

Cambridge Folk Festival
Cherry Hinton Hall Grounds
2nd – 5th August 2018

Promoted by Cambridge Live

**Information Sheet for
disabled customers and customers
with access requirements**



General Information

The Festival takes place outdoors within 36 acres of grassed parkland and attracts approximately 12,000 people. Weather conditions will affect the overall state of the ground. This is particularly important for wheelchair users and those with mobility problems to be aware of as paths are limited. There is a concrete path leading from the site's main entrance to the entrance of the main arena. A temporary path will be provided from the arena entrance to the centre of the arena.

This leaflet is intended to provide you with all the information you require to get the most from your visit. Should you need any further information please contact the Box Office (access@cambridgelivetrust.co.uk or 01223 357851 and ask for Gabrielle, Kerrie or Beth). To help the organisers monitor the level of facilities provided please advise the Box Office if you have a disability.

Key dates for the Folk Festival 2018

Requests for an Unloading pass – *before 5th June 2018*

Requests for a Trailer Tent pass – *before 5th June 2018*

Summary of Facilities for disabled customers

Facilities include: drop-off area for camping equipment; accessible public transport on arrival at Cambridge bus or rail; wheelchair accessible toilets; Mobiloo changing space, limited number of accessible viewing spaces for all stages; manual wheelchair loan service.

This year the Cambridge Folk Festival is happy to confirm that we will have a Mobiloo changing space on site at Cherry Hinton Hall. For information about Mobiloo please visit their website; <https://www.mobiloo.org.uk/>.

Correspondence about the Festival

If you require information about the festival in a specific format please contact the Box Office on 01223 357851 or by emailing tickets@cambridgelivetrust.co.uk and we will arrange for you to receive the appropriate information in the best format for you.

If you receive emails from us and require the information to be in a plain text format please let us know and we will send you an appropriate version.

How to book tickets

Tickets can be purchased online at www.cambridgelivetrust.co.uk/folk-festival, over the phone by calling 01223 357851 or in person from Cambridge Live Tickets Box Office (2 Wheeler Street, Cambridge, CB2 3QB.)

Concessionary and Personal Assistant Tickets

We offer tickets concessionary tickets for disabled customers and their personal assistants. These are available to book online, over the phone or in person from the Cambridge Live Tickets Box Office. If you require more than one personal assistant ticket please give us a call on 01223 357851 to arrange this for you. There will be no extra charge for bringing an additional personal assistant.

If you require a different personal assistant for different days of the festival, please give us a call or email tickets@cambridgelivetrust.co.uk to discuss.

How To Get To The Festival

Use public transport where possible.

Customers attending the Festival are entitled to one free bus journey on arrival and one free bus journey on departure between Cambridge City Centre (Emmanuel Street, Stop E2 for Citi 3 or Stop E3 for Citi 2) or Cambridge Rail Station (Stop 2, catch Citi 3) and Cherry Hinton Hall. Give your free journey voucher to the driver on arrival and departure. Buses run every 10 minutes and stop near to the Festival.

Citi buses are all wheelchair accessible.

Route F3 buses run direct to Coldham's Common from bus & rail stations on Thursday and Monday. Customers who arrive on Thursday after 19:00 will need to travel on Citi 3 to the Folk Festival. Special free buses operate daily between Coldham's Common and Cherry Hinton Hall and also the car park (Netherhall) and Cherry Hinton Hall, from 09:00 to 01:00 (09:45am on Thursday).

Citi buses and special buses are both operated by Stagecoach. See Stagecoach's Festival leaflet or go to www.stagecoachbus.com

Taxis

The designated taxi drop off and collection location at Cherry Hinton Hall is the BP petrol station, which is located 250m from the main entrance to the Festival.

Taxis may drop off and collect from the Box Office at Coldham's Common.

Cherry Hinton Hall Box Office

On arrival at the Cherry Hinton Hall Box Office, a lowered counter and an induction loop service will be provided. Disabled customers will also be offered an accessible personalised service if required. The Box Office will open at 10am on Thursday 2nd August.

Site Opening Times

Both campsites will open at 10:00 on Thursday 2nd August. Blue Badge holders can drive immediately to the drop-off area at Gate 1 after the site opens at 10:00.

Parking Facilities at Cherry Hinton Hall Site

Off-site parking is included in the price of tickets.

Parking for disabled customers is recommended at Netherhall Upper School Car Park (Park & Ride).

Please drive straight ahead on entering the site and you will be directed to the accessible parking. Please display blue badge clearly. If you have an access issue but do not have a blue badge speak to the steward on entering the site.

