

ACCESS GUIDE





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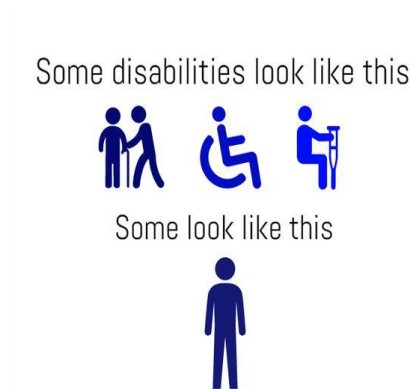
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Please note, this guide will be added to the website but will not be printed, if you would like a hard copy then please print at home.

WELCOME

Welcome to Latitude 2023. Please ensure you read through this helpful guide and share it with your PA or Companion. It contains important information about where to go when you arrive and the process for collecting the Personal Assistant (PA) tickets and Access Wristbands you applied for and the access facilities onsite.

We cater for a wide range of Disabilities and would like to take the opportunity to remind all of our guests that not all disabilities are visible. Please be courteous and do not pass judgement on other customers who may have different requirements than yourself.



No PA ticket or Access Wristbands will be sent out in advance, so you will need to collect these onsite. Your PA can only gain entry with you. You must have your event ticket, photo ID and confirmation email or printed letter. We will then wristband both yourself and your PA.

CHECK IN ID: Please note to check in with us, you must have Photo ID. We are happy to accept photocopies of your identification if you would prefer not to bring it with you to the festival.

We accept the following forms of ID: Passport, Driving Licence, Citizen Card, ONE-ID4U, Validate, Young Scot, Connexions Card, Portman Group Card, UreLife® cards and The Access Card.

Should you require any assistance on site from the access team, we will have a dedicated access phone number: **07383 880445**

ARRIVAL - WHERE TO GO

Read the following Arrival Guidelines so you know what to do when you arrive onsite.

If you are staying in the **Disabled Access Campsite or you are staying offsite, or you are a day ticket holder** then please go to the Disabled Access Check-In on arrival. The Access Accreditation Team will be based at the Disabled Access Check-In, this is next to the accessibility campsite, with entry via Red Gate 1. They will have the information that you submitted before the festival to provide you with the correct wristbands and for you to redeem your PA ticket.

DISABLED ACCESS CAMPSITE: If you are staying in the General Campervan or Family Campervan field this will open at 10am on Wednesday 19th July. The Access Campsite will open on Wednesday 19th July at 10am for Campervans and 2pm for Camping.

DISABLED ACCESS CHECK-IN OPENING TIMES:

WEDNESDAY 19 th	10:00 am	9:00 pm
THURSDAY 20 th	10:00 am	9:00 pm
FRIDAY 21 st	10:00 am	9:00 pm
SATURDAY 22 nd	10:00 am	9:00 pm
SUNDAY 23 rd	10:00 am	9:00 pm

Please note these times are approximate and subject to Health & Safety checks prior to each opening. If you arrive before these times, you will not be allowed access until the site is safe to open.

If you are staying in the **Family Campsite or Family Campervan field**, then please go to the **Memorial Wristband Exchange** on arrival to collect your PA ticket and Access Wristbands. **You must notify the Disabled Access Team if you are staying here.**

If you are staying in the **General Campervan Field**, then please go to the Campervan Wristband Exchange cabin to collect your Access Wristbands and your PA ticket. **You must notify the Disabled Access Team if you are staying here.**

If you are staying in the **General Camping field**, then please go to either Tuttles Wood Gate Wristband Exchange tent or Chloe's Gate Wristband Exchange tent

(Tuttle's Wood is accessed from the General Car Parks, and Chloe's Gate is accessed from the Transport Hub for those who have arrived by bus/coach/taxi/drop off. Do not use the Accessible Car Park, as this is further for you to walk to Chloe's Gate. **You must notify the Disabled Access Team if you are staying here.**

If you are staying in **Pink Moon/ Pod Pads**, then please ask at reception at Pink Moon for your Access Bands and PA tickets. **You must notify the Disabled Access Team if you are staying here.**

If you are staying in **Latitude Luxury**, then please ask at reception for your PA tickets and Access Bands. **You must notify the Disabled Access Team if you are staying here.**

If you are staying in **Guest**, then please go to the Guest Box Office to collect your Access Bands and PA ticket.

