

The Klarna logo is a pink rounded rectangle with the word "Klarna" in black text.

PRESENTS

LATITUDE

ACCESSIBILITY GUIDE

LATITUDE FESTIVAL 2025

Henham Park, NR34 8AQ

This accessibility guide, in Microsoft Word format, can also be viewed by picking up a returnable copy from the accessible campsite and arena information hubs.

Please visit the [Latitude website](#) for more information.

ACCESSIBILITY GUIDE CONTENTS

WELCOME TO LATITUDE FESTIVAL 2025.....	4
BEFORE YOU LEAVE HOME – TICKETS AND PASSES.....	5
FORMS OF ID REQUIRED	6
PRESCRIBED MEDICATION	6
FOOD AND DRINK.....	7
TAKING BAGS INTO THE ARENA	8
ESSENTIAL COMPANIONS	8
GROUND CONDITIONS AND WEATHER	9
TRAVEL TO THE FESTIVAL.....	9
ARRIVING BY CAR, CAMPERVAN, PUBLIC TRANSPORT, OR BEING DROPPED OFF	11
COLLECTING YOUR WRISTBANDS FROM THE BOX OFFICE	14
ROUTINE SEARCHES.....	17
INTERNAL SITE TRANSPORT	17
ACCESSIBILITY CAMPSITE.....	20
ACCESSIBLE FACILITIES IN THE ARENA	23
ASSISTANCE DOGS.....	27
BRITISH SIGN LANGUAGE INTERPRETING PERFORMANCES	27
ACCESSIBLE SWIMMING	28
MEDICAL ASSISTANCE AND WELFARE	29

LEAVING THE ARENA, LEAVING THE FESTIVAL, AND RE-ENTRY	30
LATITUDE FESTIVAL MOBILE APP	31
THE ACCESSIBILITY TEAM.....	31
HOW TO GET HELP AND PROVIDE POSITIVE OR NEGATIVE FEEDBACK.....	32
WHAT 3 WORDS	32
ACCESSIBILITY MAP.....	35
HELP MAP	36

WELCOME TO LATITUDE FESTIVAL 2025

We are looking forward to welcoming you to this year's Latitude Festival.

Please take the time to read this accessibility guide carefully. It contains essential information including what to bring to the festival, how to access the festival site, and details of the facilities that we offer.

All accessible facilities and locations are marked on the accessibility map which you can find in this guide and on the Latitude App.

Please remember to share this accessibility guide with your essential companion, as they must also know the information in this document.

If you have any questions that aren't answered in the guide, please do not hesitate to contact the accessibility team using the [Latitude Festival Accessibility Contact Form](#).



BEFORE YOU LEAVE HOME – TICKETS AND PASSES

DOWNLOAD YOUR TICKETS

Please download the Ticketmaster (or other relevant ticket agent) app to your phone and preload your ticket before arriving at the festival. This will ensure that you won't have to worry about having good signal on your phone at the festival.

Please open your phone's app store and search for Ticketmaster, then download the app.

We will need to scan the barcode on your digital ticket when you arrive in order for you to enter the festival. Please remember to make sure your phone is charged.

APPROVED ACCESSIBLE FACILITIES

Please find the email you received from us with confirmation of your approved accessible facilities.

To help you find this email, it was sent from accessibility@latitudefestival.co.uk and the subject line is **Latitude Festival Accessible Application**.

If you cannot find the email, please contact us using the [Latitude Accessibility Contact Form](#) before leaving home.

CAR PARK, DROP OFF, AND CAMPERVAN PASSES

Where approved, you will receive your accessibility car park, drop-off, or campervan pass in advance, by post or via email.

Please remember, if you received a physical hanger for other campervan sites, but you were confirmed to have a pitch in the Accessibility Campervan Field, you must bring it to the Accessibility Box Office when you arrive.

If you are using the accessibility parking or your campervan ticket was swapped, you will receive your car park or campervan pass by email. The email address is noreplycarpass@festivalrepublic.com – Please do not contact us on this email address, this email address is not monitored.

For more details about parking, go to the [Arriving by Car, Campervan,](#)

[Public Transport or Being Dropped Off section](#) of this document.

Please make sure that the pass is clearly displayed in the windscreen or on the rear-view mirror of the vehicle.

FORMS OF ID REQUIRED

Please ensure you bring **one** of the following forms of identification with you:

- Nimbus Access Card
- Current passport
- Current driving license
- Nimbus Digital Access Pass + Photo ID

You will be asked to present your form of identification when collecting your wristbands.

PRESCRIBED MEDICATION

If you're bringing prescribed medication with you, please ensure that your medication is in the correct packaging with the dispensary sticker intact and issued in your name.

If you need to bring in loose medication or medication that's not in its original packaging, you will need to bring the prescription(s) with you.

MEDICAL MARIJUANA

Medical marijuana prescribed for daily use may be brought into the event. Please bring the medication in its prescribed form together with the original prescription supporting its use for the entire duration of your time at the event. You may be asked to present this, along with identification matching the name on the prescription, upon entry.

STORAGE FOR REFRIGERATED MEDICATION

Refrigerated storage for medication is available at the following locations:

- The Accessibility Campsite in the Accessibility Box Office
- In the Medical Tent, next to Co-op

This facility is only for the storage of medication that requires refrigeration.

STORAGE FOR NON-REFRIGERATED MEDICATION

If you need to store non-refrigerated medication, it can be stored in the Accessibility Box Office, or at the Medical Tent.

CONTROLLED SUBSTANCES

If you wish to store any controlled substances, they can be stored at the Medical Tent. Due to licensing regulations, they cannot be stored in the Accessibility Box Office in the Accessibility Campsite.

LABELLING

All medication must be clearly labelled with the following:

- your full name
- your date of birth
- your phone number
- your essential companion's full name if you wish for them to collect and store your medication

Medication will be signed in and out by a manager and will only be issued to the named customer or their essential companion, where applicable.

FOOD AND DRINK

FOOD

All Latitude Festival customers are permitted to bring a small amount of food for personal consumption into the arena.

Accessibility customers are permitted to bring additional food in excess of the usual amount into the arena.

(This increased allowance applies to Accessibility customers only and not to essential companions or friends and family).

