

## **Accessing the Crystal Palace Festival 2018**

Welcome to the Crystal Palace Festival and we hope our guide to accessibility ensures you have a fun and relaxed event with your friends and family. We look forward to seeing you at the 2018 festival.

The festival is free to enter so you do not need to book any tickets.

If you have any further queries please contact us at 07725 057453 [access@crystalpalacefestival.org](mailto:access@crystalpalacefestival.org). You can also write to us at:

Crystal Palace Festival Group CIC  
80-86 Westow Street  
London  
SE19 3AF

We will answer phone and email messages within two days.

### **1. The Festival Site**

#### **1.2 Main entrance from Anerley Hill**

We recommend that you enter the festival at this entrance if you have mobility issues as it is the closest to the main roads and public transport and is flat all the way in.

There are hard standing paths all the way from Crystal Palace Park entrance on Anerley Road to the main festival site entrance and then through to the Street Food area. The viewing platform is in a grassy part of the main arena.

From the main festival site entrance to the disabled viewing platform there is hard standing for 271m and then it is grassy for 115m. Trakmat will be in place across the grassy part of the route.

The Street Food Area is 240m from the main festival site entrance and 115m from the accessible viewing platform across trakmat. A fast serve point is available at the bar for disabled visitors.

A bar is situated 35m from the viewing platform and trakmat covers the grassy area between the bar and the platform.

Other stages and tents:

- Family Performance and Workshop Tent is located 87m from hard standing
- Visual Arts and Crafts Tent for children is located 56m from hard standing
- Youth Takeover Stage is located 48m from hard standing
- Village Green Bandstand is located 32m from hard standing
- Spoken Word Tent is located 14m from hard standing
- Dance Tent is located 10m from hard standing

All other stages and tents than the main stage are on one level and are in grassy areas. The Family Performance and Workshop Tent and the Spoken Word Tent have dedicated accessibility viewing areas.

A festival site map is available on arrival from our dedicated access stewards and all accessibility routes and facilities are clearly marked on this map.

## **1.2 From Penge**

There is an entrance to Crystal Palace Park on Thicket Road close to Penge High Street and Penge West station. A second festival site entrance is 985m from this entrance's car park to the park. Access to the site is all one level via this entrance. It is 121m from this site entrance to the accessible viewing platform.

## **1.3 From Crystal Palace bus station**

There is a third festival site entrance 353m from a park entrance on Crystal Palace Park Parade next to the bus station. This route traverses two sets of steps within the park and into the site. It is 446m from this site entrance to the accessible viewing platform.

## **2. Bookable Access Facilities**

### **2.1 Accessible Viewing Platform**

The accessible viewing platform is located to the left of the main arena just 50m from the main stage and 115m from the nearest hard standing via trakmat. Spaces are limited.

Please pick up your wristband(s) from a dedicated festival steward on entry. Please ask security to indicate where the steward is located. There are two dedicated stewards at the platform at all times. An accessible toilet is located beside the platform.

### **2.2 Accessible parking**

Car parking is available 50 metres from festival site entrance. However these spaces are limited so early booking is advised. There are more car park spaces within 100m of the entrance.

Your car park ticket will be emailed to you one week before the event.

### **2.3 How to apply for a viewing platform space(s) and / or car parking**

Please follow the procedure below:

- Email us proof of purchase AND a copy of your letter of award for DLA (or equivalent)
- Send us your requirements

Please send your email to [access@crystalpalacefestival.org](mailto:access@crystalpalacefestival.org) by 5pm on 18 May 2018.

Please ensure that any attachments do not exceed a file size of 1MB, and that you include your full postal address in your email.

## **3. Travel Guide**

The Crystal Palace Festival is well served by public transport with a railway station and bus station very close to the festival site.

Crystal Palace railway station is 450m from the main festival site entrance via the park entrance on Anerley Road. The railway station is fully accessible with lifts.

Crystal Palace bus station is 700m from the festival site entrance via the park entrance on Anerley Road.

The main festival site entrance is 258m from the park entrance on Anerley Road. There is a taxi drop off point at the park entrance.

Please click [here](#) for a map of the park and the surrounding area including public transport.

NB. There is no accessible parking in the surrounding roads so please contact us to book a disabled car park space if you require this.

#### **4. Arrival Guide**

The site opens at 11am on Saturday 16 June and closes at 9pm. There may be queues when you arrive. Please let a festival steward know if you need assistance to access the site e.g. if you are not able to queue for a long time.

There are stewards and security staff to guide you onsite. Please make yourself known to the dedicated festival steward who will give you your accreditation for the accessible viewing platform if you require this.

The main festival entrance is 50m from the nearest disabled parking and 100m from the other car park. The taxi drop off point is 258m from the main festival entrance.

#### **5. Toilets**

Accessible toilets are provided onsite at all toilet locations. There is an accessible toilet at the foot of the viewing platform. All toilets are on hard standing and are clearly marked on the festival site map.

#### **6. Medical and Welfare**

First aid staff are onsite all at times. If you need assistance then please inform a steward or a member of the security team and a member of the first aid team will come and assist you.

The Welfare Tent is located directly behind the accessible viewing platform and clearly marked on the festival site map.

#### **7. Access to Performance**

We are not able to offer British Sign Language, captioning or audio description in 2018.

#### **8. Assistance Dogs**

Assistance dogs must be trained by a charity affiliated to Assistance Dogs UK. Dogs must be kept on a lead at all times. There is a respite area provided onsite and this is clearly marked on the festival site map.

#### **9. Strobe Lighting**

Strobe lighting is not planned for this show.

#### **10. Large print format**

The information sheet is available large print format on request. Please email [access@crystalpalacefestival.org](mailto:access@crystalpalacefestival.org) to request a copy.