Please note our facilities cater for people staying in the Disabled Access Campsite, if you are staying in other campsites onsite then these facilities can't be replicated.



IMPORTANT TRAVEL INFORMATION

Travel advice will be available via social media and the Latitude website.

DISABLED ACCESS PARKING: Parking and Drop Off car passes have now been sent from noreplycarpass@festivalrepublic.com. You should have received your parking pass by now. Please check junk folders.

If you haven't received this pass, then please email us at access@latitudefestival.co.uk

PUBLIC TRANSPORT: The public Transport Hub is located near to the Disabled Access Check-In, this is where all shuttle buses and coaches go. There will be a buggy service running from the Transport Hub to the Disabled Access Check-In and then to the Disabled Access Campsite and Arena Entrance.

There will be waiting times during our busiest periods, **please be patient.**

If you are staying anywhere else on site, then please note, that we are unable to drop you off anywhere else onsite due to strict vehicle restrictions in place.

FAMILY DISABLED ACCESS CAR PARK: We have allocated the front of the Family Car Park for Disabled Access Parking. Please note you will still need to walk to the Family Campsite from the front of the car park and space will be limited.

GENERAL CAMPSITE: If you have chosen to stay in the General Campsite then please **DO NOT** park in the Disabled Access Car Park.

The Disabled Access Car Park is designed for people staying at the Disabled Access Campsite. **It is a longer distance to walk between the Disabled Access Car Park and the General Campsites.** We advise you to show the traffic steward your evidence of disability to park as close to the front of the general car parks as possible.

ACCESS BUGGY SERVICE

A complimentary wheelchair-accessible buggy service for Disabled Access Customers will be in operation at the below times.

TIMETABLE:		
Wednesday	2.00 pm	9.00 pm
Thursday	8.00 am	Midnight
Friday	8.00 am	Midnight
Saturday	8.00 am	Midnight
Sunday	8.00 am	Midnight
Monday	8.00 am	12.00 pm

This service will not be available outside of the allocated times. Please note there may be a wait for this buggy at busier times. Please be patient.

The Buggy Route will run from the Access Transport Hub, the Access Check In, the Access Campsite and the Arena entrance.

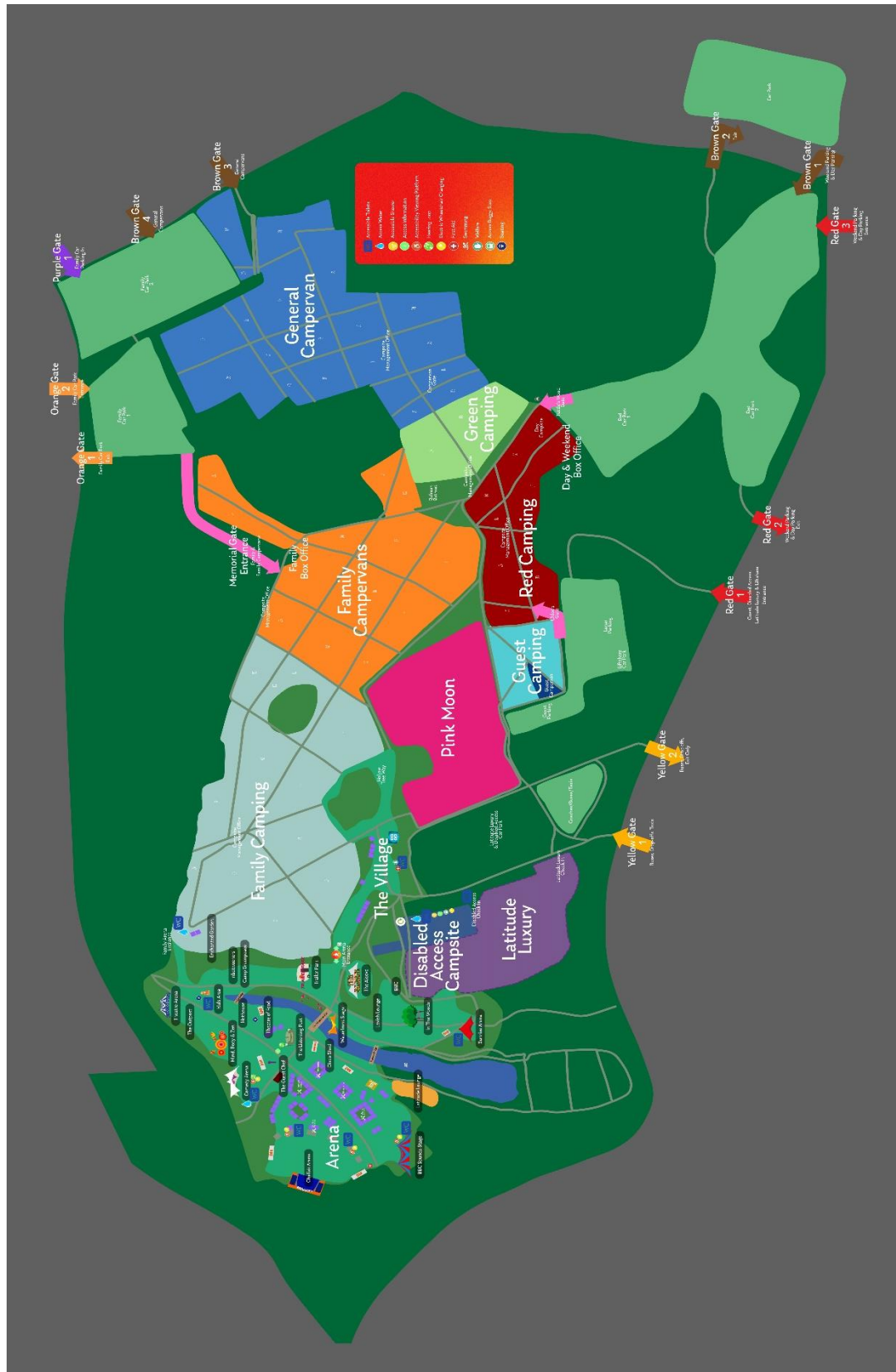
This service is run by Charity Concierge and is free for the Disabled Access Customer plus the PA. Anyone else in your party is welcome to join you for the ride, but they will be asked to make a donation of £7 to support the work of Child.org. Charity Concierge also runs a donation-based buggy taxi service for customers at the festival, and drinks service in the main arena.