DRINK

All Latitude customers are permitted to bring a sealed, unopened 500ml bottle of water or soft drink into the arena.

Accessibility customers are permitted to bring **one** sealed, unopened bottle up to **1.5l** of water or soft drink into the arena.

This increased allowance applies to Accessibility customers only and not to essential companions or friends and family.

You will be able to refill your water bottles at water points situated around the site.

No alcohol may be taken into the arena.

ON SITE SUPERMARKET – CO-OP

There will be a Co-op supermarket located approx. 100 metres away from the Accessibility Campsite for your convenience.

Co-op supermarket opening hours:

- Thursday 10:00 to 02:00
- Friday - Sunday 07:00 to 02:00

TAKING BAGS INTO THE ARENA

For security reasons, we ordinarily only permit customers to bring a small bag (A4 size) into the arena.

Accessibility customers are entitled to bring a bigger bag into the arena. (One bag only per accessibility customer).

This larger bag allowance is granted to the accessibility customer only. Please understand that this change to the policy is for the benefit of you, the accessible customer only, and we cannot extend it to other members of your party.

The bag can be carried by you or someone on your behalf, if preferred.

Please remember that your bag will be searched on entry into the arena.

ESSENTIAL COMPANIONS

If you have been approved to attend Latitude Festival with an essential companion, please ensure they arrive with you. Your essential companion must be present with you at check-in to receive their wristband.

Please ensure that your essential companion is willing and able to fulfil all your requirements, as needed, and will be able to assist during an evacuation or other emergency.

If Latitude Festival finds evidence that your essential companion is not attending for the purpose of supporting your needs, they may be asked to leave the festival. Before taking this action, we will inform you, share the evidence used to reach our decision, and discuss alternative means for your needs to be supported.

GROUND CONDITIONS AND WEATHER

Latitude Festival is an outdoor event, and most of the terrain is grass. Solid pathways or hard ground are absent in some parts of the event site. Many of the stages and entertainment areas are in areas with inclines or slopes. Please be aware that the path from the Accessibility Campsite to the Main Arena Entrance may include uneven terrain with pebbles and rocks.

In the event of rain, it is important to know that the terrain will likely become muddy and wet, making it harder to navigate. We recommend using wheelchairs or mobility scooters suitable for this terrain and bringing the appropriate emergency tire repair kit.

Whilst we hope for sunshine, please pack gear for all kinds of weather.

Please be advised that not all accessibility viewing areas are covered.

We advise all customers with mobility difficulties to use the available internal transport service. Please note that the Accessibility Transport Service is not available in the Main Arena.

TRAVEL TO THE FESTIVAL

FESTIVAL SITE ADDRESS

Latitude Festival is located at Henham Park, NR34 8AQ.

OPENING AND CLOSING TIMES

Accessibility Campervan Field and Accessibility Campsite

- Wednesday 23rd July: 14:00 – 21:00 (Campervans only)
- Thursday 24th July: 14:00 – Monday 28th July: 12:00

Please note, to alleviate congestion on the surrounding roads, we are allowing **CAMPERVANS** early entry to the site from 14:00 on Wednesday 23rd July, but not all of the facilities within this area will be available until the

campsites fully open on Thursday 24th July (including the changing places/HDU toilet).

Arena

- Thursday 24th July 17:00 – 03:00
- Friday 25th July: 10:00 – 03:00
- Saturday 26th July: 10:00 – 03:00
- Sunday 27th July: 10:00 – 03:00

TRAINS AND FESTIVAL SHUTTLE BUSES

If you are travelling by train, Halesworth is the most convenient station to arrive at.

The station has a step-free ticket office and access to both platforms. The station has 24-hour staff assistance, accessible toilets, and Blue Badge parking. Please visit the [National Rail website](#) for up-to-date station information.

Latitude shuttle bus tickets from Halesworth, Southwold and Kessingland to the festival site are available to purchase through the BorderBus app.

The shuttle drop-off point is located at Yellow Gate, around 250 metres from the Accessibility Box Office.

Please note that there will be no shuttle bus service from Diss train station this year.

Please [visit the Latitude Buses website](#) to see timetables and book your tickets.

There is an accessible buggy stop between the Transport Hub and the Accessibility Car Park. Please see the [Internal Transport section](#) in this document for details of the internal transport routes.

COACH

The official coach partner for Latitude Festival is Big Green Coach. Please visit the [Big Green Coach website](#) for more information.

Coaches will drop passengers at Yellow Gate.

There is an accessible buggy stop between the Transport Hub and the Accessibility Car Park. Please see the [Internal Transport section](#) in this

document for details of the internal transport routes.

TAXI

Taxis are available from the Transport Hub, at Yellow Gate. The central festival taxi drop-off point is located at the Transport Hub. This is around 200m walk from the Accessibility Box Office.

Private hire vehicles need to be pre-booked by telephone to collect you. It is unlawful for a private hire vehicle to take you unless you have booked them in advance. Private hire vehicles are identified from an external plate to the rear and an internal plate on the windscreen. The driver will also have a badge on his/her person.

ARRIVING BY CAR, CAMPERVAN, PUBLIC TRANSPORT, OR BEING DROPPED OFF

There is dedicated accessible parking in **Family Camping**, **General Camping** and the **Red (Day) Carpark**. If you have requested this, you will receive a carpark pass by email. Please ensure it is displayed on your dashboard on arrival.

The email address is noreplycarpass@festivalrepublic.com – Please do not contact us on this email address, this email address is not monitored.

ARRIVING BY CAR AND PARKING IN THE ACCESSIBILITY CAR PARK (ACCESSIBILITY CAMPSITE CUSTOMERS)

If you are parking in the Accessibility Car Park, you will receive your car park pass by email. Please ensure it is displayed on your dashboard on arrival.

The email address is noreplycarpass@festivalrepublic.com – Please do not contact us on this email address, this email address is not monitored.

If you are parking in the Accessibility Car Park, please follow signs to **Purple Gate** and enter the festival here. Once you have driven through **Purple Gate**, please follow signs to the Accessibility Car Park. On arrival, you will be given two options by the stewards:

1. **Park & Go:** If you choose this option, you will go straight into the Accessibility Car Park and park.
2. **Unload & Go:** If you choose this option, you will drive into the campsite to unload your bags and camping equipment before

parking. You will first drive to the Accessibility Box Office to pick up your wristbands, and then when space for your vehicle is available, you will be directed to drive into the campsite to unload your car.

