

**ACCESS AND FACILITIES  
FOR DISABLED PEOPLE  
AT MEAN FIDDLER  
FESTIVALS 2007**

## INTRODUCTION

This is the annual access guide for disabled people at Mean Fiddler festivals. We want everyone to be able to enjoy our events, participate, feel safe, and be part of the crowd and hope this booklet will help you make an informed decision about attending.

All this information is also contained on the Mean Fiddler website, and each events own website.

The Mean Fiddler is proud to continue supporting and working alongside Attitude Is Everything. Attitude Is Everything is the foremost disability advice and information service currently working to improve disabled people's access to live music.

Disabled consultants, volunteers and gig goers are invited to attend and audit our events, and their feedback, with that of all our customers, is central to our ongoing work. We're keen to hear from festival goers with a range of impairments. If you have any comments about this guide, please send them to me at the Mean Fiddler.

This guide is also available in large print, and can be posted or emailed. Site maps are available and will be posted but not emailed due to their large file size.

The enclosed information may be subject to change, but other sources of up-to-date information are available. The guide is arranged as follows:

- Introduction
- 2 for 1 ticket scheme and children's tickets
- Contact Details, Further Enquiries & What to do at the event
- Ticket Booking Information
- Medical Services and General Assistance on site
  
- Latitude Festival
- Reading Festival
- Leeds Festival

Sharon Reuben  
Head of Artist & Guest Liaison  
Mean Fiddler Music Group



*artsline*  
disability access information service



## 2-FOR-1 TICKET SCHEME AND/OR ACCESS TO DISABLED FACILITIES:

We ask disabled customers to contact us in advance so we can plan facilities effectively. We cannot accept applications at the event.

Under our 2-for-1 scheme, we provide many disabled ticket holders with a free ticket for a personal assistant. Details are the same for all events:

- Purchase your own ticket as normal
- Fill in the application form, stating if/why you are requesting a free ticket
- Attach proof of your disabled status (a copy of a recent DLA letter / Blue Badge)
- Send them **by post** to the address shown below, to reach us by the closing date

### **Please post applications to:**

Disabled Ticket Enquiry  
Mean Fiddler Festival Office  
16 Harlesden High Street  
London NW10 4LX

**IMPORTANT NOTE:** THERE IS A STRICT CLOSING DATE FOR APPLICATIONS. WE ARE UNABLE TO PROCESS LATE APPLICATIONS OR NEW APPLICATIONS MADE ON SITE.

FRIDAY 29TH JUNE 2007

### SPECIAL NOTES:

- If you are not offered a free ticket for a PA, and the event has sold out by the time we inform you, we will make one ticket available to buy
- There are no 'disabled' tickets: your ticket is the same as everyone else's and can be purchased at the same time & from the same sources as everyone else. There is *no* separate allocation of tickets for disabled customers to buy, so please be aware that some events sell out very quickly.
- We don't send out free tickets in advance: they are issued in person at the event.
- If you are not disabled or don't wish to apply for a free ticket, but have special circumstances and would like access to the disabled facilities, please fill in the application form stating this, and we will still try to assist you.
- All applications are at the discretion of the Mean Fiddler Music Group, and we reserve the right to alter or withdraw arrangements.

### CONFIRMATION LETTER

Once we have all your details, we will write to say either:

- We can offer you one free ticket for an assistant and use of the disabled facilities
- OR
- We cannot offer you a free ticket but can offer use of the disabled facilities

Applications are not first come first served. We will write to everyone by 4 weeks before the event - please wait to hear from us before getting in touch again.

## FURTHER ENQUIRIES PRIOR TO THE EVENT:

The best place for updated information [www.meanfiddler.com](http://www.meanfiddler.com)  
Click DISABLED INFO at the bottom of the home page for venue/festival info.

For general information, call the Mean Fiddler Information Line: 020 8963 0940  
National and regional music press also provide a wealth of information.

For other questions relating to disabled access/facilities only, call 0208 961 5490, leave your details and we will call you back as soon as possible.

Events sell out quickly, so you may wish to buy your ticket immediately. We can arrange a refund if you change your mind about attending after hearing back from us.

Our offices close completely for one week prior to each event, so we cannot respond to phone enquiries/emails at this time.

## TRAVEL INFORMATION

National Rail Enquiries: 08457 484950

London Underground, DLR and London Buses: 0207 222 1234 (24hrs)

National Express Coach Service: 08705 808080

## WHAT TO DO AT THE EVENT:

Your confirmation letter will contain full information on what to do on arrival.  
Come to the **Guest List** with your ticket & confirmation letter; your details will be on the Mean Fiddler list. Your PA should bring ID. We will provide wristbands for you and the person accompanying you. You will not need to go to wristband exchange at the camping events.

If you have any questions about access or facilities at the event, the Guest List is the best place to make enquiries. Please do not hesitate to ask for the supervisor: Sharon Reuben at Reading, Ola Nilsson at Leeds and Latitude.

## TICKET BOOKING DETAILS

Tickets for all events are available from a variety of sources.  
The Information Line can tell you about agencies in your area, on 0208 963 0940.

