

**SATURDAY
25TH MAY**

LIVE AT LEEDS

**TEMPLE NEWSAM
PARK**

20 IN THE PARK 24

LIVE AT LEEDS IN THE PARK **2024 ACCESS GUIDE**

Hello, thank you for joining us for another Live at Leeds in the Park! We are very excited to welcome you all back to Temple Newsam on Saturday 25th May.

Please take the time to read this guide as we have implemented some changes for the site this year. Please also send this to your PA or anyone that is accompanying you to Live at Leeds in the Park so they have all the information they need for this year's event.

Ticket Information – See Tickets

All tickets for Live at Leeds in the Park 2024 are now digital! All tickets should now be showing in your See Tickets Wallet app. If they are not or something is wrong, please head here - <https://support.seetickets.com/App-Information/?Website=main>

Please note this does not include access parking passes / general parking passes – these are sent by post.

Should you have ANY issues or queries with tickets / the See Tickets Wallet app, See Tickets will be onsite to assist you. The See Tickets team will be based at the BOX OFFICE.

For any ticket queries or issues prior to arrival please log in to your See Tickets account here – www.seetickets.com/customerservice and then contact the team from there.

As we are now digital, all tickets need to be shown from within the See Tickets App, please ensure that you have all tickets loaded and ready in your See Tickets Wallet app BEFORE leaving for the festival.

**SATURDAY
25TH MAY**

LIVE AT LEEDS

**TEMPLE NEWSAM
PARK**

20 IN THE PARK 24

You do not need signal to access your tickets ONCE they have been downloaded into your See Tickets wallet.

Your PA ticket should now be added to your wallet if you have requested one, please contact us on access@slamdunkmusic.com with your order number as soon as possible if this isn't the case.

Ticket Information – Other Outlets

Please note if you have booked tickets via Ticketweb, Big Green Coach, Tickets for Good, AXS, or Eventim, then your e-tickets you have received are valid and you do not need to try and access them via the See Tickets Wallet app. We will have you noted on the system when you check in that you are also collecting a PA wristband when you arrive, these will not be sent to you in advance.

Arrival + Wristband Collection

When you arrive, please give your name to the access staff at the entrance. You will be issued with the wristbands / PA lanyard as per what has been approved on your application. Once you have arrived, please head straight to the Accessible Entrance which is highlighted on the map further down in this document.

For customers who have been issued a PA ticket and purchased either a wheelchair viewing platform ticket or ambulant viewing platform ticket – Your PA's will be issued their standard entry wristband this year, alongside a PA lanyard. This is to allow for access customers to change PA throughout the day should they wish. Please note, the lanyard is your PA's responsibility, and should they lose it or be caught using it inappropriately (ie attempting to get extra people on to the platform) you may be asked to leave the site.

Only customers (and their PA's) that have been issued platform access (either ambulant or wheelchair) will be permitted into the platform compounds, this includes access to the facilities at the platforms. This is to ensure that the

**SATURDAY
25TH MAY**

LIVE AT LEEDS

**TEMPLE NEWSAM
PARK**

20 IN THE PARK 24

facilities within the compounds do not get overwhelmed. This does not include access to use the Changing Unit (Mobiloo) we have onsite this year – this is located at the Cockpit Stage viewing platform. Should you need to use the Changing Spaces Unit but DO NOT have a platform wristband, please let the staff on the platform entrance know and they will escort you.

If you have been issued a facilities only wristband, there are access toilets in their own security guarded compound at each standard toilet block as well as at every Information Point for your use, these are highlighted on our public maps.

Access Parking Pass / Pick up + Drop Off Pass

If you have requested a parking / pick up and drop off pass these are being dispatched via See Tickets. If your pass hasn't arrived by Monday 20th May please let us know on access@slamdunkmusic.com

Please ensure that you bring your pass with you on the day and that it is visible on your dashboard upon arrival for security to check.