As soon as you have unloaded, the driver will need to leave the campsite and follow signs to the Accessibility Car Park. This is to allow other cars to enter the site to unload.

Please note that Unload & Go will only be available while it is safe for vehicles to enter the campsite. Please be aware that due to the large number of customers attending Latitude Festival, there are likely to be queues to enter the campsite, particularly on Thursday when the campsite opens.

ARRIVING BY CAR AND PARKING IN THE RED (DAY) OR GENERAL CAMPING CAR PARKS (GENERAL CAMPING CUSTOMERS)

If you are not camping in the Accessibility Campsite and you have requested parking in **General Camping**, you will be sent an Accessibility Confirmation by email.

If you are parking in the Red (Day) Car Park, please follow signs to **Red Gate 2 or Red Gate 3** and enter the festival here. Once you have entered through **Red Gate 2 or Red Gate 3**, please follow signs to the Red Car Park. On arrival, you will be directed, by stewards, to an available parking space. This car park pass will give you access to the dedicated accessible parking areas in the Red (Day) Car Parks. Please print the pass at home and display it in your windscreen.

The email address is noreplycarpass@festivalrepublic.com – Please do not contact us on this email address, this email address is not monitored.

ARRIVING BY CAR AND PARKING IN THE FAMILY CAR PARK

If you are not camping in the Accessibility Campsite and you have requested parking in **Family Camping**, you will be sent an Accessibility Confirmation by email. Please remember to display the car parking pass clearly on your dashboard.

If you are parking in the Family Car Park, please follow signs to **Orange Gate 2** and enter the festival here. Once you have entered through **Orange Gate 2**, please follow signs to the Family Camping Car Park. On arrival, you

will be directed, by stewards, to an available parking space.

The email address is noreplycarpass@festivalrepublic.com – Please do not contact us on this email address, this email address is not monitored.

ARRIVING BY CAMPERVAN AND PARKING IN THE ACCESSIBLE CAMPERVAN SITE

Please display your Accessibility Campervan Pass on your dashboard.

You will be given a pitch measuring approximately 6m x 7m.

Please follow signs to **Purple Gate** and enter the site here. Then follow signs to the Accessibility Campsite. Your campervan may be searched on arrival.

If your campervan ticket was swapped, you also received a pass via email. Please make sure that you display both on your dashboard and bring the old hanger to the Accessibility Box Office when you arrive.

The email address is noreplycarpass@festivalrepublic.com – Please do not contact us on this email address, this email address is not monitored.

ARRIVING BY PUBLIC TRANSPORT (BUS OR COACH)

If you are coming to Latitude Festival on a bus or coach, you will be dropped off at the Transport Hub. This is approximately 250 metres from the Accessibility Campsite.

Information on where to go once you have arrived, is in section [Collecting your Wristbands from the Box Office](#) of this document.

DROP OFF (CARS AND TAXIS)

ACCESSIBILITY CAMPSITE CUSTOMERS

Please make sure that you print your pass and that the driver has the Accessibility Drop Off Pass clearly displayed on their dashboard.

If you are being dropped off by car or taxi, please follow the signs to **Yellow Gate** and enter here. Once you have entered, follow signs to the Accessibility Pick Up/Drop Off point. Please note, you won't be able to access the Accessibility Box Office and Accessibility Camping from here via car. Please either wait in the Accessibility Buggy Stop or make your way to the Accessibility Box Office.

DAY TICKET / ARENA ONLY (NON-CAMPING) TICKET HOLDERS

Please make sure that you print the pass and the driver has the Accessibility Drop Off Pass clearly displayed on their dashboard.

If you are being dropped off by car or taxi, please follow the signs to **Yellow Gate** and enter here. Once you have entered, follow signs to the Accessibility Pick Up/Drop Off point.

The location of the Accessibility Pick Up/Drop Off Point can be found on [the accessibility map](#)

OTHER CAMPSITE CUSTOMERS

If you are a Pink Moon or Latitude Luxury customer, you will receive separate arrival instructions from the relevant team.

ARRIVING BY CAMPERVAN AND PARKING IN THE GENERAL CAMPERVAN SITE

You will have purchased and received a general campervan pass. Please follow the arrival instructions included with that pass. Your campervan may be searched on arrival.

COLLECTING YOUR WRISTBANDS FROM THE BOX OFFICE

You can collect your festival wristband and accessibility wristbands, including the essential companion wristband from the Accessibility Box Office, the Accessibility Information Tent or if you requested, you can pick up from any other Box Offices. We recommend that you use the following wristband exchanges, which will depend on how you arrive at the festival. The location of all wristband exchanges is marked on [the accessibility map](#).

ARRIVING BY CAR AT PURPLE GATE (ACCESSIBILITY CAMPSITE CUSTOMERS)

If you choose to use the [Park & Go option](#), the Accessibility Box Office is located at the Entrance of the Accessibility Campsite. Please go to this box office to collect your festival and accessibility wristbands. The box office is approximately 200m from the Accessibility Car Park. There will be internal transport from the Accessibility Car Park to the Accessibility Campsite. Our team of helpers will also be on hand to assist you with your bags and

equipment.

If you choose to use the [Unload & Go option](#) , please go to the Accessibility Box Office first to collect your festival and accessibility wristbands.

The location of all box offices and car parks is marked on [the accessibility map](#).

ARRIVING BY CAMPERVAN AT PURPLE GATE (ACCESSIBILITY CAMPERVAN SITE)

The Accessibility Box Office is located at the Entrance of the Accessibility Campsite. When you arrive, please go to this box office to collect your festival and accessibility wristbands. You will then be directed to your pitch.

ARRIVING BY CAR AT RED GATE (DAY AND ARENA ONLY TICKET HOLDERS)

Please note, you can request to pick up your wristbands from this location, otherwise after you enter the festival site, please head to the Accessibility Information Point in the Main Arena to pick up your wristbands. If you chose this option and you were approved to have an Essential Companion, you will be asked to show your Latitude Accessibility Application Confirmation Email and your Photo ID.

