

**ROCKSTAR<sup>®</sup>**

**E N E R G Y D R I N K**

**PRESENTS**

# **LEEDS» FESTIVAL 25**

**ACCESSIBILITY GUIDE LEEDS**

**FESTIVAL 2025**

Leeds Festival, Bramham Park, Leeds, England, LS23  
6ND

## ACCESSIBILITY GUIDE CONTENTS

|   |                              |
|---|------------------------------|
| WELCOME TO LEEDS 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 .....  | 9                            |
| GROUND CONDITIONS AND WEATHER.....                                      | 9                            |
| TRAVEL TO THE FESTIVAL.....   | 10                           |
| 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 .....   | 18                           |
| ACCESSIBILITY CAMPSITE.....   | 18                           |
| GENERAL CAMPSITES.....  | Error! Bookmark not defined. |
| ACCESSIBLE FACILITIES IN THE ARENA.....                                 | 21                           |
| ASSISTANCE DOGS .....   | 23                           |
| BRITISH SIGN LANGUAGE INTERPRETING PERFORMANCES.....                    | 23                           |
| MEDICAL ASSISTANCE AND WELFARE .....                                    | 24                           |
| LEAVING THE ARENA, LEAVING THE FESTIVAL AND RE-ENTRY.....               | 24                           |

|   |    |
|---|----|
| LEEDS FESTIVAL MOBILE APP .....                                 | 25 |
| THE ACCESSIBILITY TEAM.....                                     | 25 |
| HOW TO GET HELP AND PROVIDE POSITIVE OR NEGATIVE FEEDBACK ..... | 26 |
| WHAT 3 WORDS .....  | 27 |
| ACCESSIBILITY MAP .....   | 28 |
| CAMPSITE AND CAR PARK MAP .....                                 | 29 |

# WELCOME TO LEEDS FESTIVAL 2025

We are looking forward to welcoming you to this year's Leeds 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 site map which you can find in this guide and on the R&L App.

Please [use this link for Apple devices](#)

Please [use this link for Android devices](#)

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 [Leeds Accessibility Contact Form](#).



## BEFORE YOU LEAVE HOME – TICKETS AND PASSES

### DOWNLOAD YOUR TICKETS

Please download the Ticketmaster 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 [use this link for Apple devices](#)

Please [use this link for Android devices](#)

We will need to scan the live 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@leedsfestival.co.uk](mailto:accessibility@leedsfestival.co.uk) and the subject line is Leeds Accessibility Approval Confirmation

If you cannot find the email, please contact us at using the [Leeds 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, digitally via email.

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 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
- Leeds Festival Digital Access Pass

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 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 Leeds 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 Leeds 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**

Co-op supermarket will be available on-site located opposite the Blue Campsite, near shuttle stop D for your convenience.

Co-op supermarket opening hours:

- Wednesday 12:00 to 03:00
- Thursday - Sunday 07:00 to 03:00

## **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 Leeds 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 Leeds 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

Leeds 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. They are a mix of trackway and hardcore tracks.

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.

## TRAVEL TO THE FESTIVAL

### FESTIVAL SITE ADDRESS

Leeds Festival is located at Bramham Park in Leeds

### FESTIVAL OPENING AND CLOSING TIMES

Campsites:

**Early Bird Ticket** holders: 12:00 Noon Wednesday 20th August

**Weekend ticket** holders: 03:00am Thursday 21st August

Campsite closes at 12:00 Noon Monday 25th August

Arena

- Thursday 21st August 2025: 17:00 – 02:00
- Friday 22nd August 2025: 11:00 – 02:00
- Saturday 23rd August 2025: 11:00 – 02:00
- Sunday 24th August 2025: 11:00 – 02:00

Please note, all times are subject to change

With a **day ticket**, once you leave you cannot re-enter the arena or enter the campsites.

With a **weekend ticket**, you can leave and re-enter the arena and campsites.

### TRAINS AND FESTIVAL SHUTTLE BUSES

Leeds Train Station is approximately a 30-minute drive from the festival site. The station has a step-free ticket office, and platforms can be reached via a lift. The station has Monday to Sunday staff assistance, accessible toilets and Blue Badge Parking. You can visit the [Leeds Train Station Website](#) for more information.

