

Klarna

PRESENTS

LATITUDE

ACCESSIBILITY GUIDE

LATITUDE FESTIVAL 2026

Henham Park, Suffolk

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WELCOME TO LATITUDE FESTIVAL 2026

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 available inside.

All accessible facilities and locations are marked on the [accessibility map](#) which you can find at the end of this guide and on the Latitude Festival website.

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 email the accessibility team at accessibility@latitudefestival.co.uk.



TICKETS AND VEHICLE PASSES

DOWNLOAD YOUR TICKETS

Please download the Ticketmaster app (or other relevant ticket agent app) on your phone and preload your ticket before arriving at the festival. This will ensure that you won't have to worry about having a good signal on your phone at the festival. Please open your phone's app store, search for Ticketmaster and 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 Accessibility Approval Confirmation.

If you cannot find the email, please contact us at accessibility@latitudefestival.co.uk before leaving home.

CAR PARK, DROP OFF AND CAMPERVAN PASSES

Where approved, you will receive your accessible campervan pass, in advance, by post.

You will receive your accessibility car park or drop-off pass by email.

For more details about parking go to the [parking sections later in the guide](#).

Please make sure that the pass is clearly displayed in the windscreen or 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 licence
- Latitude Festival Digital Access Pass and 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, on entry and at any time during the festival if requested.

STORAGE FOR REFRIGERATED MEDICATION

Refrigerated storage for medication is available at the following locations:

- The accessibility campsite in the campsite manager's office.
- The arena in the first aid tent

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 campsite manager's office, or at the arena first aid tent.

CONTROLLED SUBSTANCES

If you wish to store any controlled substances, they can be stored at the arena first aid tent. Due to licensing regulations, they cannot be stored in the campsite manager's 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 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 1L 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 SHOP

The Co-op will be available on-site in the campsite village for your convenience.

Opening hours:

- Thursday 12:00 – 03:00
- Friday - Sunday 07:00 – 03:00

BAGS IN 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. You will be sent a link and code to claim your digital essential companion ticket before arriving at the festival. This will show up as a separate event in your Ticketmaster app. If you have any issues with accessing your companion ticket, please speak to a member of the accessibility team at the box office when you arrive.

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.

There are designated accessible routes around the festival site. There is very little trackway and hardcore tracks at the event.

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 tyre repair kit.

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

We advise all customers with mobility difficulties to use the available internal transport service.

FESTIVAL OPENING AND CLOSING TIMES

Campervans Only:

- Wednesday 22nd July 10:00 – Monday 27th July 13:00

Campsites (General, Accessibility, and Family only):

- Wednesday 22nd July 17:00 – Monday 27th July 13:00

Please make sure you arrive no earlier than your campsite opening time, as we won't be able to admit guests before then. Gates will be open from 5pm until midnight on Wednesday 22nd July, and will reopen at 10am on Thursday 23rd July.

Pink Moon and Latitude Luxury Campsites:

- Thursday 23rd July 10:00 – Monday 27th July 13:00

Arena:

- Thursday 23rd July 17:00 – 03:00
- Friday 24th July 10:00 – 03:00
- Saturday 25th July 10:00 – 03:00
- Sunday 26th July 10:00 – 03:00

Please note: Opening times and running orders are subject to change without warning. All changes will be communicated at information tents, published in locations onsite, and posted online.

HOW TO GET TO LATITUDE

FESTIVAL SITE ADDRESS

Latitude Festival is located at Henham Park, Suffolk. Please follow the specific arrival instructions on the parking pass you have been sent.

BY CAR

If you are driving to the festival, please follow the instructions on the vehicle pass you have been sent. This will show which gate you should go to, and which signs you should follow as you approach the festival.

TRAINS AND FESTIVAL SHUTTLE BUSES

If you are travelling by train, Halesworth is the most convenient station to arrive at. Please note, there is no direct service from London, you will need to change at Ipswich.