If you are a Day Ticket holder, you will be required to show your festival ticket when you enter the Arena.

If you are a Weekend Arena ticket holder you will be required to show your festival ticket on each day you enter the Arena. Your accessibility wristbands are valid for the entire weekend. You do not need to go to the box office again once you have collected them.

BEING DROPPED OFF AT THE FESTIVAL

If you are being dropped off at the pick up and drop off point, the Accessibility Box Office is located at the Entrance of the Accessibility Campsite. Once you have been dropped off, please go to this box office to collect your festival and accessibility wristbands. This box office is approximately 250 metres from the Accessibility Pick Up and Drop Off Point. There will be an Accessibility Buggy Stop at the Accessibility Car Park. The Accessibility Car Park is approximately 100 metres from the Accessibility Pick Up and Drop Off Point.

ARRIVING BY PUBLIC TRANSPORT (BUS OR COACH)

All public buses and coaches will arrive at the Transport Hub. There will be staff on hand to help direct you.

If you are camping in the **Family Campsite, General Campsite, or Latitude Luxury** and did not request your wristbands to be delivered to the closest Box Office, please take the Accessible Shuttle Bus to the Accessibility Box Office or walk to the Accessibility Information Point in the Main Arena to collect your accessibility wristbands.

If you are camping in the **Pink Moon Campsite** and did not request your wristbands to be delivered to the closest box office, please take the internal shuttle bus to the Accessibility Box Office or walk to the Accessibility Information Point in the Main Arena to collect your accessibility wristbands.

If you are a **day ticket or weekend arena ticket holder** and did not request your wristbands to be delivered to the closest box office, please take the internal shuttle bus to the Accessibility Box or collect your wristbands from the Accessibility Information Point in the Main Arena.

AT THE BOX OFFICE

There is an Accessibility Box Office at the Accessibility Campsite.

If you are a day or arena only customer, the Accessibility Box Office or the Accessibility Information Point is where you will collect your accessibility wristbands. Please have the Ticketmaster app open showing your ticket and barcode. Please also have your I.D. ready.

If you are a camping customer, the Accessibility Box Office is where you will collect your festival and accessibility wristbands. Please have the Ticketmaster app open showing your ticket and barcode. Please also have your I.D. ready. You will be given your festival wristband and accessibility wristbands.

If you are attending with an approved Essential Companion, they must attend the box office with you to collect their wristbands.

Please be aware that it is likely that there will be queues at all box offices, particularly on Thursday and Friday when the festival opens. Seating, accessible toilets, and water will be available close to the box office.

Box office opening and closing times are different depending on the type of ticket you have. Please note that times are subject to change.

Accessibility Box Office Opening Times

- Wednesday 23rd July (Strictly Campervans only): 14:00-19:00
- Thursday 24th July: 10:00 – 22:00
- Friday 25th July: 10:00 – 22:00
- Saturday 26th July: 10:00 – 22:00
- Sunday 27th July: 09:00 – 21:00

Tuttle's Wood Gate (General Admission Wristband Exchange)

- Wednesday 23rd July (Strictly Campervans only): 14:00-19:00
- Thursday 24th July: 10:00 – 24:00
- Friday 25th July: 00:00 – 24:00
- Saturday 26th July: 00:00 – 24:00
- Sunday 27th July: 09:00 – 21:00

ROUTINE SEARCHES

Festival attendees are subject to a search of their bags, mobility aids, and person.

You may request a female or male member of security to complete the search. Dogs may also be present. There will be accessible toilets nearby.

To avoid any delays or issues, please review the prohibited items list that you cannot bring to the festival by visiting the [Latitude Festival Website](#).

INTERNAL SITE TRANSPORT

The accessible buggies and the accessible shuttle bus will have a wheelchair symbol on the front of the vehicle.

ACCESSIBLE SHUTTLE BUS

An accessible shuttle bus service will be available between the dedicated bus stops around the site. It is a 17-seater (13 + 1 wheelchair space). This is a first come, first serve service for customers with accessibility requirements and their Essential Companion only, seats are subject to

availability.

These bus stops are located at:

1. The Village (Medical Tent)
2. Family Camping/Family Campervan
3. Red Camping
4. General Campervan
5. Guest Box Office
6. Transport Hub
7. Accessibility Car Park
8. Accessibility Box Office

The accessible shuttle bus operates on a loop from Thursday to Sunday, between 9:00 and 00:00. Please note, the service will be affected by a curfew approximately between 21:00-23:30, as will foot traffic. This time can change at short notice.

On Monday, the accessible shuttle bus service will be available between 9:00 and 13:00.

ACCESSIBLE BUGGY

An accessible buggy service will also be available to take customers over short distances. This is a first come, first serve service for customers with accessibility requirements and their Essential Companion only, seats are subject to availability.

The buggy stops are located at:

1. The Transport Hub
2. Accessibility Car Park
3. Accessibility Box Office
4. Accessibility Campsite
5. Main Arena Entrance

This service runs back and forth from Thursday to Sunday, between 8:00 and 00:00. Please note, the service will be affected by a curfew approximately between 21:00-23:30, as will foot traffic. This time can change at short notice.

On Monday, the accessible buggy service runs between 8:00 and 13:00.

Please note that neither the buggy, nor the shuttle bus, can enter the arena.

Please also note that due to high demand, at the end of each night, there may be longer waiting times. A limited number of seats will be provided at the Main Arena Entrance. We appreciate your understanding and patience.

OTHER BUGGY SERVICES AT LATITUDE

[Child.org](https://child.org.uk) works with Latitude Festival to run the Festival Taxi Service by Charity Concierge.

The purpose of the Festival Taxi Service by Charity Concierge is to raise funds for Child.org's work supporting pregnant women and their babies in Kenya. To use this service, a charity donation is required. The suggested donation is £8 per journey per person, or £40 for the whole buggy.

This service operates alternative routes to the accessible buggy service.

You can request this service directly from Charity Concierge.

Wagon Hire Info

Wagons are available for hire at Latitude, run by Child.org's Charity Concierge.

These wagons are durable, can support 150kg and will help customers get in, out, and around the festival site. Wagons are available to hire for the entire weekend via pre-order on the Hungrr app or from signposted locations in the Family and General car parks on a first-come, first-served basis, subject to availability.