Disabled customers who chose to park at Netherhall Lower School Car Park should note that it is 350m from the exit of the car park to entrance to Cherry Hinton Hall and that no transport is available to carry customers.

Parking Facilities at Coldham's Common

The ground at Coldham's Common can be uneven. Vehicles including caravans/campers vans are allowed on this site. Cars may be left alongside tents.

Wheelchair users with their own transport will be able to drive daily to Netherhall Lower School Car Park. Disabled customers who chose to park at Netherhall Lower School Car Park should note that it is 350m from the exit of the

car park to entrance to Cherry Hinton Hall and that no transport is available to carry customers.

Cherry Hinton Campsite

Should you need to take your vehicle on site to unload camping equipment, Blue Badge holders may apply for a Disabled Persons Unloading pass from tickets@cambridgelivetrust.co.uk. Please state your reasons for requesting access at the time of application together with your name, mobile number and vehicle registration.

This pass allows access via the main site entrance (Gate 2), to the campsite and includes early access on Thursday 08:30 to 09:30, on the understanding that vehicles must be removed by 09:30. There is no access permitted on Thursday between 09:30 and 11:00. Access with this pass is also permitted Monday 08:00 to 11:00. There will be no access without a valid pass.

These passes are limited and must be requested in advance of the festival. Please apply for your unloading pass before **June 5th 2018** in order to give us time to produce the passes. Passes will be sent out to customers in early to mid-July.

Customers with a Disabled Persons Unloading pass must follow steward's directions when entering the site, drive at walking pace and give way to pedestrians. Please unload your car as quickly as possible (within 30 minutes) and remove your car to allow others access. No vehicles will be allowed to drive on the grass and should remain on the hard standing. Please drop off and unload only and do not erect your tent before removing your vehicle. On departure, please pack up all equipment ready for loading before bringing your vehicle on site.

Trailer Tents

We encourage trailer tent users to go to Coldham's Common, where it is possible to keep your car near to your tent. At Cherry Hinton Hall, if your trailer tent is too large to be unhitched and pushed from the drop off area into the campsite, you may apply for a Trailer Tent Pass to gain access via the main entrance to Cherry Hinton Hall.

Passes are limited and applications must be made before **June 5th 2018**. There

will be no access without a valid pass. Access will be from 08:30 – 09:30 on Thursday 2nd August only. There is no access permitted on Thursday between 09:30 and 11:00. Please unhitch your trailer and unload your car as quickly as possible (within 10 minutes) and remove your car to allow others access. This pass will allow access to the hard standing areas only. You may not drive on the grass. When departing please pack all your equipment and bring it to the hard standing before collecting your car. Please apply to tickets@cambridgelivetrust.co.uk including your names, mobile number and vehicle registration.

Transport between Sites

A regular free shuttle service also operates between Cherry Hinton Hall, Netherhall Upper School Car Park and Coldham's Common.

Caravans/ Campervans

Caravan/Camper van tickets for Cherry Hinton Hall site are only available to disabled customers. There is a designated area for caravans/camper vans located alongside the site's boundary with Cherry Hinton Road. Access will be from 08:30 – 09:30 on Thursday 27th. There is no access permitted on Thursday between 09:30 and 11:00. Should you need to use this facility you must contact the Box Office and purchase a Full Festival Ticket and a Cherry Hinton caravan/camper van ticket. Tickets are limited and available on a first come first served basis. Towing vehicles may not be left alongside caravans unless by prior agreement in advance of the Festival.

In the interests of everyone's safety it is not possible to mix vehicles and tents at Cherry Hinton Hall. Should you need to use this facility but also wish to be near to friends camping in tents, those in tents will need to pitch their tents near to the designated area for caravans/camper vans.

Wheelchair accessible toilets are located at each toilet point at the festival:

Site Entrance

- Just within the entrance to the main Cherry Hinton Hall site, on the far left side when facing the Box Office.

Cherry Hinton Campsite

- Within the main toilet block in the centre of the campsite in front of the Hall.
- In front of the Sessions Café
- Campsite to the left of the entrance near the Children's Play area.
- In the far right corner of the campsite beside the Robin Hood emergency exit.

Main Arena

- To the right of the arena entrance in front of Stage 2.
- At Stage 2 disabled viewing area.
- At the Stage 1 disabled viewing area.
- In the main toilet block to the left of Stage 1.

Coldham's Common Campsite

- Just within the entrance to the site on the left, within the main toilet block.
- In the centre of the campsite within the main toilet block
- On the front right hand corner of the campsite

Car Parks

- Netherhall Upper and Lower School Car Parks.