Festival shuttle buses run from Sovereign Street approximately 350m from Leeds Train Station to the festival site. The shuttle bus drop-off point is marked on the accessibility site map and is approximately 60m from the accessible box office. The bus schedule is available [here](#).

Tickets for the shuttle bus service can be purchased on the [First Bus App](#).

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

## **COACH**

The official coach partner for Leeds Festival is Big Green Coach. Please visit [their website](#) for coach travel information. Please use their [Accessibility Request Form](#) if you require help with your arrangements.

Coaches will drop passengers at Yellow Gate which is marked on the accessibility site map and is approximately 200m from the accessible box office.

## **TAXI**

Taxis are available from Leeds Train Station.

If you are arriving by taxi, please ensure you email us to request an Accessible Pick up and Drop off Pass if you do not have one already. This will enable you to be dropped off outside the accessibility box office.

Otherwise, you will be dropped off at the central festival taxi pick-up and drop-off point. This is located 1.8km away from the accessible entrance.

Please see the [Drop Off \(Cars and Taxis\) section](#) of this document for details of the Taxi drop off locations.

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

[The Campsite and Car park Map](#) shows the location of all campsites and car parks.

There is dedicated accessible parking in the accessible car park and Pink moon car park. If you have requested this, you will receive a car park pass either in the post or by email.

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

If you are parking in the Accessible Car Parks A & B, you will receive your car park pass by email. Please ensure it is displayed on your dashboard on

arrival.

We advise all accessibility customers to use the Accessible Car Parks A & B and check in then use our internal buggy service to transport you to Shuttle stop D to access the other campsites. Please note there are no closer parking facilities in the general car parks.

If you are parking in Accessible Car Park A or B, please follow signs to the **Yellow Gate** and enter the festival here. Once you have driven through **Yellow Gate**, please follow signs to the Accessibility Car Parks. 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 into the Unload & Go holding area, 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 return to the accessible 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 Leeds Festival, there are likely to be queues to enter the campsite, particularly on Wednesday when the campsite opens.

### **Pink Moon Parking**

If you are a Pink Moon customer and you are arriving by car, you will be allocated a pass for accessible car park B which is next to the Pink Moon campsite.

If you are staying with Pink Moon and haven't already requested a car park pass, please [contact us](#) so that we can email you your parking pass in advance.

### **ARRIVING BY CAR AND PARKING IN THE GENERAL CAR PARK (GENERAL CAMPING CUSTOMERS)**

If you are not camping in the Accessibility Campsite and you have requested parking, you will be sent a car park pass by email. Please note there are no reserved parking in the general car park.

## **ARRIVING BY CAR AND PARKING IN THE ACCESSIBLE CAR PARK (DAY OR ARENA ONLY TICKET HOLDERS)**

Please remember display your car park pass clearly on your dashboard.

If you are parking in the accessible car park, please follow signs to the **Yellow Gate** and enter the festival here. Once you have entered through **Yellow Gate**, please follow signs to the accessible car park. On arrival, you will be directed, by stewards, to an available parking space.

## **ARRIVING BY CAMPERVAN AND PARKING IN THE ACCESSIBLE CAMPERVAN SITE**

Please display your Accessibility Campervan Pass on your dashboard.

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

## **ARRIVING BY PUBLIC TRANSPORT (BUS OR COACH)**

If you are coming to Leeds Festival on a bus or coach, you will be dropped off at Yellow Gate.

The location of the drop off area is marked on the accessibility map.

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

## **DROP OFF (CARS AND TAXIS)**

### **Accessibility Campsite Customers**

Please make sure 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 the **Yellow Gate** and enter here. Once you have entered, follow signs to the accessible pick up and drop off point.