Volunteers (recruited by [Child.org](https://child.org)) run the trolley and wagon hire service on site.

ACCESSIBILITY CAMPSITE

GENERAL INFORMATION

On arrival at the Accessibility Campsite, you will be directed to an available camping pitch. The pitch size is 4x4m. Our team of helpers will be available to assist you with your tents and luggage.

Once you have driven onto the campsite, you will be directed to an available camping pitch and shown where to stop to allow you to unload. As soon as you have unloaded your car, the driver will need to leave the campsite and park.

Wheelchair users and those with restricted mobility will take priority in being positioned close to the accessible walkway and facilities. Customers who require critical power will be positioned in a specific area of the campsite. Please let the team know that you have been approved for this facility and they will direct you accordingly.

You will be able to access your car throughout the weekend.

Accessible routes have been created in the Accessibility Campsite running across the width and length of the campsite, as well as around the perimeter.

Please note that the facilities listed are available to those staying in the Accessibility Campsite only.

CAMPSITE FACILITIES

ACCESSIBILITY BOX OFFICE

At the entrance of the campsite, there is a dedicated box office where you can collect your wristbands, store your medication or just talk to the accessibility team.

CRITICAL POWER

Please note that customers who require and have been approved for critical power will be positioned in a designated area of the Accessibility Campsite. The power connections will be supplied to the approved customer's tent at specific pitches in this area.

Please let the team know that you have been approved for this facility and they will direct you to a pitch on arrival. Please note that this area is for critical power users only.

MEDICATION FRIDGE

Refrigerated storage for medication is available in the Accessibility Box Office and in the Medical Tent.

This facility is only for the storage of medication that requires refrigeration.

If you need to store non-refrigerated medication, this can be stored in the Accessibility Box Office and in the Medical Tent.

All medication must be clearly labelled with the following:

- your full name
- your date of birth
- your phone number
- your essential companion's full name if you wish for them to collect and store your medication

Medication will be signed in and out by a manager and will only be issued to the named customer or their essential companion, where applicable.

If you wish to store any controlled substances, they can only be stored in the Medical Tent. Due to licensing regulations, they cannot be stored in the Accessibility Campsite.

CHARGING TENT

A charging tent will be located inside the Accessibility Campsite. It is equipped with charging points for electric wheelchairs and medical devices such as nebulisers. This is open 24 hours. Please note, this is not a supervised space. We suggest you do not leave any equipment or valuables inside this tent unattended.

You can also find a team of volunteers in front of the tent to assist you with any questions regarding the festival.

ACCESSIBLE TOILETS AND SHOWERS

Standard and wheelchair accessible toilets, and standard and wheelchair accessible showers are located inside the campsite. They are staffed by stewards and a sanitation team to ensure they are kept clean and restocked. If there is any problem with the facilities, please let the Accessibility Campsite Manager know.

CHANGING PLACES UNIT

A changing places unit is available in the Accessibility Campsite, which includes a changing bed, toilet, sink, and a hoist. Please bring your own sling if required.

WASHING FACILITIES

There will be sinks in the sanitation area for you to wash your hands, face, and brush your teeth.

WATER POINT

There will be drinking water points for you to fill up water bottles.

LINED CAMPING

The Accessibility Campsite is marked out in lines. Tents will be pitched in lines with a path in front of your tent to ensure you can move freely around the campsite. The campsite staff will guide you to the next available space on arrival and be available to assist.

Wheelchair users will be positioned close to the accessible walkway and facilities.

Please be mindful of the size of the tent you are bringing.



FIRE LANES

You are not permitted to camp in the fire lanes, access row lanes, hard standing, or areas without grass. Any tents found in these areas will be moved.

GAZEBOS

Due to space limitations, you may be asked to move or remove your gazebo if it is taking up too much space. Please consider fellow campers when pitching your gazebo.



TENT PITCHING BY CHARITY CONCIERGE - THURSDAY 2PM - 6PM

There may be a few Charity Concierge volunteers roaming the Accessibility Campsite to offer tent pitching services and general support. This is an extra donation-based service. There is a suggested donation of £5 for a small tent, or £20 for a 6-man and above tent.

ACCESSIBLE FACILITIES IN THE ARENA

The distance to the arena from the accessibility campsite is around 150 metres.

ARENA ACCESSIBILITY INFORMATION HUB

There is an information tent in the arena staffed with a team to help answer any questions you may have during the event. It is open when the arena opens and closes at 21:00.

You will find the tent at the crossroad opposite The Listening Post.

ACCESSIBLE TOILETS AND CHANGING PLACES UNITS

Accessible toilets are located within the arena toilet blocks and accessible viewing areas. Please remember to show your accessibility wristband when a staff member asks to see it.

If you have the WC symbol on your Nimbus Access Card or Digital Access Pass, you will be offered a JCW Wristband (Just Can't Wait) when you collect your accessibility accreditation. This wristband is to help you indicate to other customers and staff that you have urgent toilet requirements.

We respectfully ask that all customers be considerate of one another. Please be aware that toilet facilities will be busier during peak times such as artist changeovers.

CHANGING PLACES UNIT

A changing places unit is available next to the Comedy Arena toilet block, this includes a changing bed, toilet, sink, and a hoist. Please bring your own sling if required.

BAR SERVICE AREAS

Accessible bar lanes with lowered service areas are available at the main festival bars. Please look out for the wheelchair symbol. You and your essential companion can access the lowered bar areas by using the exit lanes of the bar queues, which bypass the general queue system. The lanes are staffed by security and stewards; please remember to show them your wristband.

MERCHANDISE

An accessible serving area is available at the merchandise stalls close to their exit lanes; please look out for the wheelchair signs. Your accessibility wristband will give you access to the accessible merchandise serving area.

FOOD

If a food trader has been unable to adjust their vehicle to allow for a lowered service point, the staff will be available to assist you from the front of the unit. Please just ask if you need assistance and they will be happy to help.

CASHLESS PAYMENTS

Latitude Festival is a fully cashless event. You can pay by debit or with credit card. You can also use Apple or Google pay if you have those set up on your phone.