This station has step free access to both platforms. However, please note that Platform 1 (for trains towards Ipswich) is only accessible via a barrow crossing across the train tracks, or via a public footpath and road route on to Bramblewood Way which requires additional time. Please visit the [Southeastern Railway](#) website for up-to-date station information.

Latitude shuttle bus tickets from Southwold, Kessingland, Halesworth Rail Station, Halesworth Town and Beccles to the festival site are available to purchase through the [BorderBus](#) website.

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

There is an accessible shuttle 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

Big Green Coach returns as our official travel partner, offering carbon-neutral return services directly to the festival's coach park. Please visit [the Big Green Coach website](#) for coach travel information.

Coaches will drop passengers at the Transport Hub at the Yellow Gate.

The internal accessible shuttle picks up from the transport hub. Please see the [Internal Transport section](#) for details of the internal transport routes.

TAXIS

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 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.

CAR PARKING FOR CAMPING TICKET CUSTOMERS

This section provides information on where to park if you are camping at Latitude.

[The Campsite and Gate Map](#) shows the location of all campsites and which gate to use.

There is dedicated accessibility car park, and accessible priority parking in the family car park, general car park, and red car park. If you have requested this, you will receive a car park pass by email.

THE ACCESSIBILITY CAR PARK

If you have been approved to park in the accessibility car park, you will receive your car park pass by email. Please ensure it is clearly placed on your dashboard on arrival.

Please do not use a Sat Nav system to get to the festival as there are different routes into the site depending on which direction you are approaching from. Instead, please refer to the temporary festival road signage on your way to the festival site.

Your car park pass will tell you what signage to follow and which gate to enter through.

If you are parking in the accessibility car park, please follow signs to the

Purple Gate and enter the festival here. Once you have driven through **Purple Gate**, please follow signs to the accessibility car park.

If you are arriving by car and staying in the accessibility campsite, you will be able to choose between Park & Go and Unload & Go. For more details about these options, go to the Park & Go and Unload & Go section of this guide.

PARKING IN THE GENERAL CAR PARKS (GENERAL CAMPING CUSTOMERS)

If you are not camping in the accessibility campsite and you have requested parking, you will be sent a priority car park pass by email. Please remember to display the car parking pass clearly on your dashboard.

Please do not use a Sat Nav system to get to the festival as there are different routes into the site depending on which direction you are approaching from. Instead, please refer to the temporary festival road signage on your way to the festival site. Travel directions for all car parks can be found on the [Latitude Travel Information](#) page.

This car park pass will give you access to the dedicated accessible parking areas in the General, Family, and Red car parks. You can either show the car park pass on your phone to the steward on arrival OR you can print the pass at home and display it in your windscreen.

PARKING IN THE FAMILY CAR PARK (FAMILY TICKET HOLDERS)

If you are not camping in the accessibility campsite and you have requested family car parking, you will be sent a priority car park pass 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.

LATITUDE LUXURY CUSTOMERS

If you are a Latitude Luxury customer, you will receive separate arrival instructions from the VIP Nation team.

PINK MOON CUSTOMERS

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

PARK & GO AND UNLOAD & GO (ACCESSIBILITY CAMPSITE ONLY)

If you are staying in the accessibility campsite and are parking in the accessibility car park, you can choose to either:

- Park in the accessibility car park and make your own way to the campsite using the internal buggy service if required (Park & Go) or
- Drive into the accessibility campsite, unload your bags, then drive to the accessibility car park (Unload & Go).

You can also choose between these options if you are being dropped off at the Pick Up/Drop Off point by a taxi or car.