If someone is picking you up / dropping you off please make sure they remember to bring the pass with them when they pick you up later in the evening. For any customers wishing to have a taxi collect them, please ask your driver to use the Temple Newsam Visitor carpark and to let security know that they are collecting an access customer and they will let them through to meet you.

Viewing Platforms

Although the capacity for the platforms has been strictly monitored this year, the space is still at a first come first served basis. There are no reserved seats on any platform and it is prohibited for customers to use personal belongings to reserve seats for others.

**SATURDAY
25TH MAY**

LIVE AT LEEDS

**TEMPLE NEWSAM
PARK**

20 IN THE PARK 24

Please note unless prearranged and in exceptional circumstances only (which we will have already pre-agreed via email) we will only allow one companion per viewing platform user. This is to make sure we can provide facilities for as many customers who need them as possible.

As mentioned earlier, PA's who are accompanying customers who have platform access will now be issued a lanyard so you can change who accompanies you on the platforms throughout the day should you wish. Please do not try to use the lanyards to try and grant access to the viewing platforms for multiple people. The access and security teams will be present on the platforms and if you are found on the platform without the correct wristbands or lanyard you will be asked to leave.

The platform at the main outdoor stage (Cockpit Stage) is split into two levels which make up the wheelchair viewing platform and the ambulant viewing platform.

The platforms at the other stages (Clash Big Top, The Temple Stage and DIY Stage,) are on a single level. Anyone with EITHER a wheelchair platform viewing wristband or an ambulant viewing platform wristband will be able to use the platforms at these 3 stages.

Please be mindful of those around you when using the single level platforms.

Live at Leeds in the Park has a positive attitude to people with invisible disabilities and as such we are working to ensure that facilities are available to anyone who might need them. All customers are approved on a case-by-case basis and documentation must be provided for the Live at Leeds in the Park Access Team to review. Please do not pass judgement on other customers who may have different requirements than yourself.

There will be dedicated members of our Access team situated at each platform alongside security. Please make them aware if you have any issues or queries

**SATURDAY
25TH MAY**

LIVE AT LEEDS

**TEMPLE NEWSAM
PARK**

20 IN THE PARK 24

on the day. The team will be easy to spot as they will be wearing Yellow staff t-shirt.

Foldable Chairs

Anyone entering the festival on an accessible wristband will be able to bring in their own foldable chair for you to use around the site as we understand not everyone wishes to spend the event on the viewing platforms but also may need a seat to make their visit as comfortable as possible.

Please be mindful if using any foldable chairs in the general admission areas, setting up chairs in the middle of a lively crowd could injure yourself and others around you.

Bringing Medicine / Food Onsite

You will be able to bring medicines into the site and any food you might need for medical reasons, please make security aware before they carry out their searches on the way in. Security may ask for medics to attend for a second opinion on medication/food etc. before it is allowed inside. This is completely routine, and you should not feel alarmed.

We ask for only the amount of medicine needed for the duration of the event to be brought in.

**SATURDAY
25TH MAY**

LIVE AT LEEDS

**TEMPLE NEWSAM
PARK**

20 IN THE PARK 24

Please follow the instructions on your pick-up + drop off / parking pass.

Please approach the site using TEMPLE NEWSAM ROAD where stewards will direct you to the accessible parking area which is on hard-standing concrete as this is in the existing car parks at the rear of the Estate House – this is the BLUE route marked on the map.

From here tarmac drives provide access to the event site at which point the rest of the site is on grass. **Please note – ELM TREE WALK will be CLOSED for the duration of the event so do not try to gain access to the event this way – Use TEMPLE NEWSAM ROAD ONLY**

The blue badge / access car park and the standard car park will both open at 9am

If you are being dropped off or picked up and have a drop-off / pick-up pass, please use the blue badge parking as your pickup and drop off area as it will be less busy and is on hardstanding concrete whereas our standard pick up and drop off area is on grass and can get quite busy.