ACCESSIBLE VIEWING AREAS

There are raised viewing platforms and ground level viewing areas at the following stages:

- Obelisk Stage (Stage Left) – approximately 450 metres from Main Arena Entrance
- Obelisk Stage (Stage Right) – approximately 575 metres from Main Arena Entrance
- Second Stage – approximately 660 metres from Main Arena Entrance
- TK Maxx Presents Comedy Arena – approximately 370 metres from Main Arena Entrance

Your accessibility wristband will give you access if you have been approved for this facility.

RAISED VIEWING PLATFORM

- The raised viewing platforms are designated for wheelchair users and those with restricted or limited mobility.
- Only the approved customer and their essential companion can access the raised viewing platform.
- A wristband system will control access to the raised viewing platform.
- In cases where a customer does not have an assigned Essential Companion, they can nominate one person to join them on the platform whilst they make use of the facility. Please make sure that your Dedicated Companion received a wristband from us.
- All raised viewing platforms are equipped with ramped access, wheelchair-accessible toilets, and charging points.
- Viewing platforms are not covered, so customers should dress appropriately for all weather conditions.
- If an essential companion or nominated person needs to leave the accessibility customer alone temporarily while they use facilities (or otherwise), please let the security know at the gate.

- Once the platform is at capacity a one in, one out policy will be implemented.
- Smoking, including e-cigarettes & vapes, is not permitted.
- Staff and security have the right to ask customers to leave the platform if the customer is behaving inappropriately.

GROUND-LEVEL VIEWING AREA

- A designated ground-level viewing area is available for individuals who require a less crowded area and the option of sitting for short periods.
- A wristband system will control access to the ground-level viewing areas.
- Limited seating is available in the ground-level viewing area.
- All ground-level viewing areas have access to accessible toilets.
- If required, customers may be accompanied by an essential companion in the ground-level viewing area.
- Staff and security have the right to ask customers to leave the ground-level viewing area if the customer is behaving inappropriately.
- Smoking, including e-cigarettes & vapes, is not permitted.

CHARITY CONCIERGE DRINK SERVICE

Keep your eyes peeled for our Charity Concierge volunteers in purple tee-shirts in the Main Arena/Accessibility Viewing Areas. They can take your drinks order from wherever you are, skip the queues at the bar, and return your drinks back to you. Quick, easy and perfect if you don't want to lose your spot! Suggested donation: 4 drinks for £7.



ASSISTANCE DOGS

Spending areas will be available for assistance dogs, located at the Accessibility Campsite, and in the Main Arena. Please ensure you use these spaces only and always clear up after your assistance dog using the bins provided.

BRITISH SIGN LANGUAGE INTERPRETING PERFORMANCES

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

If you have indicated that you require this service and have given consent for your contact details to be shared with the interpreters, they will contact you directly. This is so that you can liaise with them about what performances you would like to be interpreted.

If you would like to be contacted by the interpreters and have not yet given your consent, please contact us using the [Latitude Festival Accessibility Contact Form](#).

The Performance Interpreting Team will be available at the Accessibility Information Tent. They will be available onsite to assist and answer any queries you may have.

They will perform at the following locations:

- Obelisk Stage pit and on the side of the stage
- Second stage on the side of the stage
- Comedy Stage on stage
- Theater Stage
- Kids Zone

Please note, if you wish to enjoy a show with BSL, please make sure that you request it before arriving at the festival to allow the interpreters to be prepared and provide the best service possible.

ACCESSIBLE SWIMMING

You do not need to book for the Freeform Swimming Sessions.

FREEFORM SWIMMING

Enjoy freeform swimming in the lake at the following times (please note this will be available to all customers at this time):

- Thursday 24th July 2025: 17:00 (or as soon as the arena opens) to 20:00
- Friday 25th July 2025: 10:30 (or as soon as the arena opens, if later) to 20:00
- Saturday 26th July 2025: 10:30 (or as soon as the arena opens, if later) to 20:00
- Sunday 27th July 2025: 10:30 (or as soon as the arena opens, if later) to 20:00

There are dedicated Accessible Swimming Sessions to give swimmers with accessibility requirements exclusive access to the bathing area and swimming pontoon.

The Accessible Swimming Sessions will be on Friday to Sunday, 10:00-10:30 am.

To ensure the safety and visibility of both the lifeguards and swimmers, freeform swimming is only permitted during the designated hours. Please note, the swimming area has a capacity limit of 100 swimmers at any one time.

No booking is required for freeform swimming – simply come along and enjoy the lake at your leisure.

You can find more information about the swimming on the [Latitude Lake Swimming Web Page](#).

MEDICAL ASSISTANCE AND WELFARE

MEDICS

Medics, medical care, and supplies are available in the arena and the Village.

If you require urgent medical attention, please alert a member of staff who can assist you.

WELFARE

Welfare tents are located in the arena and in the Village. Experienced and caring staff are on hand to provide confidential advice about drugs, alcohol, sexual, and general assistance, counselling, and advice for anything that is troubling you.

SENSORY CALM TENT

There is a sensory calm tent at the festival, located in the Main Arena, at the Sunrise Bridge.

The aim of this space is to provide a safe, low-level stimulation and recalibration zone for any customers who need to use it. This facility is available for everyone.

LEAVING THE ARENA, LEAVING THE FESTIVAL, AND RE-ENTRY

ROAD CLOSURES AND TRAFFIC CURFEWS

Please be aware that there will be times during the event when we must enforce strict road closures and traffic curfews. This is to protect the safety of all our customers. Please note, this will affect the Accessible Transport Service.

Road curfews are expected to be in place as below:

- Friday 21:00 to 23.30
- Saturday 21:00 to 23:30
- Sunday 21:00 to 23:30

Please be aware that these times are subject to change at short notice.

LEAVING THE ARENA

When the main headliner concludes each evening, we recommend that customers on the viewing platforms and in the ground-level viewing areas wait until the initial crowd has left the arena before leaving themselves.

If you wish to avoid the road closures, you will need to leave prior to the curfew times. This will mean leaving before the headliner has finished.

LEAVING THE FESTIVAL

Please be aware that there may be long queues when leaving the festival by car or public transport, as vehicle curfews are necessary to allow pedestrians to leave the site safely.