### **Day Ticket / Arena Only (non-camping) Ticket Holders**

Please make sure 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 the

**Yellow Gate** and enter here. Once you have entered, follow signs to the accessible pick up and drop off point.

The location of both pick up and drop points can be found on [the accessibility map](#)

## **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 from any wristband exchange at the festival. 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 YELLOW GATE (ACCESSIBILITY CAMPSITE CUSTOMERS)**

If you choose to use the [Park & Go option](#), the box office is located in Accessible Car Park A. Please go to this box office to collect your festival and accessibility wristbands. The box office is approximately 80m from the Accessibility Campsite. There will be internal transport from Accessible Car Park B to the box office. 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](#), the box office is located in Accessible Car Park A. Please park up then go to this box office to collect your festival and accessibility wristbands before taking your car round to the campsite entrance.

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

## **ARRIVING BY CAMPERVAN AT YELLOW GATE (ACCESSIBILITY CAMPERVAN SITE)**

The box office is located in Accessible Car Park A. When you enter the

site, you will be asked to park up in a holding area, please go to the box office to collect your festival and accessibility wristbands. You will then be directed to your plot.

The location of all box offices and the accessible campervan field is marked on [the accessibility map](#).

## **ARRIVING BY CAR AT YELLOW GATE (DAY AND ARENA ONLY TICKET HOLDERS)**

The accessibility box office for day and arena only ticket holders is located in Accessible Car Park A and marked on [the accessibility map](#). Once you have parked, please go to this box office to collect your accessibility wristbands. The box office is approximately 350m from the arena entrance.

If you are a **Day Ticket holder**, you will not be given a festival wristband. As you are a Day Ticket holder, you will be required to show your festival ticket at the Arena entrance. You must come to the accessible box office beforehand to collect your essential companion ticket and wristbands.

If you are a **Weekend Arena ticket holder** you will be required to show your festival ticket at the accessible box office. 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.

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

## **BEING DROPPED OFF AT THE FESTIVAL**

### **Accessibility Campsite Customers**

Please make sure 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 the **Yellow Gate** and enter here. Once you have entered, follow signs to the accessible pick up and drop off point.

### **Day Ticket / Arena Only (non-camping) Ticket Holders**

Please make sure 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 the **Yellow Gate** and enter here. Once you have entered, follow signs to the accessible pick up and drop off point.



The location of all box offices and drop off points is marked on [the accessibility map](#).

### **ARRIVING BY PUBLIC TRANSPORT (BUS OR COACH)**

All public buses and coaches will arrive at Yellow gate. There will be staff on hand to help direct you.

If you are camping in the **Accessibility Campsite or any of the General campsites**, please take the internal shuttle bus to the Accessible Car Park A where the box office is located to collect your festival and accessibility wristbands. We will have an internal buggy service that can take you to Shuttle Stop D near the general campsites.

If you are camping in the **Pink Moon Campsite**, please take the internal shuttle bus to the Accessible Car Park A where the box office is located to collect your festival and accessibility wristbands. You will then enter through Rachel's Gate and to the Pink Moon Check-In. If you have any issues, please contact us on **07836312195**.

If you are a **day ticket or weekend arena ticket holder**, please take the internal shuttle bus to Accessible Car Park A where the accessible box office is located.

### **AT THE BOX OFFICE**

There is an accessible box office in Accessible Car Park A.

If you are a day customer, the accessible box office is where you will collect your accessibility wristbands. Please have the Ticketmaster app open and showing your ticket and barcode. Please also have your I.D ready. Please note, that you will not collect a festival wristband. Instead, you will show your ticket at the arena entrance.

If you are an arena only or camping customer, the box office is where you will collect your festival and accessibility wristbands. Please have the Ticketmaster app open and 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 Wednesday when the festival opens. Seating, accessible toilets and water will be available close to the box office.

**Box office opening and closing times are as follows:**

Please note that times are subject to change.

**Early Entry Camping Ticket Holders**

If you have purchased an Early Entry Ticket you may arrive at the box office from 12:00 on Wednesday 21<sup>st</sup> August and 09:00 on Thursday 22<sup>nd</sup> August. The box office will close at 22:00.

**Weekend Camping Ticket Holders**

If you have purchased a Weekend Camping Ticket, you may arrive at the box office from 09:00 on Thursday 22<sup>nd</sup> August. The box office will close at 22:00.

