



DISABLED ACCESS AND 2-FOR-1 TICKET SCHEME

- Customer's must first purchase their own event ticket
- They may then complete an application form for both disabled access and a 2-for-1 PA/Carer ticket for their time at the event
- This application covers any disabled person with any event ticket
 - Weekends and days are all accepted
- The 2-for-1 PA/Carer Ticketing Scheme will be accepting applications from;
 - **Early May 2014**
- Application Deadlines;
 - **Latitude** FRIDAY 20TH JUNE 2014 @ **6PM**
 - **Reading & Leeds** FRIDAY 25TH JULY 2014 @ **6PM**
 - **Proms in the Park/Radio 2** TUESDAY 26TH AUGUST 2014 @ **6PM**
- Full Disabled Access Information is available on all event websites
- Links to the application form can be found under Disabled Access Information pages on all event websites
- Any applications made after the deadlines will not be accepted including applications made by members of our Disabled Customer Database
- Disabled customer database members must purchase their event ticket, complete an application and do not have to provide supportive documentation for validation while they are a member to the FR database
- The 2-for-1 Scheme is available to ticket holding customers aged 13 and up
 - Customer's 12 and under are still entitled to disabled access but not the 2-for-1 ticketing offer
 - Disabled customer's 15 and under must be accompanied by a PA/Carer who is 18 years or over
- Priority for free PA/Carer tickets is given to customers who receive **higher rate DLA** for **care** and/or **mobility** or for those who are **D/deaf** or **registered blind**, but every application is processed individually
- A confirmation will be emailed once both parts of the application have been received; the form itself and their supporting medical documentation
- The forms of supportive medical documentation that we accept to support and validate these requests are;

- **DLA Entitlement letter**, stating levels that have been awarded, no need for any financial information
- **Hospital or Doctor note** explaining the customers situation and need for assistance at the event
- **Appropriate alternative**
- Supporting info can be sent to;
 - dla@festivalrepublic.com or
 - DLA Festival Republic, 35 Bow Street, Covent Garden, London, WC2E 7AU
- If a 2-for-1 Ticket has been granted, no physical ticket is issued. All appropriate wristbands for access on event weekend will be available for collection on arrival at the disabled customer check-in.
- We go to site one week prior to the start of each event so we cannot respond to phone queries but urgent queries can be emailed to info@festivalrepublic.com
- If customer does not wish to apply for a 2-for-1 ticket but does want access to the facilities they must still make an application
- If the application is turned down for a 2-for-1 ticket and the customer does not wish to attend then a refund can be arranged
- All applications are at the discretion of Festival Republic and we reserve the right to alter or withdraw arrangements

Early Bird Tickets

- 2-for-1 Scheme does not cover Early Bird Tickets
- **Latitude:** Early Bird Tickets do not apply
- **Leeds:** Early Bird Tickets apply from opening on Wednesday
- **Reading:** Early Bird Tickets do not apply

What Happens Next

- We will acknowledge the application once both parts have been received, the form and supporting documentation
- It will state whether we can offer them the free ticket and/or use of the disabled customer facilities, plus full information on where to go and what to do on arrival
- Car passes, wristbands and site maps are available at the check-in on arrival