Showers for Cherry Hinton Hall Campsite

We regret that it is not currently possible to provide showers at Cherry Hinton Hall.

Wheelchair accessible showers are available at Cherry Hinton Village Centre, Colville Road, which is located halfway down Cherry Hinton High Street on the right hand side. If you require accessible transport to reach this facility please arrange this with a steward for disabled people the previous day. There is also a separate room which conforms to the "Changing Spaces" standards for disabled users. Its facilities include: "H" frame ceiling mounted track mounted disabled hoist, electronic height adjustable changing bed, large buttons and Braille on the shower controls and disabled fittings on the sinks and WC. Showers are open Friday to Sunday 8am- 1pm. There is a £3 charge.

Showers at Coldham's Common Campsite

Wheelchair accessible Festival showers are being introduced at Coldham's

Common Campsite for 2017.

Wheelchair Equipment & Battery Recharging for Electric Wheelchairs

A limited number of manual wheelchairs will be available should you experience difficulties over the weekend, and also a limited number of 13amp power sockets will be available for battery recharging. This service is being provided in collaboration with Cambridge Shopmobility and will be located on the concrete path in front of Cherry Hinton Hall, to the right of the entrance to main arena. This service will be staffed between the following times:

Thursday	15:30-17:30 & 21:00-23:00
Friday	09:00-11:00, 14:00-17:00 & 22:00-24:00
Saturday	09:00-11:00, 14:00-17:00 & 22:00-24:00
Sunday	09:00-11:00, 14:00-17:00 & 22:00-24:00
Monday	09:00-11:00

Please note that proof of identity will be required. Wheelchairs will not be allowed off the site. Advance booking is advisable. Please contact Shopmobility Cambridge on (01223 457452) before 8th July.

Designated Viewing Areas for people with Disabilities and Accessibility

Designated stewarded viewing areas are provided for disabled people at all stages. Places are limited and will be allocated on a first come first served basis. It may be necessary to limit people who accompany people with disabilities should viewing areas become crowded.

Stage 1 - There is a covered, raised viewing platform with a ramp leading up to it, to the right when facing the stage. Access is via a pathway running from the HQ Information & Lost Children's point in the main arena to the right hand corner of the marquee.

Stage 2 - There is a covered raised viewing platform accessible via a pathway to the left of the back stage entrance.

Club Tent - There is a covered viewing area located behind the sound desk. Access is via a pathway between the left of the marquee and the adjoining caterers.

Stage Lighting

Whilst strobe lights are not used, Stage 1 and Stage 2 do feature bright and flashing lights, similar to those found at rock concerts.

Festival Safety Information

Emergency Procedure

In the event of discovering any minor incident anywhere on the site, please inform your nearest steward (wearing a STAFF t-shirt) or a security person (one at each entrance gate). These staff will know what action to take.

If it is necessary to evacuate certain area(s), this will be announced over the PA systems in the performing areas, bars, catering areas, Traders Marquee, or in the case of the camping area by loud hailers.

If the incident is in the main inner arena, please collect any personal belongings and then follow stewards' instructions. If, however, the nature of the emergency is apparent and the danger is immediate follow the instructions from stewards but leave your belongings.

N.B. Disabled customers should note that if they require assistance the stewards will automatically help them move across or leave the site.

Campsite Safety

To camp you must purchase a Full Festival ticket and sufficient Camping tickets for your size tent for the campsite of your choice. One camping ticket will entitle you to a space large enough for a 2/3 berth tent space, max size 4.5m x 3.5m inc guy ropes, measured from the longest to the widest point. For safety please allow space around your tent; 2m for small and 5m for large tents. Awnings or canopies cannot link tents or be attached to trees. Please familiarise yourself with your nearest fire point. Use the BBQ areas provided as your own open fires are not permitted. Flares, oil burning lamps or sky lanterns are not allowed. Please keep your valuables with you at all times and do not leave lying around or in your tent. Cambridge Live cannot accept responsibility for any losses.

Stewards

All stewards wearing "STAFF" T shirts will have been briefed on our facilities for people with disabilities. There are designated stewards for disabled customers, driving accessible minibuses and working at the disabled viewing areas. Please ask stewards for any help or advice you may need over the weekend.

Dogs

Only assistance dogs will be allowed at the event.



Bronze Charter Mark from Attitude is Everything

[Attitude is Everything](#) improves deaf and disabled people's access to live music by working in partnership with audiences, artists and the music industry to implement a Charter of Best Practice across the UK.

Cambridge Folk Festival has been awarded the [Bronze Standard](#) Charter of Best Practice for showing continuing commitment to access on behalf of its customers and performers.