PARK & GO

- If you choose this option, you will go directly to the accessibility car park to park. You can either make your own way or use the internal transport which will drop you at the campsite entrance
- Park & Go is likely to be a quicker process than Unload and Go at peak times

UNLOAD & GO

- If you choose this option, you will drive onto the accessibility campsite to unload your belongings. Please be aware that due to the large number of customers attending Latitude Festival, there may be queues to use Unload & Go, particularly when the campsite opens
- For health and safety reasons, you may not be permitted to drive to your pitch. Instead, your vehicle will be held in a designated area of the campsite. The campsite team will be on hand to assist you, if required

- Unload & Go will only be available while it is safe for vehicles to enter the campsite. Once the campsite is at a certain level of occupancy, health and safety guidelines prevent us from allowing additional vehicles to enter
- To reduce queuing times, we require the driver to move their vehicle from the campsite to the car park as soon as your belongings have been unloaded

PARKING FOR CAMPERVAN TICKET CUSTOMERS

This section provides information on where to park if you are staying in a campervan at Latitude.

STAYING IN THE ACCESSIBLE CAMPERVAN SITE

If you have been approved for an accessible campervan space, you will receive your campervan hanger pass by post. Please ensure it is hanging from your rear-view mirror on arrival.

Your pass will tell you what signage to follow and which gate to enter through. You will enter through Purple Gate.

Your campervan may be searched on arrival.

Please do not use a Sat Nav system to get to the festival as there are different routes into the site depending on which direction you are approaching from. Instead, please refer to the temporary festival road signage on your way to the festival site.

STAYING IN THE GENERAL OR FAMILY CAMPERVAN FIELDS

You will have purchased and received a general or family campervan pass.

Please follow the arrival instructions included with that pass. Your campervan may be searched on arrival.

CAR PARKING FOR DAY TICKET CUSTOMERS

This section provides information on where to park if you are not camping at Latitude.

[The Campsite and Gate Map](#) shows the location of all campsites and which gate to enter by.

ACCESSIBILITY CAR PARK PASS (NON-CAMPING CUSTOMERS)

If you have been allocated parking in the accessibility car park, you will receive your car park hanger pass by email. Please ensure it is displayed clearly on your dashboard when you arrive.

Your pass will tell you what signage to follow and which gate to enter through. You will enter through Purple Gate.

TAXIS AND PRIVATE PICK-UP/DROP OFF

If you are being dropped off by taxi or a private car, you should use the dedicated accessible pick-up/drop-off point. This is marked on the [accessibility map](#) at the end of this guide.

If you have not requested accessible pick-up/drop-off, please find information about the general pick-up/drop-off location on the [Latitude website](#).

ACCESSIBLE PICK-UP/DROP-OFF PASS

If you are being dropped off in the accessible pick-up/drop-off area, you will receive your vehicle pass by email. Please make sure that the driver has the pass clearly displayed on their dashboard.

Your pass will tell you what signage to follow and which gate to enter through. You will enter through Yellow Gate 1.

COLLECTING YOUR WRISTBANDS AT THE BOX OFFICE

You can collect your festival wristband and accessibility wristbands from the accessibility box office. If you would like to collect your wristbands from another wristband exchange, please contact the accessibility team at accessibility@latitudefestival.co.uk so that we can arrange this for you. The locations of all box offices and wristband exchanges are marked on [the accessibility map](#).

When you get to the box office, please have the Ticketmaster app open showing your ticket and QR code. Please also have your photo I.D ready.

If you have been approved to bring an 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 entrances, particularly on Thursday and Friday. The accessibility box office will have seating, accessible toilets and water close by. It will have a lowered counter and a hearing loop.

PINK MOON CUSTOMERS

You can collect your accessibility wristbands from the Pink Moon check in when you arrive.

LATITUDE LUXURY CUSTOMERS

You can collect your accessibility wristbands from the Latitude Luxury check-in when you arrive.

ACCESSIBILITY BOX OFFICE OPENING TIMES

Please note that times are subject to change.

Wednesday 22 nd July	12:00 – 22:00
Thursday 23 rd July	10:00 – 22:00
Friday 24 th July	10:00 – 22:00
Saturday 25 th July	10:00 – 22:00

OTHER BOX OFFICE OPENING TIMES

Full opening times for all other box offices and wristband exchanges can be found on the [Latitude Festival essential information page](#).