ACCESSING YOUR CAR DURING THE FESTIVAL

You will have access to your car throughout the festival. If you wish to leave, please be aware of road closures and times listed when there may be heavy crowd movement and plan trips to your car outside of these times.

RE-ENTRY FOR CAMPING CUSTOMERS

Customers who are camping at the festival are allowed to leave and reenter. Please use the same route to exit the festival as you entered.

RE-ENTRY FOR DAY OR ARENA ONLY CUSTOMERS

There is no reentry for day ticket holders. After weekend arena only customers leave the festival, they cannot re-enter until the following day. If there is an emergency, please speak with a member of the Accessibility Team or staff at the nearest exit.

LATITUDE FESTIVAL MOBILE APP

This accessibility guide's information is also available on the Latitude Festival app.

The app also contains helpful information, including set times, maps, and important updates delivered by push notification.

Please download the festival app to your mobile phone by visiting the Apple Store or Google Play and searching for Latitude Festival.

THE ACCESSIBILITY TEAM

Our accessibility team will be on hand to look after you whilst onsite. Accessibility team members can be identified by their purple tabards.

The accessibility box office team will ensure your wristbands and pre-approved facilities are provided to you.

The accessibility manager will ensure that all the accessible facilities in the arena run smoothly. We encourage you to report any arena issues to the Accessibility Information Hub located at the crossroads opposite The Listening Post so that we can rectify them.

A team of security and stewards will be in the accessible viewing areas in the arena. They can be identified by their coloured, numbered tabards. They are there to keep you safe and will do their best to help you.

Our Accessibility Campsite managers are on duty, providing 24-hour cover. They will roam the campsites and are there to help, so please feel free to ask them any questions or report issues.

A team of campsite helpers known as CATs roam the campsite, helping unload luggage and assisting the campsite managers. During busier arrival times, the helpers may be helping other customers, so please be patient. Please note they are not there to erect tents!

The whole team will work hard to ensure you have a positive experience at

Latitude Festival and welcome your feedback about any aspect of the festival.

HOW TO GET HELP AND PROVIDE POSITIVE OR NEGATIVE FEEDBACK

If you find yourself lost, please ask for directions to the nearest YOU ARE HERE plan of the festival site.

If you need assistance, please speak to a team member at one of the following locations:

- Accessibility Box Office (on arrival)
- Campsite Charging Tent, which is open 24 hours
- Arena Accessibility information hub (open until 21:00)
- Accessible Viewing Areas
- You can also contact the team by phone
- By using the [Latitude Festival Accessibility Contact Form](#)

Please be aware that phone reception can be temperamental, and the phone reception may not always be the strongest. The phone may become busy at certain times, so please be patient with us. We accept text messages or WhatsApp from those who cannot, or prefer not to, make calls.

WHAT 3 WORDS

What3Words is a geocode system designed to identify any location within a resolution of approximately 3m. It is an easy way to find and share exact locations. We have listed below some key site locations for you.

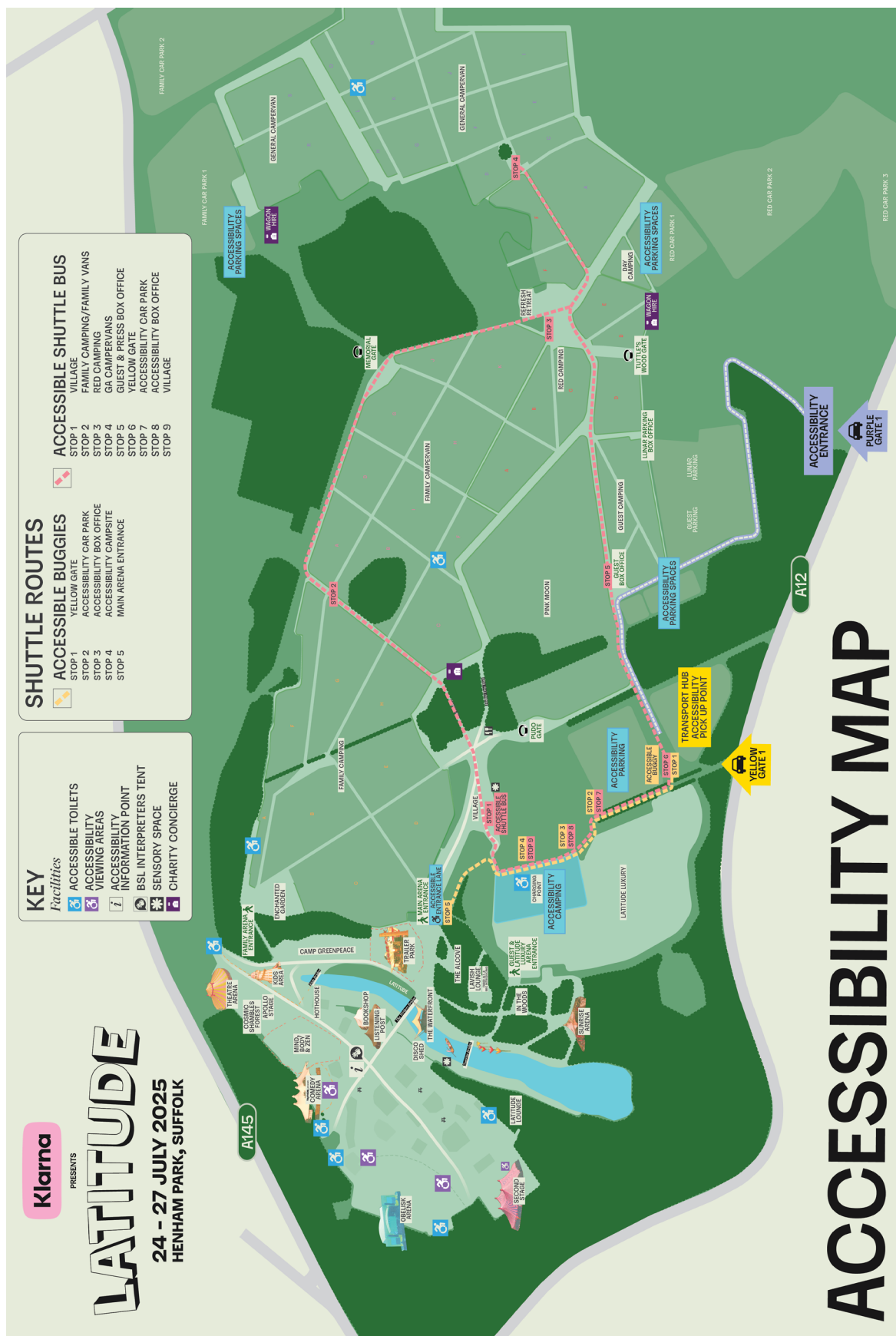
You can either download the app or use the [What3Words Website](#).