You can book tickets on the Mean Fiddler website at [www.meanfiddler.com](http://www.meanfiddler.com) or [www.seetickets.com](http://www.seetickets.com)

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Tickets are also available on:  
0870 060 3777 - the See Tickets Credit Card Booking Line

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Tickets are available at face value, with no booking fee, if bought in person by cash/cheque from the Camden Ticket Shop, next door to Jazz Café, Camden, London NW1 or The Astoria, Charing Cross Road, London. Check the Info Line for details.

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#### NOTE:

There is *no* separate allocation of tickets for disabled customers to buy, so please be aware that some events sell out very quickly.

Details of age limits and any relevant children's concessions are as follows:

Latitude - under 13's are admitted free with a ticket holding adult.

Reading & Leeds Festivals - under 13's are admitted free with a ticket holding adult.

#### MEDICAL SERVICES AND ASSISTANCE AT THE EVENT

Events Medical Services are equipped to provide first aid, minor casualty and resuscitation. They run a 24-hour medical centre in the Village area, with general practice facilities, staffed with doctors, nurses and paramedics. They have details of emergency dentists and local chemists and run a pharmacy service. A First Aid unit will be sited in the arena, running from 10am until 3am every day. Contact Dr.Matt Roberts at [matt@eventsmedicalservices.co.uk](mailto:matt@eventsmedicalservices.co.uk)

#### GENERAL ASSISTANCE AT THE EVENT

The Guest List supervisor is in radio contact with other staff and is your main point of contact.

All events have Welfare, First Aid and Information Points.

Security Guards & Stewards are clearly identifiable by their shirts and can give assistance or information. All staff are briefed on arrangements for disabled customers, and if you experience problems dealing with any staff on site, we do wish to hear from you, preferably at the event.

Several disabled stewards work at Reading & Leeds Festivals.

Latitude was one of the most warmly received new festivals of 2006; it won BBC6 Best New Festival and a huge amount of praise from those who attended. It offers a broad range of attractions: 4 arenas of music plus a further 6 offering poetry, theatre, cabaret, comedy, film and literary events, plus a fabulous children's area and much more.

#### SITE LAYOUT AND SITE CONDITIONS

The festival is located in beautiful undulating parkland, with a lake, wooded areas and large grass arena but it has no roadways or hard ground. Access is on grass or newly cut pathways through heavily wooded areas, and therefore can be challenging for those

with limited mobility. There is no vehicle movement on or around site including into the campsites.

## CAMPSITE AND PARKING

The disabled people's campsite is a separate area within the guest campsite. Disabled customers have access to the VIP/Guest area if they are camping with a weekend ticket.

The disabled/guest car parking is nearby but separate from the camping area. Due to the associated fire risks, it is a condition of our license that cars and tents be separated. However, the parking spaces closest to the campsite are reserved for disabled customers displaying a Mean Fiddler Disabled Access car pass.

Each disabled customer may have a maximum of three people camping with them, with a maximum of one car. If you wish to camp in a larger group, you are of course free to do so in any of the public campsites. Please note there is no electrical hook up or water hook up provided, and generators are not permitted.

The VIP bar is a lively and popular spot. It is open until 3am Thursday through til Sunday with DJ's and a bar, plus there is plenty of seating inside and out and food is served.

## DISABLED ACCESS WRISTBANDS

Wristbands are issued from the Guest List, accessible only via Yellow Gate on the A12. The Guest List is open from 11am til 9pm daily, Thursday until Sunday and the supervisors are Sharon Reuben or Ola Nilsson. Arrival outside these times means you may not collect your wristbands.

## SINGLE DAY TICKET HOLDERS

Access for day disabled customers is to be confirmed - we will advise you by post.

## WEEKEND TICKET HOLDERS

Access for weekend disabled customers is via Yellow Gate only.

## TOILETS

We have adapted toilets at each toilet block in the arena, at each stage viewing platform, in the disabled/guest campsite and in the hospitality area. Please note these toilets are regularly serviced but are open to use by non-disabled customers. While we actively discourage non-disabled customers from using these facilities, they are not locked or guarded.

## VIEWING PLATFORMS

There are disabled viewing platforms in the large tented arenas. You will require a Disabled Access Wristband to access them. These platforms are for the use of disabled people and their PA's only. Platform access ramps will have at a gradient of 1:12

Platforms will have some loose seating for PA's.

Many performance areas at Latitude are small open tents with low stages, and the audience sits on the ground for the shows. There will be no viewing platforms in these areas.

There may be use of laser and strobe lights at the event, preceded by announcements from the stages. Epileptics or those affected by lighting effects should ensure they have sufficient time to leave the viewing platform/crowd before effects begin - please bear in mind the audience may be large and movement through the crowd slow.

## OTHER

Welfare operates 24-hours a day, as does the medical tent based in the Village area, so assistance is always available. If you have any questions or problems during the event, we advise you to speak to the Guest List Supervisor, based very near the Disabled persons campsite.

**APPLICATIONS MUST BE RECEIVED BY FRIDAY 29<sup>TH</sup> JUNE 2007**