

Accessibility Applications

Please be aware that accessibility applications will go live one week after general admission tickets go on sale. This is to give you time to apply for your Nimbus Access Card before making your application.

Applications will be live on Wednesday 17th June

If you would prefer to speak to somebody, please email us bbcradio2show.accessibility@wearefab.com with your name and contact information and we will be happy to arrange a time to call.

How to apply for accessible facilities

Before applying for onsite facilities, please purchase your Radio 2 in the Park Tickets

- [Book tickets for Friday](#)
- [Book tickets for Saturday](#)
- [Book tickets for Sunday](#)

You will need your booking reference number to complete your application.

(If you require an Essential Companion, please **do not** purchase a ticket for your companion as the ticket will be provided for free and cannot be refunded after application).

Once you have purchased your ticket, you can return to the application process below.

Nimbus Access Card

We are pleased to be working alongside [Nimbus Access Card](#).

Nimbus is one of the largest disability accreditation award organisations working to improve accessibility at music events and festivals. They are now widely recognised and accepted across major venues and festivals across the UK.

Every customer wishing to make use of the accessible facilities at Radio 2 in the Park, must have an existing Nimbus Access card, or can **apply for a free Digital Nimbus Access Pass** for this event.

(Please be aware that the free digital pass is valid only for Radio 2 in the Park and not for any other event or facility).

Applications will be approved based on the symbols awarded on your card.

For more information on the symbols, their meaning and how they apply to your accessibility application, please visit the [Nimbus website](#).

If you have an existing Nimbus Access Card, please continue to the application form.

How to apply for the Nimbus Digital Access Pass

To register for a [Nimbus Digital Access Pass](#) you will be asked to provide proof of your access requirements by supplying supporting documentation. This will then be assessed by the Nimbus team and once approved you will

receive your digital pass. The process takes approximately 5 working days to finalise and approve.

Apply for the Nimbus Digital Access Pass here.

Upon receipt of your confirmed pass, please complete the Radio 2 in the Park accessibility application.

The accessibility team will review your application and come back to you with confirmation of your approved facilities within 7 working days.

Temporary Impairments

Please be aware that temporary impairments or short-term conditions such as broken bones, infections or pregnancy cannot be facilitated within the accessibility application.

Essential Companions

Essential Companions provide support and assistance to customers who would otherwise be unable to attend the event.

An Essential Companion will be approved via your Nimbus Access Card and a ticket will be issued free of charge where applicable.

Accessibility customers must have the +1 symbol awarded on their access card to receive their free essential companion ticket.

Remember: Do not purchase a ticket for your Essential Companion as they cannot be refunded after the application process.

- Your Essential Companion must be over 18 years of age.
- They must be willing and able to assist with your needs and requirements throughout both the application process (if needed) and for the duration of the event.
- They must be able to assist in the unlikely event of an emergency situation and/or evacuation.
- They must have prior experience in the role and understand the needs of the individual.
- The Essential Companion must arrive and leave the event with the accessibility customer.
- The Essential Companion ticket will be collected on entry and not issued in advance.

Once you have been approved for the Essential Companion ticket, you will receive a confirmation e-mail with information detailing how to claim this ticket.

Accessible Facilities provided by Radio 2 in the Park

Main Entrance

On arrival at the event, there will be a dedicated accessibility lane at the main entrance. This will be signposted, and an accessibility map will be provided closer to the event,

showing the exact location and distance from the car park and drop off point.

The accessibility team will be on hand at the main entrance to welcome you and assist with any queries or support needs.

Toilets

Wheelchair accessible and standard toilets will be available across the event site and close to the viewing areas.

Changing Places Unit

A changing places unit will be available and will include an adult changing bed, toilet, sink and hoist. Please remember to bring your own hoist slings as they will not be provided.

The location will be shown on the map.

Accessible Viewing Areas

Please be aware that capacity of the accessible viewing areas is limited due to restrictions of the overall site layout and size. As such, we will approve applications for platforms on a first come first served basis. If applications become full, we will make all customers aware via the event website and notify you in your application response.

Viewing areas will be positioned at:

Main Stage

Please be aware that there will be two viewing areas within the main stage arena. Both viewing areas offer unobstructed

views of the stage, are an equal distance from the main stage and will provide the same facilities.

Access to each viewing area will be on a first come first served basis. Should one viewing area reach capacity, guests are kindly asked to make use of the second viewing area.

The distance from the Main Entrance to the Main Stage viewing areas will be approximately 450 metres.

Second Stage

The distance from the Main Entrance to the Second Stage will be approximately 250 metres.

Raised Viewing Platform

The raised viewing platform is intended for wheelchair users and those with restricted mobility. Only the approved accessibility customer and their essential companion may make use of the raised viewing platform. This is so that we can ensure space is available for as many people as possible that require the facility.

The raised platform will have ramped access, wheelchair charging points, accessible toilets and drinking water available.

Due to limited capacity, the platforms are operated on a first come first served basis on the day. Seating will be available. Please be considerate of other guests.

Anybody found to be misusing the platforms or behaving inappropriately will be asked to leave the platform.

The platforms are not covered, so please bring appropriate clothing for hot weather, cold or rain. Please note that golf / large umbrellas (1 metre or more) are not allowed onsite.

