



## Accessibility Information: Regular Font

*Accessibility Information is subject to changes and a final version will be circulated one week before the event with any updates.*

At BM Park Live, we welcome all customers who are deaf or hard of hearing, with visual impairments and those with accessibility requirements. Please read the following information to see the range of facilities we provide to make sure you can plan your visit comfortably.

### Contact Information

Please feel free to contact us with any questions or concerns on [access@bmpark.live](mailto:access@bmpark.live)

You can also reach us via post:

BM Park Live Access Team  
AMAAD  
Techspace  
140 Goswell Road  
London  
EC1V 7DY

Our team will aim to respond to your queries within 5 working days.

**Please fill out our Accessibility Application Form to gain access to any of the below facilities:**

- Free Personal Assistant ticket
- Accessible toilets
- Accessible Viewing Platforms
- Welfare tent refrigeration and power wheelchair charging
- Access for a personal assistance dog
- Blue Badge Parking on request

### 1. BUYING TICKETS

All applicants will need to purchase a ticket on our ticket page for [Junction 2](#) or [Paradise in the City](#). If you are applying for a free Personal Assistant ticket, please do not buy a

ticket for them. You can apply for this for free on the [Accessibility Application Form](#).

## 2. ACCESS APPLICATION FORM

Link to form: [Accessibility Application](#)

Please complete the Access Application Form and request use of the accessible facilities and free Personal Assistant ticket. We aim to respond within 5 working days from when we receive your supporting documentation.

Please note the closing date for applications is 5pm Friday 4<sup>th</sup> July 2025. This closing date gives us enough time to process all applications and send out final information and accreditation before the event. We will do our best to accommodate any late applications.

## 3. Send your supporting documentation to [access@bmpark.live](mailto:access@bmpark.live)

We accept the following forms of supporting documentation:

- Front page of PIP
- Front page of DLA
- Deaf or Blind Registration
- CredAbility Access Card
- Recognised Assistant Dog ID card

If you would prefer to send your documentation via post, please send to:

BM Park Live Access Team  
AMAAD  
Techspace  
140 Goswell Road  
London  
EC1V 7DY

The document must be dated in either 2024 or 2025 and state the full name of the individual with access requirements. Please feel free to black-out any information on the documents that relate to the amount of benefits paid or health conditions. All documents will be securely stored and then destroyed once the application has been processed.

**We understand that not everyone may have the above supporting documentation but still may require use of access facilities. If this is you, please contact our team before the deadline who will be able to advise.**

## 4. Wait for your application to be approved

We aim to process access applications within 5 working days from the date we receive your supporting documents.

Please feel free to contact us by email if you have any questions.

To allow use of the various facilities on site, Accessibility accreditation (wristbands) will be issued. These can be collected at the Box Office next to the main entrance of the festival.

Free PA tickets will be sent to you via email in the lead up to the event.

If you have any issues with accreditation, such as PA tickets or wristbands, please locate our

Box Office for assistance.

## FAQs

### PERSONAL ASSISTANTS

Personal Assistant (PA) tickets are provided so that customers who are unable to independently attend the event can bring along someone who can provide the support needed at no extra cost. For that reason, we advise that your Personal Assistant must be able to carry out all support roles required, as we cannot provide staff to do this for you. Please state the name and contact details of the PA on the Access Application Form.

### SITE DESCRIPTION AND GROUND CONDITIONS

The event arena is generally accessible to visitors with mobility impairments. However, for some areas such as The Bridge, we do recommend that you request a PA ticket and bring someone along with you - even if you do not normally require help, as this area can be particularly difficult to get to due to a steep slope and uneven ground.

Overall the site is mainly level with a few inclines throughout the site. However, please be aware that it is a green grass site. Please also take the weather into consideration when planning what to bring as it can have an impact on mobility due to muddy patches and waterlogged grass.

The festival is made up of 4 stages around the site, with the furthest distance between stages being approximately 500 metres. An Accessible Customer Map will be provided closer to the event.

We have a dedicated Blue Badge Parking area located a short distance to the festival entrance at University of West London, Paragon House, Boston Manor Rd, Brentford, TW8 9GA.

### MEDICAL & WELFARE

The Medical and Welfare Tent is open whilst the festival is in operation and located between the food area and the Upper Meadow.

Our medical and welfare teams are equipped and trained to support your needs. They can offer you motor wheelchair charging and medication refrigeration.

We will have a dedicated Welfare phone number for all attendees to contact on site if they require any assistance.

Welfare will also have spare accessibility wristbands if yours becomes lost or damaged.

### TRAVEL

If travelling via London Underground and require wheelchair or step-free access, the nearest station for this service is Northfields.

If travelling via train, the nearest step-free station is Brentford which has step-free access on both platforms.

We also operate a Pick Up Drop Off for private hires and Hackney carriages within a short distance to the festival at University of West London, Paragon House, Boston Manor Rd, Brentford.

TW8 9GA.

### **BLUE BADGE PARKING**

Please let us know if you require Blue Badge Parking via the Access Application Form and we will do our best to facilitate this request.

Our Blue Badge Parking is located a short distance from the festival entrance at:  
University of West London, Paragon House, Boston Manor Rd, Brentford, TW8 9GA

### **ARRIVING AT THE EVENT**

Upon arrival, please follow signs to enter the festival which is just inside Boston Manor Park. From here you will see our entrance lanes with plenty of security and stewards around to guide you to the best entrance for your needs.

If you need to go to the Box Office, this can be found next to the main entrance and signposted. Please feel free to ask any member of staff for directions if you need them.

Please bring valid ID with you to enter the event. If you have any medications, conditions or equipment you need to bring with you, please ensure this is listed on the accessibility form application and bring a copy of your prescriptions with you where applicable.

Please refer to our general terms and conditions of entry for more information.

Our medical team will be on hand at the main entrance if you have any requests or needs.

The event will begin at 12:00 and finish at 22:00.

### **TOILETS**

Accessible Toilets are positioned throughout the event and stewarded by our friendly welfare team. They will be located across the site in signposted areas, locations of which will be communicated nearer the event day.

### **INFO POINT**

We have a dedicated Info Point situated opposite the main entrance to the festival. If you have any questions, please speak to our Info Point team who will be able to assist you.

### **FOOD & DRINK**

Your own food and drink cannot be brought into the festival. However, if you have specific dietary requirements or conditions, please let us know by emailing us at [access@bmpark.live](mailto:access@bmpark.live)

### **ACCESSIBLE VIEWING PLATFORMS**

Information on Accessible Viewing Platforms will be available nearer to the event.

### **ASSISTANCE DOGS**

Assistance dogs are welcome if approved in advance via our Accessible Application Form. There are water points and bins located throughout the arena to ensure you can care for your dog's welfare during the festival.

If we are informed you will be bringing your assistance dog, we will be able to set up a small dedicated spending area for your dog which will be signposted and communicated to you.

### **ACCESS TO PERFORMANCE**

Due to the nature of the events, at this time, we currently do not provide any British Sign Language / Captioning / Audio Description at the performances.

If you have any enquiries around access to performance, please contact **[access@bmpark.live](mailto:access@bmpark.live)**

### **LIGHTING AND STROBE LIGHTING**

Due to the nature of the event and types of performance, there will be flashing and moving lights at all stages. Signage and warnings will be posted around performance areas.

### **MAP**

More information regarding our site map and accessible map will be released in due course.

### **ENQUIRIES**

If you have any queries, please contact us: **[access@bmpark.live](mailto:access@bmpark.live)**

