



Access Information

The Access Information is subject to change and a final version will be circulated one week before the festival with any updates.

At KITE, we provide facilities for those with access requirements. Please read the following information carefully to familiarise yourself with what is available so that you can plan your trip.

If you would like to use the accessible facilities, it is essential that you fill out the Access Application Form to gain access to any of the following:

- Free Personal Assistant ticket
- Accessible Camping Area or Accessible Live-in Vehicle Area
- Additional guests in Accessible Camping Area or Accessible Live-in Vehicle Area
- Accessible toilets
- Medical tent refrigeration and charging
- Accessible Viewing Area

This allows us to plan accordingly and ensure that we have enough capacity to cater for you.

BUYING TICKETS

All applicants will need to purchase a festival ticket on our [ticket page](#). If you think you are eligible for a free Personal Assistant ticket to accompany you, do not buy a ticket for them. You can apply for this on the Access Application Form.

ACCESS APPLICATION FORM

Please click [here](#) to complete the Access Application Form and request use of the accessible facilities and free Personal Assistant ticket. We will respond within 14 days from when we receive your supporting documentation. Your application isn't approved until you receive an email from KITE Festival.

Please note we start dispatching the Access Accreditation on Thursday 19th May 2022. This allows 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.

If you have any questions while filling out the form, please contact us at access@KITEfestival.co.uk.

PERSONAL ASSISTANTS

Free Personal Assistant (PA) tickets are provided so that customers who are unable to independently attend the festival 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, such as carrying your luggage between the car park and campsite and putting up your tent. The festival does not provide staff to do this for you. Please state the name and contact details of the PA on the Access Application Form.

ELIGIBILITY FOR ACCESSIBLE FACILITIES AND PA TICKETS

In order to be eligible to use the accessible facilities and obtain a free PA ticket, we ask you to supply one of the following forms of supporting documentation:

- Front page of PIP
- Front page of DLA
- Letter from a medical professional
- Deaf or Blind Registration
- CredAbility Access Card

There are two ways to send us your supporting documentation:

- 1) Email a scan or photo to access@KITEfestival.co.uk.
- 2) Post a scan or photo to KITE Festival Access Team, U-Live, 3 Pancras Square, London, N1C 4AG

The document must be dated in either 2021 or 2022 and state the full name of the customer 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.

ACCREDITATION AND DISPATCH

To allow use of the various facilities onsite, Access Accreditation (such as wristbands and passes) will be issued. These wristbands/passes plus Personal Assistant tickets will be posted out to applicants in advance of the festival using the postal address supplied in the Access Application Form.

Please note, festival tickets that have been purchased on our ticket page will be sent separately, either by email or

post, depending on the option selected during the transaction.

EVENT TIMINGS

The campsites open to camping ticket holders at 2pm on Friday and need to be vacated by 12midday on Monday.

The festival arena will open to Weekend No Camping ticket holders from 3pm on Friday.

The arena will open at 10am on Saturday and Sunday to Weekend No Camping and Day ticket holders.

Car parks will open from 1pm on Friday, and 9am on Saturday and Sunday and need to be vacated by 12midday on Monday.

SITE LAYOUT AND GROUND CONDITIONS

The KITE Festival site is accessible to visitors with mobility impairments. The site has some level access and some slight inclines. However, please be aware that it is a green grass site with no hard-standing intersections. Please also take the weather into consideration when planning what to bring as it can have an impact on mobility due to muddy patches etc.

ACCESSIBLE CAMPING AREA

We have a dedicated space for Accessible Camping, with accessible toilets and showers, located within close reach of the main festival arena.

The Accessible Camping Area is for tent camping only. Cars are not allowed in the camping area and we do not offer power hook ups to individual tents.

Festival staff will not be able to provide physical assistance to move luggage between car parks and campsites, or to put up tents. If you require assistance of this nature, you must bring along a Personal Assistant who is capable of supporting your needs.

Please let us know if you would like to camp in the Accessible Camping Area on the Access Application Form. Please note, there are no accessible sanitation facilities in the General or Premium campsites.