All profits from Charity Concierge support the work of Child.org

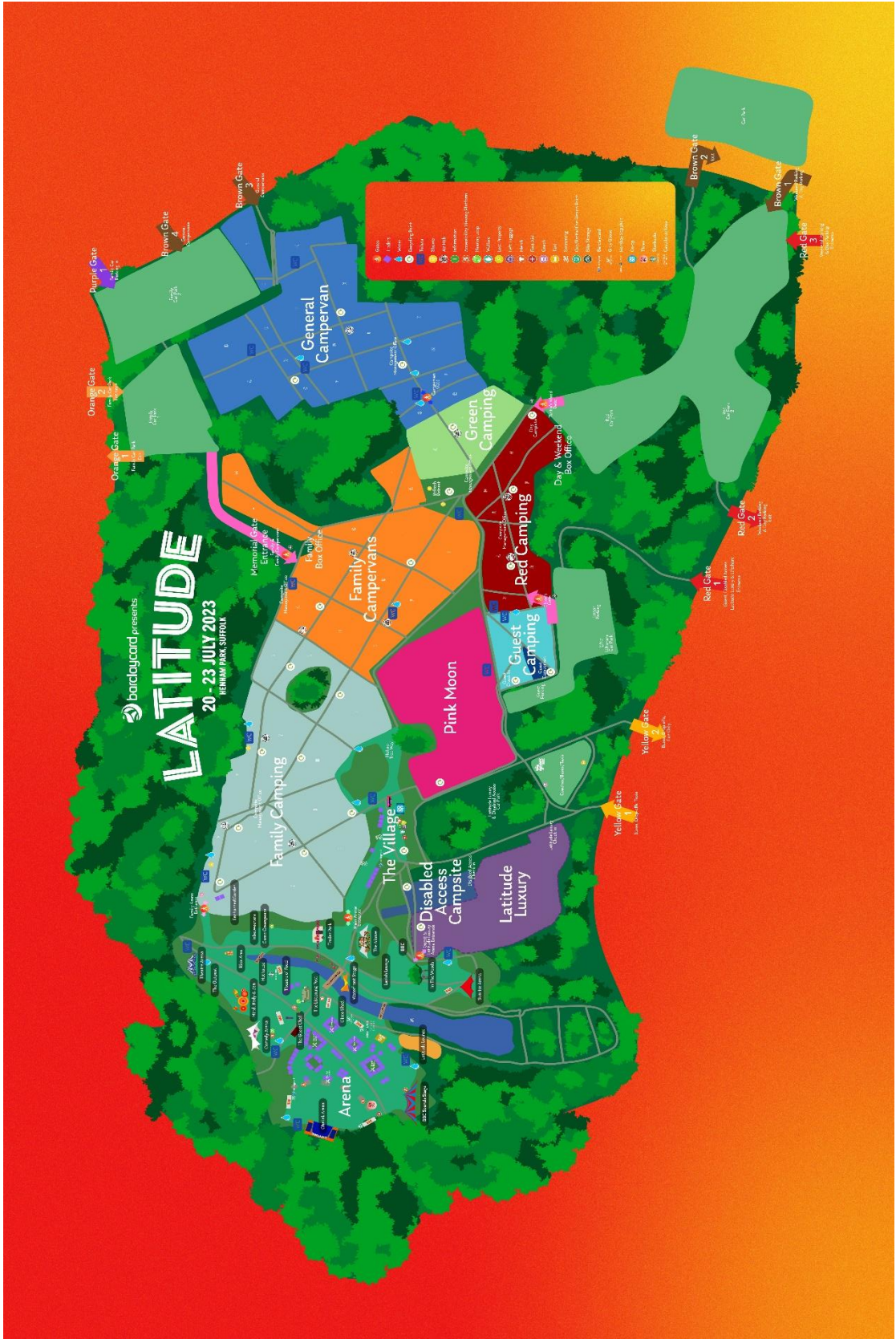
No mother, or her baby, should die from preventable causes. Child.org works with parents, communities and government in Kenya to provide life-changing, life-saving support to pregnant women and their babies.

