



## **Folk by the Oak**

### **Disabled Access Information and Carer / Personal Assistant Ticket Application Form**

#### **Intro**

The allocation of complimentary carer / PA tickets is intended to assist those who would otherwise be unable to attend the festival. In order to ensure that we are aware of the needs of our disabled patrons, and that the support provided through the complimentary carer / PA ticket policy is not abused, we ask all customers who have indicated the need for a carer / PA ticket to complete an application form.

We also kindly request that where possible you provide some form of supporting documentation. This could be a scan or photocopy (or even a picture taken on your mobile) of your DLA / PIP entitlement letter, or CredAbility Access Card. Feel free to cross out reference numbers and amounts.

Priority for carer / PA tickets is given to customers who are:

- In receipt of middle or higher rate DLA for care and/or mobility
- In receipt of Personal Independence Payment
- Deaf or registered blind

However, every application is considered and processed on an individual basis.

The details provided will be kept secure and treated confidentially, and will be used only for the purposes of processing your application. Forms and documentation will be destroyed following the event.

N.b. If you have previously booked a carer / PA ticket with us using this process then you will not be required to complete the form again. Please [contact us](#) with your details so that we can access your previous sales record. This will be sufficient evidence for repeat bookers.

#### **What to do next**

Please book the rest of your party's tickets before completing this form. Please then return this completed form, together with your supporting documentation, to:

**E-mail:** [info@folkbytheoak.com](mailto:info@folkbytheoak.com)

**Post:** Folk by the Oak, Village Farm, Allensmore, Hereford, HR2 9AF

Applications should be made as soon as possible following your ticket purchase, and no later than 2 weeks before the festival. If the application is made too late we may not be able to process your complimentary carer / PA ticket. Carer / PA tickets cannot be processed for tickets purchased at the gate. Upon receipt of your application we will contact you with our decision within 2 weeks. If you have not heard from us within 2 weeks please e-mail [info@folkbytheoak.com](mailto:info@folkbytheoak.com) to check that we have received your application.

## Carer / Personal Assistant Ticket Application Form

**Applicant Name:**

**Address:**

**Telephone Number:**

**E-mail:**

**Booking reference (the first 7 digits of your ticket numbers):**

**Will you be bringing a wheelchair to the festival?**

**Please provide a brief outline of your specific needs:**

**Please confirm what supporting documentation you have provided alongside this application:**

**Please give the name of your carer / PA:**

## **Disabled Access Information**

### **Parking**

Disabled parking is provided, and is positioned as close to the entrance as practical constraints allow. Use of this facility does not need to be booked in advance. Priority will be given to Blue Badge Holders but those with a temporary impairment or who are pregnant, elderly, frail etc may also make use of this facility. Please ensure that your Blue Badge is displayed clearly in your windscreen and follow the signs for disabled parking on the day.

### **Toilets**

Large disabled access toilets are sited within the auditorium and are easy to reach. These are temporary 'portaloo' style facilities.

### **Access**

Folk by the Oak is held in an open air grass arena. There is a tarmac road leading from the disabled parking area down the side of the auditorium giving easy access for wheelchairs down the length of the arena. The festival will go ahead in wet conditions and we ask all festival-goers to come prepared for the unpredictable British weather! The arena is flat, and is a very well kept area of the estate. While we do our best to ensure the disabled car parking, entrance and toilets are as accessible as possible, the ground conditions will inevitably vary according to the weather during and prior to the event. Stewards are positioned throughout the auditorium and will assist where they can if necessary. We have been running events at this venue since 2001 and have never experienced issues with wheelchair access. If you have any issues or queries during the event please see staff at the Info Point on site.

### **Viewing**

Festival-goers are invited to bring seating with them and for the most part are seated, and the auditorium has a gentle natural slope. For this reason, we do not provide a viewing platform as seen at larger music gigs and festivals, but wheelchair users may wish to make their way to the front to see the performances up close. There will also be a large screen next to the stage which will be showing close-ups of what is happening on stage.

### **Medical services and on-site welfare**

There will be qualified paramedics and emergency vehicles present throughout the event and also whilst festival-goers are arriving and leaving. On arrival please familiarise yourself with their position on site.

### **Assistance dogs**

Assistance dogs are permitted at the festival, but please be aware that there will be a firework display at the end of the night that may be disturbing to them.

### **Pyrotechnics**

Please note that there is a fireworks display to close the festival. Those who are sensitive to loud bangs may find this challenging. A detailed schedule of when pyrotechnics will occur is available in advance by contacting us, or at the Info Point on site at the event.

### **Queuing / crowds**

With several thousand people in attendance (normally between 5-7,000), there will inevitably be periods when you are part of a queue. If you feel that someone in your party would be sensitive to this sort of situation please call us to discuss this and we will do our best to accommodate your needs.

We are careful to limit capacity in order that the festival arena is comfortable and not overcrowded. Please view our gallery to get a feel for how the crowd is seated and distributed on site and whether this would be suitable for all members of your party.