

ACCESSIBILITY GUIDE

ELECTRIC PICNIC FESTIVAL 2025

Stradbally Hall, County Laois, Ireland

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# WELCOME TO ELECTRIC PICNIC FESTIVAL 2025

We are looking forward to welcoming you to this year’s Electric Picnic 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 Electric Picnic App.

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 [Electric Picnic Festival Contact Form](https://electric-picnic.zendesk.com/hc/en-gb/requests/new?ticket_form_id=20424234745357).

A ferris wheel in front of a large crowd at the Electric Picnic stage



# 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 open your phone’s app store and search for Ticketmaster and then download the app.

We will need to scan the 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 **access@electricpicnic.ie** and the subject line is Electric Picnic Accessibility Approval Confirmation. Please do not contact us on this email address. If you need to contact us please use the [Electric Picnic Festival contact form](https://electric-picnic.zendesk.com/hc/en-gb/requests/new?ticket_form_id=20424234745357).

If you cannot find the email, please contact us 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.

If you are using the accessibility car park, you will receive your car park pass by email. The email address is [noreplycarpass@festivalrepublic.com](mailto:noreplycarpass@festivalrepublic.com). Please do not contact us on this email address as it is not monitored.

For more details about parking go to the [Arriving by Car, Campervan, Public Transport or Being Dropped Off section](#_ARRIVING_BY_CAR,) of this document.  
  
Please make sure that the pass is clearly displayed in the windscreen or on the rear-view mirror of the vehicle.

# FORMS OF ID REǪUIRED

Please ensure you bring **one** of the following forms of identification with you:

* Nimbus Access Card
* Current passport
* Current driving license
* Electric Picnic Digital Access Pass + Photo ID

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.

## 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 next to Rankins Wood.

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 **first aid tent next to Rankins Wood**.

## 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 Electric Picnic 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 Electric Picnic 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 – LONDIS

Londis supermarket will be available on-site located in the Andy Warhol Campsite for your convenience.

Londis supermarket opening hours:

* Thursday 14:00 until Monday 13:00

# 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 Electric Picnic 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.

You should have received an email with a code to claim your Essential Companion ticket. Please do this before you arrive. Please note, it will say on the ticket General Admission, but your companion will still get access to the same places that you do.

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 emergencies.

If Electric Picnic 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

Electric Picnic Festival is an outdoor event, and most of the terrain is grass. Solid pathways or hard ground are absent in most parts of the event site. Many of the stages and entertainment areas are in areas with inclines or slopes. 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

Electric Picnic Festival is located at Stradbally Hall, Stradbally, County Laois, Ireland, R32 YC5X.

## FESTIVAL OPENING AND CLOSING TIMES

Accessible Wristband Exchange:

* Thursday 28th August: 14:00 – 22:00
* Friday 29th August: 10:00 – 22:00
* Saturday 30th August: 10:00 – 22:00
* Sunday 31st August: 10:00 – 21:00
* Monday 1st September: CLOSED

Campsites:

* Thursday 28th August: 14:00 – Monday 1st September: 13:00.

Arena:

* Friday 29th August: 14:00 – 02:00
* Saturday 30th August: 11:00 – 02:00
* Sunday 31st August: 11:00 – 00:00

Late Night Arena

* Thursday 28th August: 18:00 – 00:00 (Woodland Venues, Terminus, Transmission only)
* Friday 29th August: 12:00 – 04:00
* Saturday 30th August: 10:00 – 04:00
* Sunday 31st August: 10:00 - 04:00

## TRAINS AND FESTIVAL SHUTTLE BUSES

Portlaoise Train Station is approximately 6.7 miles from the festival site. The station has a lift on both platforms and car access on both sides of the station.

Staff help information is available by calling Irish Rail [(01) 703 4837](tel:+35317034837) .For further accessibility information please go to the [Irish Rail Website](mailto:Irish%20Rail%20Website) or email [access@irishrail.ie](mailto:access@irishrail.ie).

Martleys operates a festival shuttle bus service running from Portlaoise Train Station and Portlaoise Plaza off Junction 17 to the festival site.

The festival shuttle bus drop-off point is located in the PUDO (Pick up, Drop off) Area. Tickets are purchased at the door. Please see the [Travel section of the Electric Picnic Website.](https://www.electricpicnic.ie/information-category/travel) Please visit [Martleys official website](https://martleys.com/) if you need to make specific accessible arrangements.