Festival Republic have worked with Child.org for over a decade, providing transformative support to the charity, to make pregnancies, childbirth and early years safer for women and children in Sub-Saharan Africa. For more information, please visit www.child.org or you can find the team in their purple tent in the main arena.'

LATITUDE ACCESS SITE MAP



LATITUDE FULL SITE MAP



DISABLED ACCESS CAMPSITE

To ensure safe and spacious camping this year we will be having lined camping in the Access Campsite. This means tents must be placed in parallel rows within pre-allocated pitch sizes where marked lanes will be in between for access.

Please ensure your tent is erected within the pitch markings and faces out onto one of the access lanes, our campsite helpers will be on site to offer any assistance and advice.

CAMPSITE MANAGER: We have a Day (Ty) and a Night (Barry) Campsite Manager in the Access Campsite, they will be on duty throughout the festival, providing cover 24 hours a day. They are identifiable by their unique tabard. Please do not hesitate to ask them any questions or advice on anything you are unsure of and report any issues to them – big or small.

CAMPSITE HELPERS: We have Campsite Assistant Teams (CATS) roaming the campsite, helping unload luggage and assisting the campsite managers. During busier arrival times the helpers may be assisting other customers. Please note they are there to assist the Disabled Access Customers where required, they are not there to erect tents or carry additional party members' luggage or beer! Please be mindful and respectful of this.

CAMPSITE SECURITY: Security are based at the Campsite 24 hours a day. They are easily identifiable by the coloured, numbered tabards they wear. If you require any assistance please do not hesitate to ask them, they are fully briefed and there to be helpful. Please feedback to the Campsite Manager on any issues good or bad and try to note the number on their tabard.

CAMPSITE INFORMATION POINT: Attitude is Everything works closely with Festival Republic to improve disabled people's access to live music. They will be running the Information Tent at the Disabled Access Campsite. Pop in and say hello!

Thursday 21st	9.00 am	7.00pm
Friday 22nd	9.00 am	7.00pm
Saturday 23rd	9.00 am	7.00pm
Sunday 24th	9.00 am	7.00pm



CASHLESS: Please note this year Latitude Festival is a cashless site.

FEEDBACK: The Access Team Katie, Danny, Lucas, Izzy and Leila have all been working in head office planning for the festival. One of the team will be visiting the Disabled Access Campsite every day at around 10 am. If you have any feedback, we might be able to deal with onsite, please direct it to them in the Campsite Info Tent or the Access Arena Information Tent.



GENERAL ACCESS INFORMATION

We want to make sure that Latitude is an enjoyable experience for you, here are a few important points you'll want to check out.

