



SPECIAL NEEDS FACILITIES 2010

T in the Park welcomes people with special needs. Every year we try to provide the best and most appropriate facilities possible for disabled customers and with help from you, we always strive to improve. Here is some information to help you prepare for a fun weekend.

Please note that as the event is held in a rural setting maneuvering a wheelchair can be difficult in some areas of the site, particularly if there are adverse weather conditions. We do our best to provide facilities to assist with this.

TICKETS

Tickets for T in the Park are now sold out. If you have a long term disability covered by the Disability Discrimination Act and would like to make use of our special facilities and have tickets for the event but did not book via the Ticketmaster Disabled Access Booking Line it is important that you call them as soon as possible to register – 0844 847 1655. The deadline for registration is Monday 31st May 2010 (subject to availability). We will then send you an information pack a couple of weeks before the event.

DISABLED CAMPING FACILITIES FOR WEEKEND CAMPING TICKETHOLDERS

If you have Weekend Camping tickets for the event and have registered to use the disabled facilities, a dedicated campsite with wheelchair friendly toilets and showers is available for your use.

A limit of 4 persons per group is in place for the disabled campsite which means that yourself plus carer and up to two further camping ticket holders can camp in the disabled campsite if required.

There will be a welfare point within the disabled campsite where staff will be on hand during published hours to assist with any queries you have and will issue wristbands that will give you access to the disabled shuttle bus and viewing platforms. Should you have any enquiries out with the welfare point opening times, event security personnel will be on hand at the disabled campsite entrance. They will have contact with event control should the need arise day or night over the weekend.

Special accommodation requests for the disabled camping area will be considered in advance only via specialneeds@tinthepark.info - deadline for requests is Monday 31st May 2010.

DISABLED PARKING

Please note there are two disabled car parks at different locations both of which are signposted on approach to the event. One for those who are camping in the disabled campsite (signposted as Disabled Camping) and one for those who are not camping in the disabled campsite or require access to the event via the main arena entrance on Friday, Saturday, Sunday (signposted as Disabled Parking).

PARKING FOR NON CAMPERS WEEKEND/DAY TICKETHOLDERS

Disabled parking is provided free of charge for cars displaying a blue badge. The designated disabled car park is South Car Park 1 which is close to the main arena entrance. Please follow event signage for 'Disabled Parking'. Customers with blue badges who park in alternative car parks will be directed to the front of the car park where possible.

PARKING FOR WEEKEND CAMPING TICKETHOLDERS

If you have camping tickets and have registered with the Ticketmaster Disabled Access Booking Line for access to the disabled campsite we will send you a disabled camping car park pass which will allow you access to the disabled campsite. Please follow the directions provided on the reverse of the vehicle pass.

Please display this pass in your vehicle window on approach to the event. Please fill in the required details on the front of the pass especially the driver's mobile number.

Event signage on approach will refer to 'Disabled Camping', please follow the directions on your vehicle pass and do not follow signs for 'Disabled Parking' as they are intended for non campers only and will not direct you to the disabled campsite.

Only one vehicle permitted per group (NB max 4 people) can gain access to disabled camping. Any additional vehicles must be parked in the public car parks. Cars with disabled camping vehicle passes will be able to drop off camping gear and passengers at the disabled campsite and park up at the nearby car park provided. Only essential vehicles will be granted permission to park in the disabled campsite to allow maximum space for campers.

The Disabled Camping parking area is only for those who require to camp in the disabled campsite. This area is separate from the main campsite. If you do not have mobility difficulties and wish to camp in the main campsite, please park in the main event car parks and not in the disabled camping car park; see details in this info sheet regarding collecting your wristband for access to the shuttle bus and platforms.

DIRECTIONS FOR WEEKEND/DAY TICKETHOLDERS*

(*Directions for those with weekend camping tickets camping in the disabled campsite are provided on the reverse of the vehicle pass and so are not listed on this information sheet. If you do not wish to camp in the disabled campsite you should follow the directions below).