LOCATION	WHAT3WORDS
Accessibility Box Office	Whistle.clarifies.passwords
Accessibility Info Point (Arena)	Regard.regal.contracts
Accessibility Camping	Strongly.sprayed.overpower

Purple Gate	Verb.toads.treating
Tuttles Wood Wristband Exchange	Grit.plod.glance
PUDO Exchange	Arose.standard.installs
Accessibility Car Park	Interest.strikers.change
Day (Red) Car Park	Observers.sprouts.frocks
Yellow Gate	Unrealistic.pest.enrolling
Orange Gate	Wedding.counts.importers
Coop	Sedative.admits.warrior
Medical	Limits.headliner.unpainted
Welfare	Fans.repaying.sweeping
Sensory Tent (Arena)	Gardens.afternoon.goodbyes
Sensory Tent (Village)	Canine.converged.vacancies
Accessibility Shuttle Bus Stop Family	Unlisted.droplet.ballroom
Accessibility Shuttle Bus Stop General	Alert.documents.circulate
Accessibility Shuttle Bus Stop (Red) Entrance	Relegate.tidying.vocab
Accessibility Shuttle Bus Stop Guest	Bespoke.pronouns.research
Accessibility Shuttle Bus Stop (Medical)	Playful.clipped.bulky
Main Arena Entrance	Mistaking.wipes.reviewed
Obelisk Accessibility Viewing Area SR	Grips.awaiting.gobblers
Obelisk Accessibility Viewing Area SL	Unravel.entitles.leaves

Second Stage Accessibility Viewing Area	Dote.forensic.closer
Comedy Stage Accessibility Viewing Area	Snail.thickened.wizard
Accessible Swimming	Baker.machine.softest
Memorial Exchange	Apes.tougher.tutorial
Transport Hub (Pick Up Drop Off Point)	Exonerate.helpfully.offhand

ACCESSIBILITY MAP



HELP MAP

Klarna

PRESENTS

LATITUDE

24 - 27 JULY 2025
HENHAM PARK, SUFFOLK

WORRIED ABOUT SOMEONE OR SOMETHING? FED UP? OVER INDULGED? WE ARE HERE TO HELP & NO JUDGEMENTS WILL BE MADE

ASK FOR ANGELA

This year we are supporting the ask for Angela campaign, which is operational across the festival site and is briefed to all staff members, including security, stewards & bar staff. Ask for Angela is an initiative aimed to provide support in a discreet manner for anyone experiencing harassment of any kind. Customers are encouraged to go to a member of bar staff or security and ask for Angela if they need discreet help.

HELP POINTS

Arena, Village & Campsite

- AIR HUB**
- MEDICAL**
- INFO**
- WELFARE**
- CAMP SITE MANAGER**
- SENSORY SPACE**
- SAFE GIGS FOR WOMEN**
- SEXUAL ASSAULT REFERRAL CENTRE**
- SAMARITANS**
- FESTIVAL PASTORS**
- NHS BUS**

LIFE-CHANGING BUGGY SERVICE

MINIMUM DONATION £5 per ride to go to life-changing to support their mission of providing life saving support to make pregnancies, births and early years safer.

LIFE-CHANGING ROUTE 1-3

- STOP 1 TUTTLES WOODS GATE
- STOP 2 MAIN ARENA ENTRANCE
- STOP 3 GUEST X PRESS BOX OFFICE
- STOP 4 FAMILY RESIN ENTRANCE

FREE TRACTOR SHUTTLE ROUTE

The map shows the layout of the Latitude Festival site at Henham Park. Key areas include:

- Main Arena:** Central stage area with surrounding seating.
- Village:** A designated area for vendors and food stalls.
- Campgrounds:** Various sites for camping, including Family Campground and General Campervan.
- Service Areas:** Locations for medical, welfare, and other support services.
- Routes:** Colored paths indicating specific service routes like the Life-Changing Buggy Service and Free Tractor Shuttle Route.

HELP AVAILABLE 24H

AIR HUBS ASSISTANCE, INFORMATION, RESPONSE.

Ran by volunteers from several different organisations and charities. They will create a community feel in each campsite, supporting the campers as they navigate their way around the festival.

ON SITE MEDICAL SERVICES:

FIND THEM IN THE VILLAGE AND ARENA

Provide clinical care onsite to all their guests. Please find them in the village and the arena if you have any medical concerns.

SAFE GIGS FOR WOMEN: FIND THEM IN THE VILLAGE

Safe gigs for women work with all involved in live music to talk about how they can prevent sexual assault at gigs and festivals. They will be onsite all weekend about the D's of Being a Bystander and asking that you #dontscandy.

THE WELFARE CREW

FIND THEM IN THE VILLAGE AND KIDS AREA.

The Welfare Crew support those that are in a vulnerable situation in a safe place.

NHS BUS: FIND THEM IN THE VILLAGE

The NHS Bus will provides a range of services including education on vaccinations, mental health and addiction support, access to Hep C testing and other well-being facilities.

EVENTSWELL: FIND THEM IN THE ARENA

EVENTS WELLBEING: FIND THEM IN THE VILLAGE

We specialise in creating serene environments and sensory spaces to promote mental wellbeing and neuro-inclusivity for all.

FESTIVAL PASTORS: FIND THEM IN THE VILLAGE

Patrolling the public areas of Latitude in pink hi-vis and baseball caps, they are onsite to help reduce crime and provide a "Pastors Prayer Tent" in the village for those wanting to have a quiet time or a chat.

SAMARITANS: FIND THEM IN THE VILLAGE

Samaritans offer a safe space for anyone to talk and be listened to.