## COACH

Multiple Coach operators will be operating services from across the country. This includes [Marathon Coaches](https://marathongroup.ie/?gad_source=1&gad_campaignid=22530306160&gbraid=0AAAAAoneGqGoj6AN0bVjgVihHzrQ3X_q4&gclid=Cj0KCQjw2IDFBhDCARIsABDKOJ41TyEeNlnLcdcKviutefhUpmz8xNCOxJiQ9fu_AXgDIxzATu6OB8waAnjwEALw_wcB) and [Irish Concert Travel](https://www.irishconcerttravel.ie/events/bus-to-electric-picnic-29th-31st-august-2025-stradbally-hall/). Please visit their websites if you need to make specific accessible arrangements.

Coaches will drop passengers in the general PUDO (Pick up, Drop off) Area. Please note, this is not close to the Accessibility Camping, it is on the other side of the festival site. There will be an accessible shuttle bus service operating at key arrival and departure times to provide transport from the general PUDO Area to the Accessible Campsite. Please see these timings in the Internal Site Transport Section for details of these timings.

## TAXI

If you are an Accessible weekend ticket holder staying in the Accessibility Campsite for the duration of the weekend and are being dropped off, please go to gate 4a on Timahoe Road. If you are in a taxi, please get the taxi driver to display the pass you have received.

**If you leave on Monday, you will need to be picked up from the general PUDO area off the N80. Please see the location on the Accessibility map. There will be a road closure in place on the Timahoe road, and no access will be available.**

For Accessible ticket holders who are coming and going each day, please go to the general PUDO area.

Please see the [Drop Off (Cars and Taxis) section](#_DROP_OFF_(CARS) 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](#_CAMPSITE_AND_CAR) shows the location of all campsites and car parks.

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

Parking and PUDO (Pickup/Drop Off) car passes and Caravan/Campervan passes have now been sent from [noreplycarpass@festivalrepublic.com](mailto:noreplycarpass@festivalrepublic.com). You should have received your pass by now. Please check junk folders.

If you are parking in the Accessibility Car Park, please display your pass on your dashboard on arrival.

If you are parking in the Accessibility Car Park, please follow accessibility signs to **Gate 4a on the Timahoe Road** and enter the festival here. Once you have driven through **Gate 4a**, please follow signs to the Accessibility Car Park. Please follow the directions of the stewards and park your car in the designated spot as directed. Please go to the Accessible Wristband Exchange to collect your accessible wristbands. You can then unload your bags and camping equipment and be directed to your pitch.

Please be aware that due to the large number of customers attending Electric Picnic Festival, there are likely to be queues to enter the campsite, particularly on Thursday, when the campsite opens.

## ARRIVING BY CAR AND PARKING IN THE RED, YELLOW, OR BLUE CAR PARKS (GENERAL CAMPING CUSTOMERS)

If you are not camping in the Accessibility Campsite and you have requested parking, you will be sent a car parking pass for the Accessibility Campsite. You should have received your pass by now. Please check junk folders.

This car park pass will give you access to the forward parking in the RED, YELLOW and BLUE car parks. You can either show the car park pass on your phone to the steward on arrival OR you can print the pass at home and display it in your windscreen.

If you have chosen to stay in the General Campsites, you will need to park at one of the general car parks and collect your wristbands at the nearest wristband exchange.

You will not be able to pick where you park and must follow the instructions from the Garda and Traffic Management personnel.

If you have chosen to park in the general car parks you must notify the Access Team, we can’t pick you up from the general car parks, so you must make your own way into the festival.

## MOONLIGHT MEADOWS / COSMIC AVENUE / SILVER CAMPING

If you are staying in any of the Boutique Campsites and have requested Accessible Parking, the closest car park to these campsites will be Red Carpark. You will not be able to pick where you park and must follow the instructions from the Garda and Traffic Management personnel.

If you wish to park in the Accessible Car Park, we can send you an Accessible Car Parking Pass, but please note, this will be roughly a 30-minute walk to Moonlight Meadows and a 20-minute walk to Cosmic Avenue and the Silver Campsite. Please follow the Map for directions.

## HARVEST MOON/UNDER THE STARS

If you are staying in Harvest Moon or Under the Stars, then you should park in the Accessible Camping Car Park. This is the closest car park to Harvest Moon and Under the Stars. The distance from the accessible car park to Harvest Moon is approximately 120m. If you are staying in Under the Stars, the distance from accessible parking to Under the Stars is 580m.

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

Please display your Accessibility Campervan Pass on your dashboard.  
  
Please follow signs to **Gate 4a on the Timahoe Road** 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 Electric Picnic Festival on a bus or coach, you will be dropped off at the PUDO (Pick up, Drop off) Area.