**Day Ticket Holders**

If you have purchased a Weekend Non-Camping Ticket, you may arrive at the box office from 09:00 on Friday 23<sup>rd</sup>, Saturday 24<sup>th</sup> and Sunday 25<sup>th</sup> August. Box office will close at 21:00 each day.

If you experience any problems in collecting your wristbands or arrive after the box office has shut, please contact the accessibility team on

## 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 [Leeds Festival Website](#).

## INTERNAL SITE TRANSPORT

A shuttle bus service will be available between the dedicated bus stops around the site. Seating will be provided at each shuttle bus stop.

There are four bus stops. They are located at:

- A. The Accessible Car Park B
- B. The Accessible Campsite
- C. The Accessible Arena Entrance
- D. The Village

The Shuttle bus operates during the following hours:

|           |               |
|-----------|---------------|
| Wednesday | 09:00 – 03:00 |
| Thursday  | 09:00 – 03:00 |
| Friday    | 09:00 – 03:00 |
| Saturday  | 09:00 – 03:00 |
| Sunday    | 09:00 – 03:00 |
| Monday    | 09:00 – 12:00 |

An accessible minibus service will be available to take customers from the Accessibility Car Park B to the Accessibility Campsite.

The buggy service will also be available to take customers to the arena entrance and the co-op supermarket, to supplement the shuttle bus service.

Please note that the buggy cannot enter the arena.

## ACCESSIBILITY CAMPSITE

### GENERAL INFORMATION

On arrival at the Accessibility Campsite, you will be directed to an available camping pitch. Our team of helpers will be available to assist you.

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**

### **Campsite Information Hub**

A cabin is in the campsite staffed with a team to help answer any questions you may have during the event. It is open 24-hours. There is also an accessibility information point in the accessible campsite.

### **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 Fridge**

Refrigerated storage for medication is available in the accessibility campsite information hub. This can only be accessed by a key that the campsite manager will have.

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 Accessible box office.

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 arena first aid tent. Due to licensing regulations, they cannot be stored in the accessibility information tent or accessible box office.

### **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 standard and wheelchair accessible showers are located inside the campsite. 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 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, campsite 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.

## **ACCESSIBLE FACILITIES IN THE ARENA**

### **ACCESSIBLE ARENA ENTRANCE**

The arena entrance for accessible customers is at Vera's Gate and is marked on the accessibility site map.

Please be aware that, the entrance at Vera's Gate is located in a valley. There then is an incline as you make your way into the arena.

We advise customers with mobility difficulties to use the internal shuttle service from the accessible campsite to the arena entrance. This will drop you off at the top of the valley.

The distance from:

- the accessible campsite entrance to Vera's Gate is 330m
- accessible car park A to Vera's Gate is 415m
- accessible car park B to Vera's Gate is 1.08 km

The shuttle service runs to and from these locations.

### **ACCESSIBILITY INFORMATION HUB**

There is an accessibility information hub in the arena staffed with a team to help answer any questions you may have during the event.

It is open:

- Thursday: 17:00 – 22:00
- Friday: 11:00 – 22:00
- Saturday: 11:00 – 22:00
- Sunday: 11:00 – 22:00

You will find the hub at the arena AIRHUB located opposite the wellbeing & sensory calm tent in the arena (as shown on the accessibility site map).

### **ACCESSIBLE TOILETS AND CHANGING PLACES UNIT**

Accessible toilets are located by the accessible viewing areas. Please remember to show your accessibility wristband when a staff member asks

to see it.

A Changing Places Unit (HDU) is located in the toilet block next to the Festival Republic stage.

## **BARS**

Accessible bar lanes with lowered service areas are available at the main festival bars for you and your essential companion. Please look out for the wheelchair symbol.

The lanes are staffed by security and stewards; please remember to show them your wristband.

## **MERCHANDISE**

An accessible lane is available at the merchandise stalls; please look out for the wheelchair signs and lanes provided. Your accessibility wristband will give you access to the accessible merchandise lanes.