In addition to a Personal Assistant, you are allowed up to four guests to camp with you in the Accessible Camping Area. Please advise of your numbers on the Accessible Application Form so we can accommodate your group.

ACCESSIBLE LIVE-IN VEHICLE AREA

We have a dedicated space for Accessible Live-In Vehicles, with accessible toilets and showers, located within close reach of the main festival arena.

Please let us know if you would like to pitch your live-in vehicle in the Accessible Live-In Vehicle Area on the Access Application Form. Please note, there are no accessible sanitation facilities in the standard Live-In Vehicle Field.

You will need to buy a Live-In Vehicle User ticket for each member of your party, as well as a Live-In Vehicle Pitch Ticket of the right size for your set up from our [ticket page](#). These tickets are your access to the festival and you will not be allowed into the festival or Live-In Vehicle Field without them.

The Accessible Live-In Vehicle Area is for live-in vehicles that are genuinely built or adapted for sleeping. You may park only one Live-in Vehicle OR one towing vehicle and Caravan/Trailer Tent per pitch. Cars are not permitted in the Live-In Vehicle Fields unless they are towing a Caravan, Trailer Tent or come with a Rooftop Tent. A single awning OR a single tent is permitted per pitch (but must fit within the pitch size). This advice is in place to help us to ensure your stay in the Live In field is as safe as it can be. In order to reduce risk of fire, please make sure

gas and ovens are turned off, don't use candles and ensure used cigarettes are fully extinguished. Please also protect yourselves by only sleeping inside vehicles; if a fire was to break out, anyone sleeping in a tent or awning are in an especially vulnerable position. Please also make sure you read our full Live-In Vehicle info [here](#).

Please use the Access Application Form to advise the number of people staying in the live-in vehicle in addition to the applicant and Personal Assistant. Please note, only one live-in vehicle per application.

Directions for how to reach the Accessible Live-In Vehicle Area will be sent out in advance.

MEDICAL TENT

The Medical Tent is open 24/7 throughout the festival.

If you require use of the Medical Tent's charging facilities for a wheelchair or refrigeration for medical items, please request this via the Access Application Form.

ACCESSIBLE CAR PARK

There is an Accessible Car Park in the General Car Park. Please have your blue badge on display and inform the

stewards that you would like to park there when you arrive.

If you don't have a blue badge but someone in your party has a disability or a condition which means that they cannot travel very far from the car, please let our stewards know when you arrive. They will do their best to accommodate you in the Accessible Car Park.

If you intend to use the Accessible Car Park, please let us know on the Access Application Form so we can get an idea of numbers.

Please note, all drivers must purchase a Car Park Pass (either online from our [ticket page](#) or in cash on the day) to be able to park at the festival.

PICK UP/DROP OFF – CARS AND TAXIS

If travelling by car or taxi, please follow directional road signage to the Pick Up/Drop Off area as you approach the festival.

Follow event signage to the main entrance from the Pick Up/Drop Off area.

TRAIN

The closest stations to the festival are Bicester Village and Oxford Parkway.

For further details on our public transport options, please read our [travel page](#).

TOILETS

Accessible Toilets are positioned throughout the event. They are located at:

- Main Stage Viewing Area
- Behind the Medical Tent
- Accessible Camping / Live-in Vehicle Areas

ACCESSIBLE VIEWING AREA

There is an Accessible Viewing Area located at the main stage with seating provided. While the area is of a reasonable size for the event, spaces are limited and we encourage you to share the facilities and consider others' needs.

Please request access to this area on the Access Application Form. You will then be provided with 2 x Accessible Viewing passes per successful application and these must be shown in order to access the Accessible Viewing Area.

ASSISTANCE DOGS

Assistance dogs are welcome. There are water points and bins located throughout the arena and campsites to ensure you can care for your dog's welfare during the festival.

LIGHTS

Due to the nature of the event and types of performance, there will be flashing and moving lights.

MAP

An Access Map will be published on the Access Information page of the festival website in advance of the event so that you can familiarise yourself with the site before you arrive.

ENQUIRIES

If you have any queries or wish to discuss any access requirements, please contact us at access@KITEfestival.co.uk.