The location of the PUDO (Pick up, 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 Wristband Exchange](#_ARRIVING_BY_PUBLIC).

## DROP OFF (CARS AND TAXIS)

If you are an Accessible weekend ticket holder staying in the Accessible Campsite for the duration of the weekend and are being dropped off, please go to gate 4a on Timahoe Road. You should have received an accessible Pick up and Drop Off pass. Please make sure that the driver has the pass clearly displayed on their windscreen. Once dropped off, go to the Accessibility Wristband Exchange to collect your wristbands.

On Monday you will need to be picked up from the general PUDO area off the N80. Please see location on the map. There will be a road closure in place on the Timahoe Road, with no access into the accessibility campsite on Monday.

## ACCESSIBILITY CAMPSITE CUSTOMERS

Please make sure that the driver has the Accessibility Drop Off Pass clearly on their rear-view mirror or displayed on their dashboard.

If you are being dropped off by car or taxi, please follow the signs to **Gate 4a on the Timahoe Road** and enter here. Once you have entered, follow the directions of the Traffic Steward and drop off in the Accessible Car Park.

## 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.

If you are staying in the **General Campervan Field**, please go to the **Campervan Wristband Exchange**. You can collect your accessibility wristbands from your camp’s wristband exchange.

# COLLECTING YOUR WRISTBANDS FROM THE WRISTBAND EXCHANGE

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](#_ACCESSIBILITY_SITE_MAP).

## ARRIVING BY CAR AT GATE 4a ACCESSIBLE ENTRANCE (ACCESSIBILITY CAMPSITE CUSTOMERS)

If you are parking in the Accessible car park the Wristband Exchange is located in the Accessible Campsite. Please go to this Wristband Exchange to collect your festival and accessibility wristbands. The Wristband Exchange is directly opposite the car park entrance into the Accessibility Campsite. Our team of helpers will be on hand to assist you with your bags and equipment.

The location of all Wristband Exchanges and car parks is marked on [the accessibility map](#_ACCESSIBILITY_SITE_MAP).

## ARRIVING BY CAMPERVAN AT GATE 4a ACCESSIBLE ENTRANCE (ACCESSIBILITY CAMPERVAN SITE)

The Wristband Exchange is located in the accessible campsite. When you enter the site, please go to this Wristband Exchange to collect your festival and accessibility wristbands. You will then be directed to your plot.

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

## BEING DROPPED OFF AT THE FESTIVAL

### Accessibility Pick Up and Drop Off

If you are being dropped off at the Accessibility pick up and drop off point, the Wristband Exchange is located in the Accessibility Campsite. Once you have been dropped off, please go to this Wristband Exchange to collect your festival and accessibility wristbands. This Wristband Exchange is directly opposite the Accessible Car Park in the Accessibility Campsite. Our team of helpers will also be on hand to assist you with your bags and equipment.

### General Pick Up and Drop Off

If you are being dropped off at the general Pick Up and Drop Off point (PUDO Area), please follow the signs to the PUDO Wristband Exchange to collect your festival and accessibility wristbands. The Wristband Exchange is approximately 540m from the arena entrance.

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

## ARRIVING BY PUBLIC TRANSPORT (BUS OR COACH)

All public buses and coaches will arrive at the PUDO (Pick up, Drop off) Area. There will be staff on hand to help direct you.

If you are being dropped off at the PUDO Area and camping in the **Accessibility Campsite,** please collect your festival and accessibility wristbands from the PUDO Wristband Exchange. Then take the internal shuttle bus to the Accessibility Campsite.

If you are camping in any other campsite, please collect your festival and accessibility wristbands from the PUDO Wristband Exchange. Then take the internal shuttle bus to the stop closest to your campsite if required.

The location of all Wristband Exchanges and the transport hub is marked on [the accessibility map](#_ACCESSIBILITY_SITE_MAP).

## AT THE WRISTBAND EXCHANGE

There are Wristband Exchanges at the RED, YELLOW and BLUE car park. They are located at:

* Abbeyleix Wristband Exchange
* Quarry Wristband Exchange
* Molly’s Gate Wristband Exchange

The location of all wristband exchanges is marked on [the accessibility map](#_ACCESSIBILITY_SITE_MAP).

The Wristband Exchange 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.

If you are attending with an approved essential companion, they must attend the Wristband Exchange with you to collect their wristbands. You will have received a digital ticket for your essential companion in advance of the event.

Please be aware that it is likely that there will be queues at all Wristband Exchange, particularly on Thursday and Friday when the festival opens.

Wristband Exchange opening and closing times are different depending on the type of ticket you have. Please note that times are subject to change.