LATITUDE APP: There is an official Latitude 2023 app. You will be able to find out all the latest access info, important festival updates throughout the weekend, as well as the most up-to-date map of the festival site to help you navigate your way around the beautiful setting of Henham Park.

Download it for free now from the [Apple App Store](#) and [Google Play Store](#)

ARENA OPENING TIMES:

THURSDAY 21st	5:00pm	3:00 am
FRIDAY 22nd	10:00am	3:00am
SATURDAY 23rd	10:00am	3:00 am
SUNDAY 24th	10:00am	3:00 am

Please note these times are approximate and subject to Health & Safety checks prior to each opening. If you arrive before these times, you will not be allowed access until the site is safe to open.

ACCESS ARENA INFORMATION TENT: In the arena, there is a Disabled Access Information tent, please see the Access Arena Map for location. This will be open from 10:00 am to 6 pm daily. (Friday to Sunday). A member of the Performance Interpreting team or the Disabled Access Team will be based in the tent, please pop in to say hello!

CHARGING POINTS: There are wheelchair charging points at the Obelisk Viewing Platforms, BBC Sounds Viewing Platform, Comedy Viewing Platforms and in the charging tent at the Disabled Access Campsite. These charging points are strictly for wheelchairs only. If you need to charge anything else – due to your access requirements, please speak to a member of the disabled access team.

QUIET SWIM: Every morning between 10am-10.30am will be a sensory-friendly swim session for those with access requirements. It is new for 2023 with the aim to make the aquatic activities more accessible for people who are neurodiverse.

DISABLED ACCESS TOILETS: The location of the Disabled Access Toilets are below:

- Disabled Access Campsite
- Family Campsite
- Day Campsite
- Welfare in the Village
- Sunrise arena toilet block
- Disabled Access Check in
- Obelisk Viewing Platforms
- BBC Sounds Viewing Platforms
- Comedy Viewing Platforms
- Golf Gate/ Kids Area

STORING MEDICATION: A fridge for storing medication will be available in the access campsite and in the medical tent in the village. Please let the access campsite manager or medical staff know if you need to store/collect your meds. Please keep medication stored in bags or prescription boxes with your name on them.



QUEUE LANES: There is a dedicated Arena Entrance for our Access Customers. Please enter via the lane displaying the Wheelchair symbol.

There is a dedicated Access Lane at our main bars for those customers and PAs with wristbands, please look for the wheelchair symbol below.



VIEWING PLATFORMS: There are two Viewing Platforms at the Obelisk Stage, a Viewing Platform at the BBC Sounds Stage and the Comedy Stage. Please refer to the Map.

VIEWING AREAS: There is a viewing area at the Comedy Arena and the Stage left Viewing Platform at the Obelisk stage.

DRINKS CONCIERGE SERVICE: Charity Concierge volunteers will be offering a drinks service on the viewing platforms and in the crowd. For a small charity donation, you can send a concierge to the bar for you. Concierges skip the bar queue, so they can return your drinks to you in double-quick time while you sit back, relax and enjoy the music!

FAR AWAY FOREST: If you need to take some respite, then we can recommend the Far Away Forest as a tranquil place during the day to recoup and have some downtime away from the busier areas of Latitude.

MEDICAL AND WELFARE: There are medical and welfare facilities in both the Village and the Arena. The Village facility is operational 24 hours a day. If you require medical assistance, please alert a member of the security

SITE TERRAIN: Latitude Festival is set in Henham Park. This beautiful parkland has sloping grassy areas that are steep in sections. Be aware there can be large areas with no solid pathways or hard ground.

A Lake is situated in the Main Arena. There are two bridges to gain access across the Lake. Woodland surrounds the main arena and campsites, with numerous

stages in the Woodland Area. Pathways have been cleared through the woodlands, but they are rough and stony in places.

WATER POINTS: There are water points throughout the arena, please look at the Latitude map on the app or website for Location. If you need access to an accessible water point, then there is one at the Comedy Toilet block.

There will be multiple lowered water points in the Disabled Access Campsite and a lowered water point in the Family Campsite by the Entrance to the Kid's Area.

We encourage you to bring reusable water bottles, reusable coffee cups and reusable straws.

ARENA MANAGER: Dave Stott is back this year ensuring that all the Arena is running smoothly. At every Disabled Platform in the Arena, we will have a team of security and stewards.

If you require any assistance, please do not hesitate to ask them as they are there to be helpful. Please report back to Dave any issues, good or bad, and try to note the tabard number of the person that dealt with you.

