grove Road, London E3

The central London location of our event means that we are well served by the public transport network and as part of our sustainability plan we urge you to use public transport where possible or even walk.

There are strictly no parking facilities at the event and in the immediate vicinity of Victoria Park, so please don't bring your car, but use public transport or your bike to reach the venue instead.

Use TFL's Journey Planner at [www.tfl.gov.uk](http://www.tfl.gov.uk) and check which entrance applies for your ticket type closer to the event.

The recommended tube station for the event is Mile End station which is served by the District and Central lines.

Nearby Overground stations include Hackney Wick, Cambridge Heath and Bethnal Green

Bus routes:

8, 277, 309, 339, 388, D3, D6, S2 all pass close to the park. Please be aware that some buses may be diverted due to road closures at the end of the event.

All TFL buses have level access and are able to accommodate one wheelchair user.

A designated taxi and private hire pick up area will be available at the end of the event, please follow signage.

## **CYCLING**

There is dedicated bike parking available in Victoria Park, please bring your own lock to use this facility.

Don't attach your bike to any park railings or you risk having it removed. Areas around the park may be inaccessible at the end of the event so look out for signage to the designated bike park.

Please collect your bike on the same day at the end of the event. Bikes left overnight may be removed.

Bicycles, skateboards, scooters, roller blades or personal motorised vehicles are not permitted inside the event - this is with the exception of mobility scooters and electric wheelchairs.

## **CAR PARKING**

There are strictly no parking facilities at the event and in the immediate vicinity of Victoria Park, so please don't bring your car, but use public transport or your bike to reach the venue instead.



# **Access Facilities**

## **Entrance**

Customers may use a dedicated accessible lane at the main entrance to the event. The main entrance is located on entry to the park at Crown Gate, on Grove Road.

## **Box Office**

A lowered counter for wheelchair users will be available at the box offices which will each contain hearing loops.

## **Access Manager**

Our Access Manager will be the main point of contact for all customer access queries and is based at the dedicated Information Hub, near the main entrance. The Information Hub will be clearly signposted on site and highlighted on the event map. The Access Manager will also be contactable on radio during the event.

## **Viewing Platform (Main Stage)**

A reserved place in the Viewing Platform for major ticketed events, subject to availability and only valid with proof of disability. This raised platform is designed for wheelchair users and other impairment groups for whom the Ground Level Standing area is not suitable; and their PAs if required.

## **Ground Level Viewing Area (Main Stage)**

A reserved place in the Ground Level Viewing Area for major ticketed events, subject to availability and only valid with proof of disability. This is a hard standing area for disabled customers who wish to stand for the event, but need a less crowded area and/or the option of sitting for short periods of time. Please be aware that there will not be an unrestricted sight line of the stage when seated in this area, as seated there will be customers in front of the Ground Level Viewing Area who are likely to be standing up.

## **Viewing Platform**

An unreserved place on Viewing Platforms at other stages at the event are subject to availability on the day of the event and only valid with proof of disability.

### **Accessible toilets**

Accessible toilets are available at each toilet block, the Information Hub and the Main Stage Viewing Platform.

### **Charging points for power chairs**

These are available at the Main Stage Viewing Platform

### **Lowered counters**

There will be lowered counters where possible at bars, merchandise stands, and some food outlets. Provisions will be made where lowered counters are not available.

### **British Sign Language (BSL) Performance Interpreters**

BSL Performance Interpreters are available on request for all acts on the Main Stage. If you wish to request this for any concert day please email [access@allpointseastfestival.com](mailto:access@allpointseastfestival.com) no later than Friday May 11th 2018.

### **Hearing (Induction) Loops**

These are located at one of the Box Office windows and Customer Services Hub and limited bars locations, they will be identified by a sticker.

### **Merchandise**

Merchandise can be produced in alternative formats within a reasonable time frame. Please email your request to [access@allpointseastfestival.com](mailto:access@allpointseastfestival.com)

### **Quiet space**

This is a space that people can use when they need to get away from the crowd for a while. It is located in the Welfare Tent.

### **Hidden Disabilities**

We understand that a hidden disability is not immediately apparent. If you would like support or advice inside All Points East our Access Manager will be the main point of

contact and is based at the Information Hub, near the main entrance. Or please contact us in advance with your questions [via access@allpointseastfestival.com](mailto:access@allpointseastfestival.com)

### **A dog spending area for assistance dogs**

If you require dog spending area on site please email your request within a reasonable time frame to [access@allpointseastfestival.com](mailto:access@allpointseastfestival.com)

### **Other questions around accessibility?**

Please contact us in advance via [access@allpointseastfestival.com](mailto:access@allpointseastfestival.com) if you have high dependency needs or any other enquiries which are not answered on the website: we will do our best to support your visit.

## **Medication**

Please bring any medication that you would normally take and tell your friends about any allergies that you have. Medication can be safely stored and refrigerated at the event First Aid point on site if required. Please remember that all medication must be self-administered.

## **Strobe Lighting**

Please note that it is likely that most acts performing at the event will use strobe lighting as part of their performance.

## **Attitude Is Everything**

Attitude is Everything improves Deaf and disabled people's access to live music by working in partnership with audiences, artists and the music industry.

Having begun as a pilot project in 2000, Attitude is Everything is now a fully independent charity and part of Arts Council England's National Portfolio of Organisations. They encourage events producers to go beyond the legal obligations set out in the Equality Act and implement best practice, providing a fair and equal service to their Deaf and disabled customers.

Attitude is Everything support the music industry to understand Deaf and disabled people's access requirements at music venues and festivals by building equality into the strategic process using a Charter of Best Practice. The ethos of the Charter is that Deaf and disabled people should be as independent as they want to be at live music events and over 100 venues and festivals have already signed up.

[www.attitudeiseverything.org.uk](http://www.attitudeiseverything.org.uk)

[www.twitter.com/attitudetweets](https://www.twitter.com/attitudetweets)

[www.facebook.com/attitudeiseverything](https://www.facebook.com/attitudeiseverything)

## **Become a Mystery Shopper**

The Attitude is Everything Charter of Best Practice encourages live venue promoters to publicly show their commitment to improving access, and is assessed by a nationwide team of Mystery Shoppers.

To become a Mystery Shopper, you can either register [online](#) or [si@attitudeiseverything.org.uk](mailto:si@attitudeiseverything.org.uk) to request the forms and more information.