From the North

M90 Southbound

Exit Junction 5

At top of slip road, turn right onto B9097

Follow B9097 to its junction with A977, at Drum

Turn right onto A977

Travel along A977

Turn left onto B918

Travel along B918

Turn right into South Car Park 1

Travel forward to Disabled Parking area (near arena entrance)

From the West

Cross Clackmannanshire Bridge

Travel along A977

Do not follow other festival signage onto Rumbling Bridge

Turn left onto B918

Travel along B918

Turn right into South Car Park 1

Travel forward to Disabled Parking area (near arena entrance)

From the South

M90 Northbound

Exit at Junction 5

Turn left onto B9097, travel along B9097, to its junction with A977 at Drum

Turn right on to A977

Travel along A977

Turn left onto B918, travel along B918, turn right into South Car Park 1

Travel forward to Disabled Parking area (near arena entrance)

DISABLED VIEWING PLATFORMS

There are four disabled viewing platforms; Main Stage, Radio 1 NME Stage, King Tut's Tent and Slam Tent.

It is our policy that you can access the platform with one carer only. The platforms at the outdoor stages are covered. Standing will only be permitted at the back of the platforms to prevent restricted view for other patrons.

As the event is held in a rural setting maneuvering a wheelchair can be difficult in some areas of the site, particularly if there are adverse weather conditions so we provide a wheelchair friendly shuttle bus for all our customers who require disabled access to give you a helping hand to travel between each of the disabled platforms at the event. This also picks up and drops off at the disabled campsite and arena entrance, see below for more details.

DISABLED TOILETS

There are toilets for disabled persons at the viewing platforms and in the disabled campsite. There is also a disabled toilet at each toilet block in the main campsite if you don't have mobility difficulties and want to camp in the main campsite.

Customers who have a medical condition which requires quick toilet access will also be granted access to use these disabled toilet facilities by showing their Can't Wait Card or Radar Key as proof of their medical condition. Staff will be briefed to allow access to the disabled toilets for people with these as a form of identification.

ACCESS FOR WEEKEND CAMPING TICKETHOLDERS WHO DO NOT WISH TO CAMP IN DISABLED CAMPING

If you are camping and have registered to make use of the disabled facilities but don't want to camp in the disabled campsite you must check in at the Special Needs Reception at the main campsite entrance before entry to the campsite. This is located on the right hand side before you get to the wristband exchange. Staff here will issue you with a wristband that will give you access to the viewing platforms and disabled shuttle bus.

DAY ACCESS INTO THE FESTIVAL: FOR NON CAMPERS WEEKEND/DAY TICKETHOLDERS

There will be a Special Needs Reception outside the main arena entrance. You must check in here before entry to the event. If you have registered to make use of the facilities staff here will issue you with a wristband that will give you access to the viewing platforms and disabled shuttle bus.

DISABLED CAMPERS COMING BY CITYLINK COACH

Enter via the main campsite entrance. On your right hand side before you get to the wristband exchange is a Special Needs Reception. Staff there will make arrangements to transport you to the disabled campsite if you have registered to camp there.

DISABLED PLATFORM SHUTTLE BUS

As previously mentioned, we provide a wheelchair friendly shuttle bus for disabled customers who require access to the special facilities to give you a helping hand to travel between each of the disabled platforms at the event.

The bus also picks up and drops off at the disabled campsite and main arena entrance. Visit www.tinthepark.com/maps to download a copy of our cartoon site map which shows the locations of the disabled bus stops around the event perimeter. This year's map will be available to download from 28 June.

CITYLINK OFFICIAL WHEELCHAIR ACCESSIBLE COACHES TO THE EVENT

Citylink are providing wheelchair accessible vehicles for travel to T in the Park from Glasgow, Edinburgh, Perth and Dundee. This service must be booked in advance. Please call Scottish Citylink on 0871 266 33 33 to book (Calls cost 10p/min from BT landlines. Charges from other providers or mobiles may vary).

RECHARGING ELECTRIC WHEELCHAIRS

Facilities are provided in the disabled campsite and at some first aid points in the arena to recharge electric wheelchairs. Please ask the stewards at the platform or one of the staff in the disabled campsite for assistance.

MEDICATION

If you are bringing any medication to the event, please make sure it is in its original packaging with the pharmacist label stating your name and address. This is for safety and security reasons. You may be asked to give more information about any medication you need to bring. We have extensive medical facilities on site that may be able to help you if you experience difficulties with any medication you require to take.

KEY TIMINGS

THURSDAY 8TH JULY (campers with Thursday & Weekend Camping tickets only)

3pm - Disabled Campsite Opens (no arrivals before 3pm please)

No new arrivals after 10pm please

Campsite Gates will be closed from 2am - 8am (no access between the disabled campsite and the main campsite between these times)

Please note: the arena is not open on Thursday. Facilities are located in main campsite entertainment areas. See cartoon map for locations.

Limited catering facilities will be available and there is no bar in the disabled campsite so please come prepared!