The Wristband Exchanges are open from 14:00 on Thursday 28th until 21:00 on Sunday 31st.

# 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.

To avoid any delays or issues, please review the prohibited items list that you cannot bring to the festival by visiting the [Electric Picnic](https://www.electricpicnic.ie/index.php?s=prohibited+items&t=info) website.

# INTERNAL SITE TRANSPORT

A shuttle bus service will be available between the PUDO Gate, Abbeyleix Gate and the Accessibility Campsite.

There are 3 bus stops. They are located at:

1. PUDO Gate
2. Abbeyleix Gate
3. Accessibility Campsite

The Shuttle bus operates during the following hours:  
  
Thursday 14:00 – 23:00  
Friday 09:00 – 21:00  
Monday 09:00 – 13:00  
  
  
A buggy service will also be available to take customers to

1. Accessibility Campsite
2. Sandpit – Accessibility Late Night Arena Entrance
3. Exit E – Main Arena
4. Starfish Junction
5. Warhol Crossroads - Transmission
6. Trenchtown Crossing
7. Freetown – Footsbarn Crossing
8. Cosby Arena Entrance
9. Rankins Wood

Please note that the buggy cannot enter the arena or drive outside the festival site.

# 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.

Please note that the facilities listed are available to those staying in the Accessibility Campsite only.

## CAMPSITE FACILITIES

### Accessibility Wristband Exchange

Within the Accessibility Campsite, there is a dedicated Wristband Exchange for customers to collect their festival and accessibility wristbands.

### Campsite Information Hub & Charging Tent

There is a tent in the campsite which is staffed with a team to help answer any questions you may have during the event. It is open 24-hours. The tent is also equipped with charging points for electric wheelchairs and medical devices such as nebulisers. Please note, we suggest you do not leave any equipment or valuables inside this tent unattended. Please see the location on the Accessibly Map. There is also an Accessibility Infor Hub in the main arena.

### Critical Power

Please note that customers who require and have been approved for critical power will be positioned in a designated area of the campsite. 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 campsite manager’s office.

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 Accessibility Campsite manager’s 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.

### 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 water 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

## ARENA ACCESSIBILITY INFORMATION HUB

There is an Accessibility Information Hub located in the arena, staffed with a team to help answer any questions you may have during the event. It’s open during the arena opening hours.

You will find the hub in the Main Arena next to Rankins Wood.

## ACCESSIBLE TOILETS AND CHANGING PLACES UNITS

Accessible toilets are located within some of the late-night arena toilet blocks and at all accessible viewing areas in the Main Arena. Please remember to show your accessibility wristband when a staff member asks to see it. A changing places unit will be available in the Main Arena. Please ask a staff member from the Accessibility Team where it is located.

If you have the WC symbol on your Nimbus Access Card or Digital Access Pass, you will be offered a JCW Wristband (Just Can’t Wait) when you collect your accessibility accreditation. This wristband is to help you indicate to other customers and staff that you have urgent toilet requirements.

We respectfully ask that all customers be considerate of one another. Please be aware that toilet facilities will be busier during peak times such as artist changeovers.

## BAR SERVICE AREAS

Accessible bar lanes with lowered service areas are available at same of the main festival bars. Please look out for the wheelchair symbol. You and your essential companion can access the lowered bar areas by using the exit lanes of the bar queues, which bypass the general queuing system. The lanes are staffed by security and stewards; please remember to show them your wristband.

## MERCHANDISE

An accessible serving area is available at the merchandise stalls; please look out for the wheelchair signs. Your accessibility wristband will give you access to the accessible merchandise serving area. This is usually the EXIT lane.

The merchandise team will come to the Accessibility Campsite in the morning and to the Main Arena Platforms in the afternoon to take your merchandise order.

## FOOD

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

Electric Picnic Festival is a fully cashless event. You can pay by debit or credit card. You can also use Apple or Google pay if you have those set up on your phone.

## ACCESSIBLE VIEWING AREAS

There are raised viewing platforms and ground level viewing areas at the following stages:

* Main Stage
* Electric Arena
* Comedy Stage
* Rankins Wood (3 Music Stage)
* Terminus (Ground Level Viewing Area only)

Your accessibility wristband will give you access if you have been approved for this facility.

### 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.
* 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. Please be mindful of others and do not leave your bags unattended in the viewing area to save yourself a seat.

### 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.
* 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.
* Please be mindful of others and do not leave your bags unattended in the viewing area to save yourself a seat.
* Smoking, including e-cigarettes & vapes, is not permitted.

