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Accessibility: PDF documents

[Accessibility Information \(easy read version\)](#) [Nimbus categories and guidelines](#)

At Radio 2 In The Park we aim to create an event that is accessible for all customers.

We have a dedicated Accessibility Team working to assist customers with accessible requirements. This may include D/deaf, disabled, and neurodivergent customers and those with long-term physical or mental health conditions. Members of this team will be present on site throughout the event.

Accessible Facilities Application

How To Apply For Accessible Facilities

This year we are excited to be partnering with Nimbus Disability and The Access Card, one of the largest disability accreditation organisations.

Applications for accessible facilities at Radio 2 In The Park will be opening when tickets go on sale, on **Tuesday 4th June**.

How to apply for the use of accessible facilities at Radio 2 In The Park

1: Purchase your ticket to Radio 2 In The Park

If you haven

In The Park, please complete your booking before applying for accessible facilities

(Do not purchase a ticket for your Essential Companion as this cannot be refunded)



2: Register your proof of accessibility requirements

Assessment and registration of your proof of accessibility requirements will be processed by the team at Nimbus Disability.

Please note that our accessible facilities are unable to cater for people with temporary impairments these include pregnancy, broken bones, healing injuries, illnesses, and other time-limited conditions (affecting an individual for less than 12 months).

You may visit our Welfare facilities on site if you need temporary support.

Already have a valid Nimbus Access Card?

All you will need to do now is complete the Radio 2 In The Park [Accessible Facilities application form](#).

Please have your Nimbus Access Card I.D number with

you, as you will need to input this on your application form.

have a Nimbus Access Card?

You will need to register for a free [Festival Republic Digital Access Pass](#).

This is issued by the Nimbus team and will be valid for 3 years to use at future Festival Republic events.

I have a Festival Republic Digital Access Pass what do I do now?

All you will need to do now is complete the Radio 2 In The Park [Accessible Facilities application form](#). Please have your Festival Republic Digital Access Pass Card I.D number with you, as you will need to input this on your application form.

3: I have completed the Radio 2 In The Park Accessible Facilities application form what do I do now?

The Accessibility Team will review your application and will contact you once it has been processed.

Access to the accessible facilities will be provided to customers based on the approved requirements listed on their Nimbus Access Card or Festival Republic Digital Access Pass.

For more Information please read the following [PDF: Nimbus categories and guidelines](#)

Essential Companion Tickets

There are various accessible viewing areas available within the arena.

Raised Viewing Platform

The raised viewing platform is available for wheelchair users and those with restricted mobility. The middle of the raised viewing platform is 125m from the Main Stage. Access to the platform will be approved in accordance with the requirements indicated on your Nimbus Access Card or Festival Republic Digital Access Pass.

Only the approved customer and their Essential Companion or a +1 will have access to the raised viewing platform in order to accommodate as many customers as possible.

All raised viewing platforms have ramped access, wheelchair-accessible toilets, and charging points.

Limited seating is also available at each platform.

Raised viewing platforms may get busy, please note that these are operated on a first come first served basis.

Please note that raised viewing platforms are not covered so please dress appropriately for all weather conditions.

Ground Level Viewing Area

A dedicated ground level viewing area will be available to those who need a less crowded area and/or the option of sitting for short periods of time.

Access to the ground level viewing area will be approved in accordance with the requirements indicated on your Nimbus Access Card or Festival Republic Digital Access Pass.

Limited seating is available in the ground level viewing area and it is operated on a first come first served basis.

Customers may be accompanied in the ground floor viewing area by an Essential Companion or +1 if required.

Approved Folding Chairs

We recognise that some customers with accessible requirements cannot sit on the ground. We allow qualifying customers to bring a chair to use in the dedicated accessible viewing areas.

At the accessible entrance, the accessibility team will attach a tag to your chair. This will allow you to bring and use your chair in the dedicated viewing areas.

If you need to bring a chair, please make sure to note this on your accessible facilities application form.

Please note you must not leave your folding chair unattended at any time, even for a short period. Any chairs left unattended will be removed.

Accessible Toilets

Wheelchair-accessible and standard toilets for accessible customers are located across the arena. All toilet locations will be shown on the accessibility map

which you will receive in the accessibility guide. The accessibility guide will be available prior to the event.

Accessible Entrance

We will provide a dedicated entrance for customers with accessibility requirements to access the arena.

Quiet Space

There will be a quiet space located within the arena. The aim of this space is to provide a safe, low-level stimulation and recalibration zone for any customers with accessibility requirements who need to use it.

Food & Drink

Dedicated accessible lanes will be available at each main bar. This section of the bar will have a lowered counter and bypasses the main queuing system. Large print menus will be available at the bars.

Food concessions will all have large print menus available. Staff are briefed and committed to assisting customers who need extra assistance.

Medication

Refrigerated medication storage is available in the arena. Customers who require this must submit an Accessible Facilities Application Form.

prescription. Please keep all medication in its original boxes.

D/deaf Customers

BSL Interpreting Services

A British Sign Language performance interpreting service will be provided on request by fully qualified interpreters.

Please make sure you request this service on the [Accessible Facilities Application Form](#). See the [Accessible Facilities Application](#) information.

Customers who have requested this service will be contacted by the interpreting team for an understanding of which performances they would like covered; this is not guaranteed and subject to change.

Full performance interpreting schedules will be included in our Accessibility Guide. Details and locations of our information and welfare services available for D/deaf customers will also be available in the Accessibility Guide, which will be available closer to the event.

Hearing Loops

Travel and Arrival

Specific travel information will be sent out by email to customers with accessibility requirements prior to the event.

Accessible Car Park

Radio 2 In The Park will have a dedicated Accessible Car Park located close to the arena entrance. The route from the car park to the arena entrance is mostly hard standing level ground.

This car park has very limited spaces available. Accessible parking passes will be allocated on a first come first served basis and approved in accordance with the requirements indicated on your Nimbus Access Card or Festival Republic Digital Access Pass.

Drop off Pass

If you are being dropped off at or picked up from Radio 2 In The Park, please let us know on your Accessible Facilities Application. We will then supply a drop off pass for the dedicated Pick Up and Drop Off zone.

Trains

More information on travelling by train will be available soon.

Accessibility Guide

A detailed Accessibility Guide will be sent out a week prior to the event. This will include information about travel, accessible facilities & the accessibility map.

Additional Information

Ground Conditions / Weather

Moor Park is an outdoor venue and has some sloping grass areas that are steep in sections. Some grassed areas are large with no solid pathways or hard ground.

It is important to be aware that during inclement weather, some parts of the site may be muddy, water-

If you are unwell or require assistance, please approach a member of the Security and Stewarding Team who are clearly identifiable by their numbered tabards/shirts.

Security and stewards will assist in moving everybody to a place of safety.

Accessibility Contact Information

Please use the [Contact Form](#) for any accessibility queries

Telephone: Please request a call from our accessibility team via the [Contact Form](#)

Post: Accessibility Team, Festival Republic, 30 St John Street, London, EC1M 4AY

Office Opening Times: 10am – 6pm, Monday to Friday.