## **FOOD**

Some food stalls may have accessible serving points.

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**

Leeds Festival is a fully cashless event. You can pay by debit or with credit card and digitally using your mobile phone if you have Apple Pay or Google Pay setup.

## **ACCESSIBLE VIEWING AREAS**

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.
- 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.

- Platforms operate on a first-come, first-served basis. 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, and it is operated on a first-come, first-served basis.
- 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.

The main festival bars are at the following distances from the viewing areas:

Main Stage – Stage Right Platform & Viewing Area – 100m

Main Stage – Stage Left Platform & Viewing Area – 65m

Chevron Stage – Platform & Viewing Area – 65m

Festival Republic Stage Viewing Area – 100m

Aux Stage Viewing Area – 150m

## ASSISTANCE DOGS

Spending areas will be available for assistance dogs, located at the Accessibility Campsite, and Arena Information Point. 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 using the [Leeds Festival contact us form](#).

The Performance Interpreting Team will be available at their info hub next to the main arena Information Hub. They will be available onsite to assist and answer any queries you may have.

## FIRST AID AND WELFARE

### FIRST AID

First aid, 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 health 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 opposite the arena information hub.

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



## **LEAVING THE ARENA**

When the main headliner concludes each evening, we recommend that customers on the viewing platform and in the ground-level viewing area wait until the initial crowd has left the arena.

## **LEAVING THE FESTIVAL**

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

## **ACCESSING YOUR CAR DURING THE FESTIVAL**

Weekend ticket holders will have access to your car throughout the festival.

## **RE-ENTRY**

We allow re-entry into the festival for weekend ticket holders if you need to leave to replenish essential items over the weekend. Please use the same route to exit the festival as you entered.

## **RE-ENTRY FOR DAY TICKET CUSTOMERS**

There is no re-entry for day customers.

## **LEEDS FESTIVAL MOBILE APP**

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

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

Please download the festival app to your mobile phone:

[Please use this link for Apple Devices](#)

[Please use this link for Android Devices](#)

## **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 accessible info hub location next to the main stage viewing platform so that the team can assist you.

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 will 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 Leeds 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 from your nearest security or steward. You can also use the map on the Leeds Mobile App.

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

- Accessibility box office (on arrival)
- Campsite accessible information hub, which is open 24 hours
- Arena accessible information hub
- Accessible Viewing Areas.
- You can also contact the team by phone on **07836312195**

- By using the [Leeds Contact Us 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.

