

I am an access customer do you offer personal assistant tickets?

We automatically issue a complimentary companion ticket for customers with disabilities and/or with access requirements (appropriate supporting documents will be required) who purchase an Accessible Viewing Platform ticket - please see below information about how to book these tickets.

Please note that companion tickets are only available when booked in advance, one per access customer. We are unable to allow additional friends/relatives to join you on the viewing platforms as this allows us to accommodate as many access customers as possible who need these facilities. At the event your companion will be issued with a Personal Assistant pass which is interchangeable during the event, so if you come in a group of friends or family your companion can change during the event should you wish.

If you do not need to use our access platforms but you have access requirements, please contact access@futuresoundgroup.com

Will there be a viewing platform available?

We have two accessible viewing platforms.

The Wheelchair Accessible Viewing Platform is for wheelchair and mobility scooter users (and their PA's) ONLY. This is to ensure that there is ample room for everyone who needs it. This platform will have charging points for electric wheelchair and mobility scooter use only.

The Accessible Ambulant Seated Platform is a seated platform for those who cannot stand for long periods of time or for medical reasons need a less busy separated place to enjoy the show from.

All accessible platforms have a limited capacity and are available to purchase at <https://www.gigsandtours.com/event/kaiser-chiefs-celebrating-20-years-of-employment/temple-newsam/3188737>

All accessible tickets come with ONE complimentary essential carer/companion ticket- please do not buy multiple accessible tickets unless there are multiple people in your party who require accessible seating. A party of two (one access customer one companion) should buy one accessible ticket. Your companion ticket will automatically be added to your order.

Please note that by purchasing an accessible ticket you are you confirming that you or a member of your party require this position. You will receive a confirmation email from See Tickets with a link to an access questionnaire – this must be completed within 14 days of your purchase and will require you to submit documentation to support your accessible ticket purchase. Failure to do so could result in the cancellation of your ticket.

What supporting documents can be provided for the access form?

Where possible we would request this to be a copy of an access card, however if you are not an access card holder this could also be;

Front Page PIP/DLA

Attendance allowance letter

Registered severely sight impaired card.

Assistance dog card.

Photo ID side of Blue Badge

Any other appropriate documentation (such as doctor's note etc)

Can I bring my own chair into the event?

No, customers are not permitted to bring their own chairs into the event.

Will there be accessible toilets available?

Yes, accessible toilets will be available in all main toilet blocks and within the accessible viewing platform areas.

Assistance dogs

Should you need to bring an assistance dog please make us aware.

Will there be Blue Badge parking available?

There is limited Blue Badge parking available which can be requested within your access form, you do not need to purchase an additional car park ticket in advance.

I have an access enquiry, who do I speak to?

For access enquires please contact event organisers by emailing access@futuresoundgroup.com

Short Term Injuries or Impairments

We are unable to accommodate requests for use of the access facilities for customers who wish to attend the event whilst experiencing a temporary injury or impairment such as a broken leg etc.

Terrain

As the event will take place on a greenfield site, you will need to travel across grassy terrain to access the viewing platforms and other areas of the event. Should we experience rain in the run-up to the event or on the event day the terrain could become muddy and harder to navigate, please come prepared for such conditions

Access Guide

A comprehensive access guide to this event will be sent prior before the show which will include all important information such as arrival instructions and access facilities on site.