

Introduction: We at underneath the stars festival are committed to providing top notch, quality entertainment that is accessible for all. We believe that there should be no barriers to having fun in the great outdoors.

- 1) You can download the word document detailing our access options here. Should you need information in an alternative format, please do not hesitate to contact us.
- 2) This section has been designed to help inform your decision about whether Underneath the Stars Festival is the right festival for you.
- 3) Moira Fitzsimmons-Holling is our Access and Safeguarding Officer. She is available to answer any questions you may have and can be contacted via access@underthestarsfest.co.uk. Alternatively you can call on 01226 767872 to speak to a member of our friendly team. We will try to respond within 5 working days after receiving your email.
- 4) Underneath the Stars Festival takes place on a gently undulating, beautiful, grassy dairy farm in the mighty county of Yorkshire.

Weather conditions may affect the overall state of the ground. It is important for wheelchair users and those with mobility impairments to be aware that the main terrain at the festival is cut grass, with some tracking on the roads. In the event of mud, efforts will be made to keep the whole site as accessible as possible.

One of the great things about UTSf is the size: we're big enough for you feel part of a special festival community in a large field but small enough that moving around site is doable for most of our guests. The distance from the Accessible Campsite or Blue Badge parking to the furthest destination in the arena is only 225 metres.

This means that music, stalls, food, workshops, immersive street theatre and crafts are never far away.

5) The Main Arena

Most of the entertainment is in the Main Arena.

Our main Planets stage is a seated concert hall type big top. Wheelchair/scooter users can easily be accommodated and we can reserve aisle seating, if required.

Our Little Stars stage is also in a big top, but not seated. There is an area reserved within this tent for wheelchair/ scooter users. Seating can be arranged and made available by prior request but generally customers do not use their own chairs in this space.

Family activities and workshops are near the main entrance in the lower section of the site.

Food stalls are near the Planets Stage, with a large covered central area with picnic tables and chairs.

The bar is in a large tent with seating and chairs.

The craft, stalls and makers market are also in the same field.

Clearly signed, accessible, regularly cleaned, plastic toilet units and water for assistance dogs will be available in the Main Arena.

The staffed Mobiloo wheelchair accessible change/shower unit is located in Accessible camping close to the Blue Badge Parking area and close the arena entrance.. <https://www.mobiloo.org.uk/>

Many of our guests bring folding/inflatable chairs to enjoy the sunshine and ambiance in the Main Arena and camping areas.

Blue badge parking is approx. 100 metres from the Main Arena entrance– this does need to be booked, so we can manage numbers.

There are additional food outlets, with well-being classes and evening open mic sessions at the nearside of general camping. This is only approximately 200 metres from the accessible camping area and blue badge parking area.

6) Stewards are positioned throughout the festival site and will assist where they can if necessary. All stewards will receive training on diversity and inclusion. Moira will be onsite throughout the festival to resolve any issues, or go through any concerns.

7) Free tickets are available for Personal Assistants.

We provide a 2 for 1 ticket scheme for individuals who would be unable to attend our events without bringing a personal assistant.

To request a free Personal Assistant Ticket, book your other tickets, camping and car parking spaces as usual through the website. <https://underthestarsfest.digitickets.co.uk/tickets>

Please then fill in the Access Requirements Form and include your Booking Number.

When your application has been assessed, we will send you a code to redeem your Personal Assistant Ticket through the ticket store. <https://underthestarsfest.digitickets.co.uk/tickets>

8) Accessible Camping

Accessible camping is situated between the Main Arena and box office. We have moved Accessible Camping this year, to be as close to all the action as possible. Obviously this does have great benefits, but Accessible Camping now neighbours the Main Arena. The stages are designed to reduce sound spill as much as possible but noise may travel.

Accessible Camping can be booked through our Access Requirements Form here.

Conversely, should you need to have a quieter pitch, we can reserve a spot on the outer edge of general camping.

You can camp in the accessible camping area with other members of your party.

We can accommodate tents/trailer tents/caravans and motorhomes. The price is the same as in general camping and based on the size of pitch you require. This is booked along with your tickets in the booking section.

We can arrange help with putting up tents and awnings.

You can park next to your tent in both accessible and general camping – super handy!

Glamping and Vintents can be booked separately and put up in accessible camping, should you prefer this to their regular spots in the Glamping field.

Accessible camping has a number of the larger plastic toilet units and a Mobiloo shower/change pod which can be accessed in a wheelchair. <https://www.mobiloo.org.uk/> There is a hoist, but you should bring your own slings. Guidance/support on the use of the mobiloo is available, but your own PAs must provide any help with personal care you need.

8) If you have additional requirements around charging equipment/use of medical devices/medication storage or specific questions relating to a medical need please contact Moira on access@underthestarsfest.co.uk to discuss. We will endeavour to meet your individual needs, whatever they may be.

10) Accessible parking.

Parking is available for blue badge holders approx. 100 metres from the Main Arena – it does need to be booked, so we can manage numbers.

Accessible Parking can be booked through our [Access Requirements Form here](#).

Some of you will be parking next to your camping pitch.

Taxis can drop off and pick up in the Accessible Parking area, closest to the Main Arena for returning guests, or right next to your camping pitch, whichever is most convenient.

11) Arrival guide.

Site Opening Times - Friday 9am through to Monday at 12 noon.

Arriving on site:

Your paperwork will make it clear which area the stewards will need to direct you to.

Moira will be as available as she can be to ensure you are welcomed and settled in. Please give your estimated time of arrival to Moira.

You will need your paperwork to present at the box office to obtain your wristbands.

12) Medical Services

Medical services will be on site in the first aid/welfare tent in the Main Arena throughout the festival. We have an ambulance and a 4x4 response vehicle on site.

13) Assistance dogs are incredibly welcome on site! Water bowls can be provided and will be signposted. Please get in touch for further information.

14) There will be NO “Strobe lighting” at the festival.

There will be flashing lights and sometimes lights shining directly on the audience.

15) We do not yet have hearing loops or British Sign Language available. Do please let us know, if this is a service that you would be interested in.