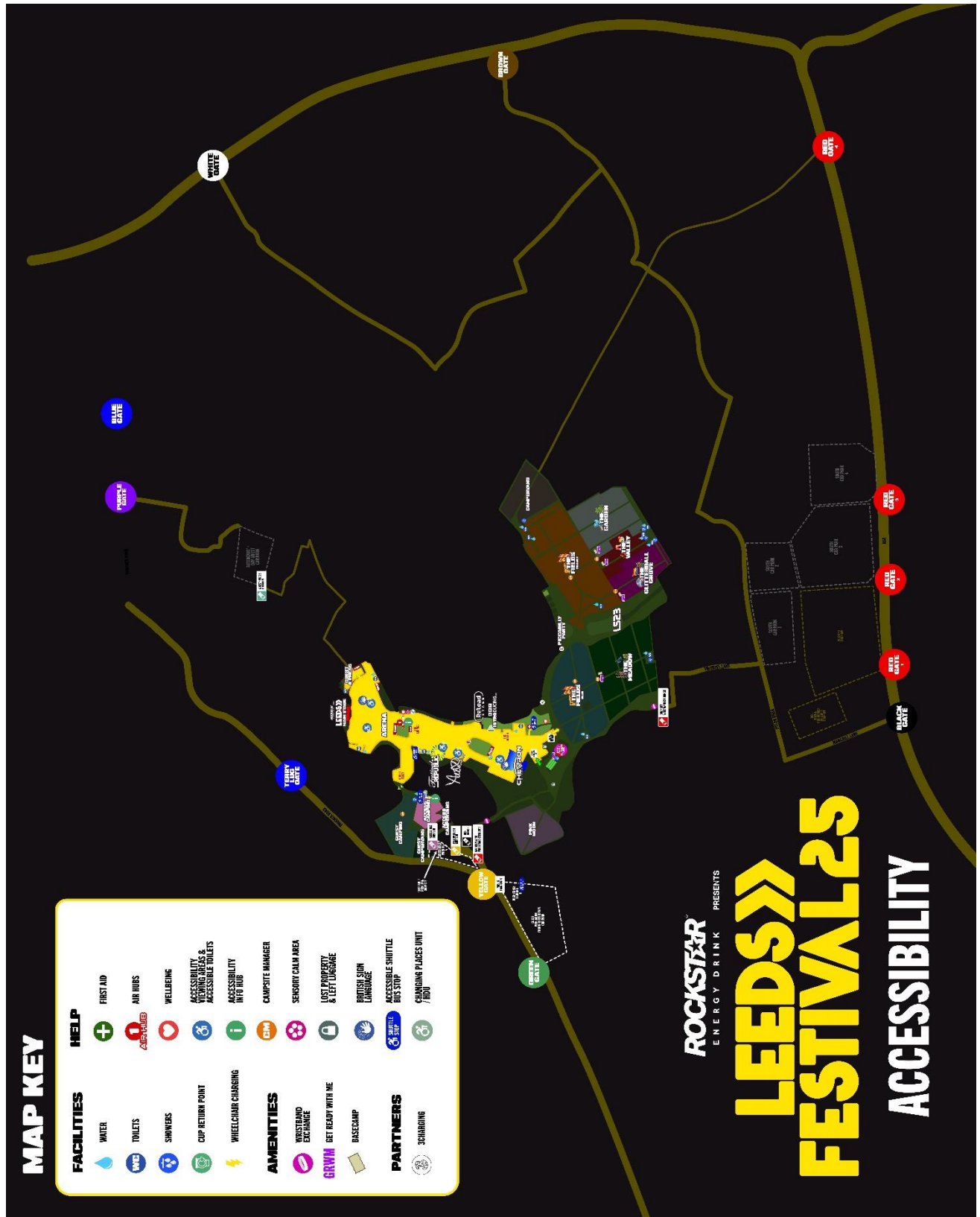
## WHAT 3 WORDS

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.

| LOCATION                                   | WHAT3WORDS                     |
|--|--------------------------------|
| YELLOW GATE                                | ///ruffling.momentous.observes |
| ACCESSIBILITY CAR PARK                     | ///erupted.superbly.groom      |
| ACCESSIBILITY BOX OFFICE                   | ///tripods.grace.palace        |
| ACCESSIBILITY CAMPSITE                     | ///repaying.hats.caves         |
| TRANSPORT HUB                              | ///escapes.among.bleake        |
| SHUTTLE BUS STOP A                         | ///buns.fastening.conga        |
| SHUTTLE BUS STOP B                         | ///deaf.feuds.converged        |
| SHUTTLE BUS STOP C                         | ///inspected.stand.eagle       |
| SHUTTLE BUS STOP D                         | ///loser.foil.expressed        |
| SUPERMARKET - COOP                         | ///column.clay.giant           |
| MEDICAL - VILLAGE                          | ///existence.includes.picnic   |
| WELFARE - VILLAGE                          | ///montage.expires.courts      |
| WELFARE - ARENA                            | ///tags.jaws.stun              |
| SENSORY CALM SPACE - ARENA                 | ///pokes.washing.paler         |
| ARENA INFORMATION POINT                    | ///confident.carry.equivocal   |
| ACCESSIBILITY INFORMATION POINT - ARENA    | ///confident.carry.equivocal   |
| BSL TENT - ARENA                           | ///confident.carry.equivocal   |
| RECHARGE TENT - CAMPSITE                   | ///term.obligated.obstinate    |
| ACCESSIBILITY INFORMATION POINT - CAMPSITE | ///term.obligated.obstinate    |

You can either download the app or use [the website here](#).

## ACCESSIBILITY MAP



[illegible]