FANCY DRESS FRIDAY 9TH JULY

9am - Disabled Campsite opens (no arrivals before 9am please)

Limited catering facilities will be available before the arena opens so come prepared!

4pm - Disabled platform shuttle bus commences

4pm - Arena opens (no day ticket arrivals before 4pm please)

No new arrivals after 10pm please

Midnight - Disabled platform shuttle bus stops (after last band is finished on Main Stage)

Campsite Gates will be closed from 2am - 8am (no access between the disabled campsite and the main campsite between these times)

SATURDAY 10TH & SUNDAY 11TH JULY

9am - Disabled Campsite opens (no arrivals before 9am please)

11am - Disabled platform shuttle bus commences

11am - Arena opens (no day ticket arrivals before 11am please)

11pm - Disabled platform shuttle bus stops (after last band is finished on Main Stage)

Campsite Gates will be closed from 2am - 8am (no access between the disabled campsite and the main campsite between these times)

MONDAY 12TH JULY

12 noon - Disabled Campsite closes

INDUCTION LOOPS



An induction loop system is available at the Main Stage and Radio 1 NME Stage where the induction loop sign is displayed. Hearing Aids must be turned to the "T" switch for use. Please ask staff at the disabled platform at these stages if you need more information.

MAP

A cartoon map of the event showing disabled facilities will be available to download from www.tinthepark.com/maps from 28 June.

TICKET COLLECTIONS

If you have non camping tickets to collect from the box office and have problems accessing the box office due to your disability, speak to staff at the Special Needs Reception at the main arena entrance who will make arrangements to have them brought over for you. If you have camping tickets to collect from the box office, staff at the disabled campsite will make arrangements to have them brought over for you. This may take a while so please be patient.

NEED ASSISTANCE? WE CAN HELP...

We welcome any requests you may have over the weekend and will do everything practical and possible to assist during your visit. Should you require additional assistance, please ask staff at one of the following locations:

- Welfare point in disabled campsite (if camping in disabled campsite)
- Staff at disabled platforms in the arena
- Special Needs Reception outside the main arena entrance (day/weekend ticket holders)
- Special Needs Reception just inside the campsite entrance (camping ticket holders who don't want to camp in disabled camping or disabled camping ticket holders arriving by coach)

GENERAL EVENT RULES

Some of the items prohibited at the event for safety reasons are:

glass • campfires • camping stoves • barbecues • candles • gazeboes • pets • fireworks • anything that may be considered an offensive weapon.

For a full list of prohibited items and festival conditions go to www.tinthePark.com/rules
Please note: there is no bar in the disabled campsite so come prepared! If you are bringing booze to the campsite make sure it's all cans or plastic – no glass! All glass items will be confiscated and not returned. Food and drink cannot be taken into the arena.

FOLDING CHAIRS

Folding chairs are permitted in the campsite but for safety reasons they will not be permitted into the main arena. If you have a medical condition or injury which makes it difficult to stand for long periods of time you will be granted permission to bring a folding chair into the main arena.

Please bring proof of your medical condition such as a doctor's letter to ensure entry to the arena with your chair and register at the Special Needs Reception upon entry to the event to have your chair issued with the appropriate pass to confirm it will be permitted entry to the main arena throughout the weekend.

There are two Special Needs Receptions, one for non campers outside the main arena at the day entrance and one for campers just inside the campsite entrance on the right hand side before you get to the wristband exchange (where you are issued with your campsite wristband).

Please note that there is not a Special Needs Reception at the Campsite to Arena Entrance. If you are camping you must register your chair at the Special Needs Reception at the Campsite Entrance upon entry.

Residence customers should report to staff at the Residence Reception upon arrival. Campervan customers should report to staff at the campervan entrance.

Customers who have an obvious injury (i.e. leg in plaster, crutches etc) do not require to bring proof of their medical condition.

GENERAL ADVICE

For general information about T go to www.tinthepark.com/essentials to download the Essentials Guide – your complete guide including everything you need to know for a great weekend.

Please try to avoid peak commuter travel times – do not travel before 10am and avoid the Clackmannanshire Bridge between 3.30pm and 6pm.

We hope you find this information useful and that you will have a great weekend at T! 😊

If you have a query related to our disabled facilities that is not answered here, please contact **specialneeds@tinthepark.info** – we cannot guarantee that queries received after Monday 31st May will be answered.

If you are visually impaired and would like to receive a copy of this information in larger print, please contact specialneeds@tinthepark.info