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

An internal shuttle service will be available between the dedicated stops around the site. Seating and water will be provided at each shuttle stop.

There are nine accessible shuttle bus stops around the festival. They are located at:

1. The Village (Medical Tent) or Arena Entrance
2. Family Campervans & Campsite
3. Red Campsite
4. General Campervans
5. Pink Moon Campsite
6. Guest & Press Box Office

7. Yellow Gate Drop Off & Pick Up (Transport Hub)
8. Accessibility Car Park
9. Accessibility Box Office
10. Accessibility Campsite

The Shuttle bus operates during the following hours:

Thursday	09:00 – 00:00
Friday	09:00 – 00:00
Saturday	09:00 – 00:00
Sunday	09:00 – 00:00
Monday	09:00 – 13:00

An accessible buggy service will also be available on a first-come, first-served basis for accessibility customers and their essential companions only for shorter journeys across site. This service has five stops internally within the festival. They are located at:

1. Yellow Pick Up/Drop Off (Transport Hub)
2. Accessibility Car Park
3. Accessibility Box Office
4. Accessibility Campsite
5. Main Arena Entrance/Village

The accessible buggy service operates during the following hours:

Thursday	08:00 – 00:00
Friday	08:00 – 00:00
Saturday	08:00 – 00:00
Sunday	08:00 – 00:00
Monday	08:00 – 13:00

Please note, the service will be affected by a curfew approximately between 22:00-00:00, as will foot traffic. This time can change at short notice. We

will not be able to service certain stops and routes at that time, and alternations may be made.

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

Please be aware 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 would advise customers to wait at the arena viewing areas after the headline act has finished to avoid queues for transport.

ACCESSIBILITY CAMPSITE

SETTING UP

When you arrive, you will be directed to an available camping pitch. Our team of helpers will be available to assist you.

If you would like to use the Unload & Go option of arrival, please follow the designated route through the campsite. 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. Please note, for health and safety reasons, this will not be possible once the campsite reaches a certain capacity.

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.

Due to space limitations, please be mindful of the size of any tents or gazebos you are bringing. You may be asked to move them if they are taking up too much space. Please consider fellow campers when setting up your pitch.

You are not permitted to camp in the fire lanes, hard standing or areas without grass.

CAMPSITE FACILITIES

Accessibility Box Office

By the entrance to the campsite, there is a dedicated Accessibility Box Office where you can collect your festival and accessible facilities wristbands, store your medication and contact a member of 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 site. 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 Storage

You can store medication in the accessibility box office.

There is a fridge for medication which requires refrigeration.

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 at

the Medical Tent in the campsite village. Due to licensing regulations, they cannot be stored in the campsite manager's office in the accessibility campsite.

Please be mindful that it can take time to get around the festival site. Ensure that you have access to any emergency medication at all times.

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. Please note, this is not a supervised space. We suggest you do not leave any equipment or valuables inside this tent unattended.

Accessible Toilets and Showers

Standard and wheelchair accessible toilets and showers. They are manned by stewards and a sanitation team to ensure they are kept clean and restocked.

Changing Places Unit

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

Washing Facilities

There will be sinks will be 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.

GENERAL CAMPSITES

All General Campsites have accessible toilets. Accessible shower facilities are located in the Red campsite.

ACCESSIBLE FACILITIES IN THE ARENA

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.

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.

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.

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 queuing 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; please look out for the wheelchair signs. Your accessibility wristband will give you access to the accessible merchandise serving area.

FOOD

For details of specific food stalls with accessible serving points, please speak to the accessibility team.

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 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 Arena (Stage Left) – approximately 515 metres from Main Arena Entrance
- Obelisk Arena (Stage Right) – approximately 595 metres from Main Arena Entrance
- Second Stage – approximately 700 metres from Main Arena Entrance
- Comedy Arena – approximately 400 metres from Main Arena Entrance

Raised Viewing Platform

- The raised viewing platforms are equipped with ramped access, wheelchair-accessible toilets, and charging points.
- If you have been approved for the raised viewing platform, you will receive a wristband that lets you on.
- You can bring your essential companion on to the raised viewing platform with you.
- If you have not been approved for an Essential Companion, you can bring someone else with you.
- Viewing platforms are not covered. Please dress appropriately for all weather conditions.