# ASSISTANCE DOGS

Spending areas will be available for assistance dogs, located at the Accessibility Campsite. Please ensure you use these spaces only and always clear up after your assistance dog using the bins provided.

# IRISH SIGN LANGUAGE INTERPRETING PERFORMANCES

An Irish 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 [Electric Picnic Festival Contact form](https://electric-picnic.zendesk.com/hc/en-gb/requests/new?ticket_form_id=20424234745357)  
  
The Performance Interpreting Team will be available at the Accessibility Info Hub in the Main Arena. They will be available onsite to assist and answer any queries you may have. If you have requested this on the application form, then they will have been in touch with you already to find out what acts you would like to be covered to cover. If you would like a certain act covering but have not requested it in advance of the show, please visit the ISL team in the Accessibility Info Hub.

For the full program covered by the ISL team, please visit them in the Accessibility Info Hub.

# MEDICAL ASSISTANCE AND WELFARE

## MEDICS

Medics, medical care, and supplies are available in the arena and campsites. There are multiple First Aid Points across the site.

If you require urgent medical attention, please alert a member of staff who can assist you.

## WELFARE

The Welfare Tent is located in the Jimi Hendrix Campsite. 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 in Croi.

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 platforms and in the ground-level viewing areas wait until the initial crowd has left the arena before leaving themselves.  
  
If you wish to avoid the crowd, this will mean leaving before the headliner has finished.

## LEAVING THE FESTIVAL

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

## ACCESSING YOUR CAR DURING THE FESTIVAL

You will have access to your car throughout the festival. If you wish to leave, please be aware of times listed when there may be heavy crowd movement and plan trips to your car outside of these times.

## RE-ENTRY FOR CAMPING CUSTOMERS

Customers who are camping at the festival are allowed to leave and reenter. Please use the same route to exit the festival as you entered.

# ELECTRIC PICNIC FESTIVAL MOBILE APP

This accessibility guide's information is also available on the Electric Picnic 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 by visiting the Apple Store or Google Play and searching for Electric Picnic Festival.

# THE ACCESSIBILITY TEAM

Our accessibility team will be on hand to look after you whilst onsite. Accessibility team members can be identified by their light blue tabards.

The accessibility wristband exchange 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 accessibility info hub location in the main stage 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 the Electric Picnic 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 to the nearest YOU ARE HERE map of the festival site.  
  
If you need assistance, please speak to a team member at one of the following locations:

* Accessibility Wristband Exchange (on arrival)
* Arena Accessibility Information hub (open during arena opening hours)
* Accessible Viewing Areas
* You can also contact the team by phone on 0892041839
* By using the [Electric Picnic Festival contact form](https://electric-picnic.zendesk.com/hc/en-gb/requests/new?ticket_form_id=20424234745357)

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.

# WHAT3WORDS

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.

You can either download the app or use [the What3Words website](https://what3words.com/fairway.union.waltzed).

|  |  |
| --- | --- |
| **LOCATION** | **WHAT3WORDS** |
| Accessibility Gate 4a | ///upper.square.dogfish |
| Accessibility Wristband Exchange | ///honest.driving.acquire |
| Accessibility Car Park | ///unaware.thank.guideline |
| Accessibility Buggy stop 1 | ///demote.stickler.remarks |
| Accessibility Buggy stop 2 | ///deluge.stale.unseal |
| Accessibility Buggy stop 3 | ///overwork.zipped.cameos |
| Accessibility Buggy stop 4 | ///medicines.krill.ambition |
| Accessibility Buggy stop 5 | ///fractured.pink.nametags |
| Accessibility Buggy stop 6 | ///password.station.verifiable |
| Accessibility Buggy stop 7 | ///roundabout.posting.mirage |
| Accessibility Buggy stop 8 | ///fascinated.newsrooms.ramble |
| Accessibility Buggy stop 9 | ///stammered.adamantly.closure |
| Accessibility PUDO | ///unaware.thank.guideline |
| Accessibility Info Point | ///spurring.orchids.procedural |
| Accessibility Platform (Main Stage) | ///blindly.halted.innovate |
| Accessibility Platform (Electric Arena) | ///unorthodox.procession.vortex |
| Accessibility Platform (Comedy Tent) | ///clenches.residency.supply |
| Accessibility Platform (Rankins Wood) | ///dreary.surer.minimums |
| Medical Tent | ///germinate.spying.crinkle |
| Welfare Tent | ///tamed.nickel.ports |
| Londis Supermarket | ///martini.article.sucking |
| Sensory Tent | ///remaking.velvet.drives |
| Arena HDU Unit | ///suppose.impede.arranger |

# ACCESSIBILITY MAP