If you need to report anything to Dave, he can be found on the platforms or at our brand-new info tent located by the cross roads in the Arena, next to the Information tent. Please see the Access Arena Map for exact location.

If you are unable to locate a member of the Access Team, we advise locating a member of festival staff. They can always contact us on the radio, though there might be a slight delay getting to you during busier periods.



PERFORMANCE INTERPRETING

BSL Performance Interpreting will be taking place at Latitude.

A list of the BSL schedule for music stages is available below. For a full list of performances or if you require this service please visit the BSL team at their Information Tent in the Arena. This will be open from 10am-6pm Friday to Sunday.

BSL SCHEDULE <small>barclaycard presents</small> LATITUDE 20 - 23 JULY 2023 <small>HENHAM PARK, SUFFOLK</small>			
	FRIDAY	SATURDAY	SUNDAY
OBELISK ARENA	PULP 21:30 - 23:00 METRONOMY 19:45 - 20:45 CONFIDENCE MAN 21:30 - 23:00 GEORGIA 16:25 - 17:25	PAOLO NUTINI 21:30 - 23:00 THE KOOKS 19:45 - 20:45 PAUL HEATON + SPECIAL GUEST 18:05 - 19:05 THE BIG MOON 16:25 - 17:25 LIGHTING SEEDS 14:25 - 15:45 TEDDY SWIMS 13:20 - 17:25	GEORGE EZRA 21:30 - 23:00 MIMI WEBB 19:45 - 20:45 THE PROCLAIMERS 18:05 - 19:05 SOPHIE ELLIS-BEXTOR 16:30 - 17:30 THE BOOTLEG BEATLES 15:00 - 16:00 JAMES 12:00 - 13:00
BBC SOUNDS	YARD ACT 21:30 - 23:00 MEN I TRUST 19:00 - 20:00 DRY CLEANING 17:30 - 18:30 THE MURDER CAPITAL 14:50 - 15:30	YOUNG FATHERS 22:00 - 23:00 FAR FROM SAINTS 20:20 - 21:20 DON LETTS 18:40 - 19:40	SHOXSIE 22:00 - 23:00 BLACK MIDI 20:20 - 21:20
THEATRE ARENA	THE SUPER SPECIAL DISABILITY ROADSHOW 14:00 - 15:00	THE SUPER SPECIAL DISABILITY ROADSHOW 15:00 - 16:00	

Performance Interpreting will be holding BSL taster sessions at the Disabled Access Information Tent in the Arena, please ahead down there between 10am-6pm to get more info.

VIEWING PLATFORM TERMS & CONDITIONS

- Platforms operate on a first-come, first-served basis.
- There is a lanyard system in operation for PAs/plus ones. To accompany someone on the platform both an access wristband and the lanyard must be worn.
- If the platforms become full we operate a one-in one-out policy.
- Access to the viewing platform is strictly controlled. You need to apply in advance.
- PAs are welcome to use available seating, however please vacate if a disabled customer requires a seat or you are asked to do so by a steward.
- Smoking is not permitted. This includes e-cigarettes.
- Some viewing platforms have power points for charging electric wheelchairs/medical equipment only. Please ask staff for details.
- Staff reserve the right to ask customers to leave the platform.
- Use of the platform implies acceptance of these conditions.

Strobe Lighting, Special Effects and Fireworks may be used in performances.



TO THE PERSONAL ASSISTANT

Welcome to the festival. We want to highlight a few points to help you enjoy your festival experience as a PA.

You are attending the festival to accompany and assist the person who chose you as their PA. Should it become apparent you are not carrying out this role we have the right to eject you from the festival.

What is expected of a PA.

- It is important you are willing and able to assist and help with the required needs of the person who chose you as their PA throughout the festival.
- You need to be available and able to help them in an evacuation or emergency.

Tips for an enjoyable experience:

- Familiarise yourself with the facilities and meet the campsite staff.
- If you encounter any problems, know you can contact the Access Team who will try to find solutions.
- Check the weather beforehand and wear appropriate clothing.



ADDITIONAL ADVICE FROM ONE PERSONAL ASSISTANT TO ANOTHER

Being someone's festival or gig PA seems, on the surface, to be an easy job and a great way to get a free pass to an event.

The reality, however, is massively different and can change minute by minute, day by day.