- If your companion needs to leave the platform temporarily (for example, to use the toilets) they will be given a temporary pass card by security to hand back when they return.
- 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 you to leave the platform if you are behaving inappropriately.

Ground-Level Viewing Area

- Ground viewing areas are available to those who need a less crowded area and the option of sitting for short periods of time.
- The ground viewing areas are situated in front of the raised viewing platforms and are separated from the main crowds by a barrier.
- The ground viewing areas are primarily standing areas, although limited seating is available.
- If you are in the ground viewing area, you can use the accessible toilets located behind the raised viewing platform.
- If you have been approved for the ground viewing areas, you will have received a wristband that gives you access.
- Once the area is at capacity, a one in one out policy will be implemented.
- Only you and your Essential Companion (or friend) will have access to the ground viewing areas. This allows us to accommodate as many customers, who require the use of this facility, as possible.
- Staff and security have the right to ask you to leave the ground viewing areas if you are behaving inappropriately.

We will be providing chairs that have a load-bearing capacity of 250 pounds (approximately 18 stone). If you have any questions or concerns regarding

this, please contact the accessibility team at accessibility@latitudefestival.co.uk.

ASSISTANCE DOGS

Spending areas will be available for assistance dogs, located at the accessibility campsite and in the main arena (behind the Changing Places toilet next to the Comedy 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 want interpreted.

If you would like to be contacted by the interpreters and have not yet given your consent, please contact us at accessibility@latitudefestival.co.uk

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

They will perform at the following locations:

- Obelisk Arena in the pit in front 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.

MEDICAL ASSISTANCE AND WELFARE

MEDICS

Medics, medical care, and supplies are available in the arena and the campsite 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 campsite village. Experienced and caring staff are on hand to provide confidential advice about drugs, alcohol, sexual health and general assistance, counselling, and advice for anything that is troubling you.

SENSORY CALM TENT

There is a sensory calm tent located within the arena.

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

LEAVING THE ARENA, LEAVING THE FESTIVAL AND RE-ENTRY

EXTERNAL AND INTERNAL VEHICLE 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. **During these times, it is likely that parts of the accessible transport service will not be able to run, or stops/routes will need to be altered.**

Vehicle curfews will be in place as below:

- Friday 22:00 to 00:00
- Saturday 22:00 to 00:00
- Sunday 22:00 to 00:00

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

If you are a weekend ticket holder, 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 CUSTOMERS

There is no re-entry for day customers.

LATITUDE FESTIVAL MOBILE APP

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

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

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.

Our accessibility campsite managers are on duty, providing 24-hour cover. 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 assisting other customers and will appreciate your patience.

HOW TO GET HELP

If you need assistance, please speak to a member of festival staff.

If you want to speak to a member of the accessibility team, you can find them at one of the following locations:

- Accessibility box office (on arrival)
- Accessibility campsite charging tent, which is open 24 hours
- Accessible viewing areas

You can also contact the team by email at accessibility@latitudefestival.co.uk

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 website here](#).

LOCATION	WHAT3WORDS
Accessibility Box Office	Whistle.clarifies.passwords
Arena Info Point	Regard.regal.contracts
Accessibility Campsite	Strongly.sprayed.overpower
Purple Gate	Verb.toads.treating
Transport Hub/ Pick Up Drop Off	Exonerate.helpfully.offhand
Accessibility Car Park	Interest.strikers.change
Co-op	Sedative.admits.warrior
Medical	Limits.headliner.unpainted
Welfare	Fans.repaying.sweeping

ACCESSIBILITY MAP



CAMPSITE AND GATE MAP