Ground Level Viewing Areas

The ground level viewing area is intended for people who cannot stand for long periods of time, or need a space away from the crowded areas of the event.

The viewing areas are positioned in front of the raised platforms so do not provide an uninterrupted view of the stage.

The viewing areas are operated on a first come first served basis on the day.

Please be considerate of other guests.

Anybody found to be misusing the ground level viewing area or behaving inappropriately will be asked to leave the area.

The ground level viewing areas are not covered, so please bring appropriate clothing for hot weather, cold or rain. Please note that golf / large umbrellas (1 metre or more) are not allowed onsite.

Viewing area seating

Seating provided in the viewing areas consists of Samsonite folding chairs, each with an approximate weight bearing capacity of 115kg (18 stone). Please note that this may vary slightly per chair.

If you feel this may not be suitable for you please let us know via your application by adding a note in the 'additional information' section.

Accessible Entrance Lanes

Dedicated accessible entry lanes will be available at each of the below locations:

- Box Office
- Main Entrance
- All Main Bars
- Official Merchandise Stand

Sensory Calm Tent

The sensory calm tent is intended to provide a quiet, safe area for any customer who may feel overwhelmed, anxious or need to recalibrate.

It is particularly helpful for guests who may find the high stimulation environment of a music festival too intense at times. The sensory tent offers respite in a low level, calming environment.

There are two Sensory calm areas provided, one for under 18's and one for over 18's. Parents or guardians may accompany their child into the under 18's sensory calm tent.

The sensory calm areas are accessed by entering through the welfare tents.

The sensory calm tent is approximately 70 metres from the Main Entrance.

Medical and Welfare

First aid and medical facilities will be available throughout the event. If you do require assistance, and are able to, please make your way to the medical tent located approximately 75 metres from the Main Entrance.

Otherwise, please make yourself known to a member of staff who will assist.

Medication and Essential Medical Equipment

BBC Radio 2 in the Park is committed to the safety and well being of all customers attending the event. As such, as a general rule, medication is not permitted in to the event. However, we are very aware that a number of accessibility guests are required to carry certain medications with them at all times or to allow for long durations.

With this in mind, we ask that customers consider the following to allow them ease of access on arrival and to avoid any delays on entry.

- Please bring with you, the relevant prescription and/or accompanying doctor's letter.
- All medication should be in the correct packaging, with the dispensary sticker clearly in the name of the ticket holder.

- Loose medication not in its original packaging will not be permitted into the event.
- Please only bring the necessary amount for the duration of the day and avoid carrying excess.
- You may be asked to provide ID matching the name and address of the prescription.

Medical Marijuana

Medical Marijuana prescribed for medical use may be brought into the event.

Please bring it in its prescribed form along with the prescription confirming the stated amount required for the duration of the day.

Disposing of Sharps

Safe deposit of sharps or medical equipment can be found at the medical tent in the arena.

Bag Restrictions

As a general rule, bags no larger than an A4 sheet of paper (210mm x 297mm) can be brought into the event. However, we recognise the need for some customers to carry essential items to assist with their needs at the event.

As such, accessibility customers only (not Essential Companions or guests) may bring a bag larger than A4. Please be aware that your bag may be searched on entry.

If you will be carrying sensitive items or medical equipment that must stay sterile, please contact us in advance so that we can be aware ahead of your arrival.

D/deaf Customers

Induction hearing loops will be positioned at the box office, viewing areas and information hub.

For customers requiring BSL interpretation services, a free service will be provided on request. If approved on application, we will be in touch with further information.

Performance schedules will be available in the access guide and within the event app closer to the event.

Visually Impaired Customers

If a touch tour would be beneficial to you, please make us aware of this in your **Accessibility Application**.

Assistance Dogs

It is advised that due to the nature of the event the welfare of the dog is considered before deciding to bring them. Dogs may experience large crowds, loud volumes, flashing lights and pyrotechnics. Please be confident that your dog will be comfortable in the environment.

If you require the use of an assistance or support dog, please let us know by adding a note to your application in the further information section

Travel to the Event

Parking / Drop Off

Please be aware that the capacity of the accessible car park is limited due to restrictions of the overall site layout and size. As such, we will approve applications for car parking spaces on a first come first served basis. If applications become full, we will make all customers aware via the event website and notify you in your application response.

There will however, be a pick up and drop off point located close to site.

Public Transport

There are public transport options available, please see our [Travel page](#) for more information.

Specific travel information will be sent out to accessibility customers ahead of the event.

Internal Transport

Unfortunately due to site restrictions, we are unable to offer internal transport

Ground Conditions / Weather

City Park, Stirling is an outdoor venue, with uneven terrain.

The majority of the park consists of large grassed areas with some inclines. Whilst we have made every effort to work within the accessible areas of the site, please be aware that in the event of wet weather, some parts of the site may

become muddy or water logged and therefore more difficult to navigate.

A site map will be made available and included within the accessibility guide.

Accessibility Guide

An accessibility guide will be sent to all approved applicants in advance of the event. The guide will include further information on arriving at the event, the accessibility team who will be on hand to support you and further guidance on how to make the most of your time at the event