The official guidance for being a PA is:

Someone who can provide all day-to-day care you might need for the duration of the festival, including being able to safely evacuate the disabled camper in the event of an emergency.

That doesn't even begin to cover the full responsibilities that come with being a PA. It can be exhausting, it can be hard work and both mentally and physically tiring.

It's important to stay sober enough and alert enough to do all of these things. Being physically capable of assisting your person mentally and physically in all situations.

Being a PA also means putting the disabled customers' needs ahead of yours at all times: The reality of this is that you may miss bands when they are unwell, you might end up queuing for food/drink etc, for them when they can't do it themselves.

You will have to advocate on their behalf in any and all situations (especially in a medical emergency), you'll need to be familiar with them as a person, their disabilities and needs. You may also be solely responsible for putting up tents and sorting your camping space out.

This can be a lot to take on and you need to think carefully about whether you can completely agree to all of this before agreeing to be someone else's only source of 24-hour assistance and support in a sometimes-challenging environment.

What you might need from a PA

The most important quality in a PA is having someone who knows you, your disabilities, and both yours and their limitations.

It must be someone you trust implicitly to take care of you throughout the festival

They must be physically able to support you and your needs, they must be able to provide all the personal, individual care you need or might need.

It's also important they can keep calm and collected in an emergency.

It's something to bear in mind, that if a PA is NOT doing their role and it's brought to the Access Team's attention, they can and will be removed from site. They are there to do a job and if they aren't doing it, that won't be tolerated.

Think very carefully about whom you're asking to be your total 24-hour support for 4/5days and make sure you are confident that they can do everything you need them to. The last thing anyone wants is to be left without support and assistance.



LATITUDE GREEN

Latitude's home, Henham Park, is recognised as an area of outstanding natural beauty, home to many rare and ancient trees and a beautiful 11-acre lake. We have a responsibility to protect this environment. Latitude has signed up to Vision Festival 2025, we are committed to reducing our carbon emissions by 50% by 2030. We measure the carbon emissions of the festival every year and have set annual targets to reduce our emissions.

RECYCLING REDWARDS

Bin bags are available at the campsite recycling points and info hub. When full, take your waste to a recycling station to sort for a chance to win some great prizes!

PRIZES UP FOR GRABS

Win Festival Merch Bundle

Win 1 X Side Of Stage Experience

Win 2 X Tickets For Next Year's Festival

THREE BIN SYSTEM: We run a three-bin system at the festival, which means every bin station will be formed of these three bins:

COMPOSTABLE: When you buy food from the traders, everything your food comes in is compostable! This means plates, containers, cutlery and napkins can be placed in the compost bins along with the food scraps. Please make sure NO PLASTIC goes into the Compostable Waste.

RECYCLABLE: Plastic bottles, aluminium cans, newspapers, magazines and clean and dry cardboard (no used greasy pizza boxes as these do not recycle).

NOT RECYCLABLE: There should be minimal leftover that goes into Not Recyclable Waste.

BIN YOUR BUTTS: Every cigarette butt has to be picked up by hand, so it would be awesome if you did not flick your cigarette and put it out before you bin it.

TENTS AND CAMPING EQUIPMENT: We want to give a MASSIVE thank you to all of you that came last year and help to leave our field clean and green! So, let's do it again and say no to single use taking your tents and camping

equipment home with you. The reality is the majority of abandoned tents end up being incinerated because it is impossible to recycle or reuse them all. If you have any broken tents or chairs place them in the non-recyclable bin at the recycling points.

Any unopened tins of food can be donated at the AIR Hubs in the campsite or the info tent in the access campsite.

WHAT'S YOUR CARBON 'FOOD'PRINT?

Food related emissions make up 26% of global greenhouse gas emissions. By understanding the carbon footprint of our meals, we can choose to reduce our environmental impact. We have calculated the carbon footprint of food at the festival again, this time all the information will be available on the Latitude app. Each menu has a simple carbon footprint rating so you can see the impact of the food options and make climate positive choices!

**BOTTLE CUP AND
CAN DEPOSITS**
ARE IN PLACE ON ALL ITEMS
SOLD IN THE ARENA

**I'M
WORTH
10P**
MADE
FROM
RECYCLED
PLASTIC

**I'M
WORTH
10P**
CAN

**I'M
WORTH
10P**
PAPER CUP

**TAKE ME TO THE REFUND
POINT WHEN EMPTY**
**MINIMUM DEPOSIT
RETURN 50p**