

**ARCAIDIA**

**LONDON**

**DISABLED  
ACCESS GUIDE**

**4TH & 5TH MAY 2019**

Arcadia London promotes equality of opportunity for people with disabilities and has taken the necessary steps to meet their requirements to access our festival.

This guide is designed to inform everybody who comes to Arcadia London what to expect on arrival. The event is situated in the outdoor space of Queen Elizabeth Olympic Park in London, Stratford - which describes itself as being the most accessible park in the UK. We strive to extend that statement to ensure that our festival is equally accessible to everyone.

We hope that this information gives you the chance to familiarise

yourself with the venue and our procedures so that you get the most out of your day and enjoy your time.

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## **PERSONAL ASSISTANCE TICKETS**

If you wish to purchase a ticket to Arcadia London and you have personal assistance, we will give your assistant a free ticket. All you need to do is contact us at [info@lwe.events](mailto:info@lwe.events) with a copy of your ticket (or a confirmation e-mail), your proof of disability document (either send a photo or scan by email) – this can include current Disabled Living Allowance document, PIP (or equivalent) or evidence that registered severely sight impaired (blind)– as well as the name, surname and email

address of your assistant. Your personal assistant will then be sent a barcoded guest ticket which they will need to provide on the entrance to the festival. Don't be alarmed if the ticket doesn't come through immediately - we usually collate all the information up until the day before the event, and only then send the guest tickets out.

Please be aware that a large part of the festival is set on grass. The ground tends to get soft and muddy in case of wet weather on the day or ahead of the event. We understand that this makes it particularly difficult for wheelchair users, hence we will offer a free ticket to a person accompanying you even if

you don't require assistance due to your medical condition.

## **GETTING TO THE FESTIVAL SITE**

### **SITE ADDRESS**

London Way  
Queen Elizabeth Olympic Park  
Stratford  
E15 2EE

[View on Google Maps](#)

## **CARS**

Blue Badge holders parking can be found at Here East Car Park which is just across the road from the festival site. Blue badge holders will be allowed to park in there for free.

## **TAXIS**

### **DROP OFF**

The taxi drop off point is on Copper Street. Use the postcode E20 3HB to get there and then follow the event signage or ask our friendly staff to direct you to the festival entrance.

## **PICK UP**

There will be a black cab taxi rank outside the venue as well as a dedicated private hire and Uber taxi waiting area. Please follow the signage

at the end of the night or get help from our staff. Your taxi should be able to get there easily by using the postcode E20 3HB and following the road signage.

## **UNDER/OVERGROUND**

Stratford station is 15 mins walk away from the station and it has a step-free access.

## **BUSES**

Please check TFL to plan your journey <https://tfl.gov.uk/plan-a-journey>

## **CUSTOMER JOURNEY**

### **ENTRANCE**

There is a separate fast-track queue dedicated to disabled customers. As you approach the festival entrance, stick to your right and follow the signage on the tarmac path.

Once you've been searched by our security team, you will see that

there is an Info Point on your right-hand side (under the same tent as the search tables). The friendly staff there can answer any questions you may have throughout the day. You will also be handed in a booklet which contains set times and a festival map.

## **LOCKERS**

Further down on the left-hand side you will see a lockers area – it's our version of a cloakroom where you can leave your belongings and come back to them throughout the day as you wish. You can pre-purchase your locker on our ticketing website. They are easily accessible.

## **FOOD**

We have a food village on site with a covered seating area - the perfect place to come back to and relax if it all gets a little bit too much. There will be all sorts of delicious food on offer catering for most allergies and various dietary preferences.

If you want to be sure that we can cater to your needs, just email us on [info@lwe.events](mailto:info@lwe.events).

## **FIRST AID/WELFARE**

This area is located at the end of the food vendors line, on the right-hand side as you enter the site. You can head here whenever you need a

timeout, a friendly person to talk to or any type of medical assistance at all.

## **THE SHOW**

Enjoy the DJs across our three stages – two outdoor and one undercover stage – complete with a spectacular display of flames, lasers, aerial circus performers and more...

Please note that lasers and strobe lights are in use throughout the shows, particularly in the Reactor Arena.

# FACILITIES

## **ACCESSIBILITY WRISTBAND**

As part of our access policy, we will provide customers with a wristband which will allow you to access additional facilities on site.

Wristbands will be checked by our security staff on the viewing platform, accessible toilets etc.

Wristbands will be issued from the Info Point to those who have been in touch with us in advance ([info@lwe.events](mailto:info@lwe.events)) it is important that you contact us so that we can provide suitable facilities on the day.

## **ACCESSIBLE BAR**

Our main bars will have an accessible section to them, with lowered counter and large-font handheld menus. Please refer to the customer map to find these marked with accessibility symbol. If you struggle to find them, head over to the Info Point for help.

## **TOILETS**

There are three toilet locations on site and each one will be equipped with an accessible toilet. You will need the accessibility wristband to use these. Please refer to a festival map to find them.

## **EVACUATION POLICY**

All of our security staff are trained to know how to assist you in case of an emergency.

## **MEDICINE**

If you need to bring any medicines, food or drink to manage a medical condition or medical equipment you are welcome to do so. Please email us to outline your requirements - we will ensure our staff are briefed on the day and introduce you to our medical team.

## **ROUTES & PATHWAYS**

As aforementioned, the majority of the event area will be on grass. However, there is a wide tarmac path that runs across the whole site which will ease access for wheelchair users.

## **VIEWING PLATFORM**

We have a viewing platform available at the Spider stage. Access to this will be available to accessibility wristband holders. It'd be really helpful to us if you get in touch in advance if you feel like you might need access to this as it will determine the size of the platform we need to provide.

Unfortunately, there is no viewing platform for the Reactor but there will be a separated section of the dancefloor where you'd be able to enjoy the show without having to squeeze through the crowd.

## **CONTACT**

We hope that this covers the majority of the questions you might have but don't hesitate to drop us a line if you need any further information. We want to make sure you fully enjoy the Arcadia London experience.

[info@lwe.events](mailto:info@lwe.events)