If you have booked a **standard** car park ticket, your allocated parking is also on Temple Newsam Road and is located in the field to the left of Temple Newsam House as you approach on Temple Newsam Road.

Once you have arrived, please head to the accessible entrance and our Access team will scan your tickets, issue you your wristband and then check your details on the system for your requirements then issue your PA wristband / facilities wristbands.

Onsite Terrain

Mainly level with undulations and a slope to the rear of Cockpit Stage. As previously mentioned - the whole site is on grass

**SATURDAY
25TH MAY**

LIVE AT LEEDS

**TEMPLE NEWSAM
PARK**

20 IN THE PARK 24

As with any grassy terrains it can have its challenges in adverse weather so, please plan accordingly for your visit. Should you have any mobility issues whilst on site please let security know and they will do their best to assist you.

Assistance Dogs

Assistance dogs are welcomed on site.

Strobe Lighting

Strobe lighting will be used on all stages across the site

Accessible Toilets

There will be accessible toilets at all main toilet blocks, there will also be located at every accessible viewing platform and every info point. There will be a mixture of accessible toilets and standard toilets at each platform.

We also have two Changing Places units (Mobiloo) onsite – these are located at the Slam Dunk Stage Access Platform and the GoPro Stage Access Platform. If you have a facilities only wristband you can still access the Changing Places Unit

Bars

There will be a lowered serving counter at each main bar across the festival site. These can be easily spotted by the wheelchair symbol which will be above the serving point.

Onsite Food and Merchandise

There will be various catering outlets at each site that aim to cater to a wide range of dietary requirements. If you have any serious allergies, you are

**SATURDAY
25TH MAY**

LIVE AT LEEDS

**TEMPLE NEWSAM
PARK**

20 IN THE PARK 24

welcome to bring food along with you as we cannot guarantee cross contamination free preparation zones for all traders.

All traders will be aware of the accessibility wristbands / PA lanyards that have been issued and there will be a queue jump system in place for those who need it. There will also be customer facing signage stating this so those around you are aware of the situation.

There will be an access queue at the Live at Leeds in the Park merch stand inside the main arena.

If you wish to enter the artist merch tent (located in the Festival Village) please make yourself known to security and they will assist you.

Signing Tent

There will be a system in place with security members stationed at the signing tent queues. Should you wish to attend a signing session but are unable to join the standard queue, please let security know and they will assist you.

Onsite Issues and Assistance

If you come into any difficulties during your visit to Live at Leeds in the Park, then please speak to a security **supervisor**, Access team member (located at every viewing platform in Yellow staff t-shirts) or go to one of the 2 information points on site who will be able to assist you. When reporting any instances that involve members of staff, please try and note what colour their hi-vis was, any identifying staff number and the location that they were deployed.

The staff at the info points and viewing platforms are the lovely team that have been running all access correspondence this year so they will be able to assist with any questions or issues you may be having.

**SATURDAY
25TH MAY**

LIVE AT LEEDS

**TEMPLE NEWSAM
PARK**

20 IN THE PARK 24

Exiting the Festival

Please exit via the same Accessible entrance that you used when you arrived, where you can exit to get to the access car park / pick up and drop off, shuttle buses, national coaches and taxis / Ubers.

Please be patient when exiting the festival, whilst all the necessary precautions and procedures are safely in place to ensure everyone can get to and from the festival safely.

Shuttle Buses

If you are planning on taking the shuttle service from Sovereign Street (Leeds City Centre) to or from the festival site, please let the staff at Big Green Coach queue know and they will be able to assist you with getting on the next suitable vehicle.

PA's are permitted to travel on the shuttle bus service free of charge.

We would like to take this opportunity to thank you for your support and we can't wait to see you onsite again for Live at Leeds in the Park 2024!

All other information regarding the festival can be found at
www.liveatleeds.com/park-home

If you have any questions, please email us on access@slamdunkmusic.com