



# DISABLED ACCESS

The Festival of Surrey is an outdoor event on the site of Hurtwood Park Polo Club's polo fields and as such the fields are very flat. It will not present too many challenges but you must appreciate that it is on grass and mobility will be more limited than in an indoor facility. It should be controllable but to assist we provide a discounted ticket for a carer to lend a helping hand.

## **Parking**

Disability access ticket holders for persons visiting for the day need to follow signs for Disability Parking area – this is accessed via the main entrance gate and roadway and will be signposted. Only vehicles with a blue badge (or similar) are guaranteed a place to park in the disability parking area. Any friends in a separate car will have to park in one of the main car parks which are reasonably close.

## **Getting Around**

Wheelchairs should be able to manoeuvre over most of the areas without too much problem as the site is a flat, grassy ground. The terrain is short grass with firm soil so movement around the main arena and other areas is possible for fit wheelchair users in good weather. If it rains it can get muddy and access around the site may be a little more difficult. The event will be spread out over a fairly large area, so movement from one end to the other can require quite a bit of effort. We have placed everything as close together as we can but our advice would be not to move around too much to retain your energy!

Just before the event a map and further information will be sent via email.

**You will need to pre book for a space in the Disabled Parking Area. Please send an email to [info@hurtwoodparkpolo.co.uk](mailto:info@hurtwoodparkpolo.co.uk) to pre book this space. We will then send you an online registration form. Tickets must be booked in advance.**

Please read the following information very carefully:

## **Registration and buying tickets**

You will need to register your interest in Disabled Parking and a carer's pass BEFORE buying your tickets. This allows us to organise the space in advance.

The steps for registering and buying your tickets are as follows:

1. Complete the application form and submit we will then send you an email to say that your form has arrived.
2. Buy your tickets. Space is limited so please purchase and confirm as soon as possible.
3. Reply to [info@hurtwoodparkpolo.co.uk](mailto:info@hurtwoodparkpolo.co.uk) that you have purchased tickets. We will then process your allocation for Disabled Parking.

**Information, you will need to provide:**

1. A description of your disability
2. We will also need the name of your carer/helper that will be coming with you
3. How many would be in your group.
4. Time of arrival
5. Please bring your blue badge or a copy of your most recent letter of entitlement to Disability Living Allowance (or similar) when you collect your carer's ticket on arrival at the event.

**Allocation of space in disability parking area**

When we have received confirmation that you have purchased your tickets we will process your allocation for disability parking and then allocate a space where available. Spaces are not guaranteed and are limited to a first-come, first-serve basis. We will however try to fit as many people as possible.

We understand that things can happen and you may not be able to attend the event so we would ask you confirm that you are in fact coming to the event by the 20<sup>th</sup> June 2017.

**Parking on the day**

Disability access ticket holders need to follow signs for Disability Parking Area marked on the site map and these will be marked clearly. Only vehicles with a blue badge are given a place to park in this area. If you have friends joining you on the day they will need to park in one of the main parks in the festival area. You will only be allowed one vehicle in the disabled parking area.

**Facilities**

We will be able to supply charging points for electric wheelchairs if required. Chargers are left at users risk and you must understand that the chargers can be affected by damp as they are located outside.

There will be medical support available but any specific medical needs must be made clear before purchasing tickets.

There will be accessible disabled toilets available throughout the festival and camping sites. It will be our aim to discourage public use.

Stewards will be on hand to help with any issues that may come up over the duration of the event.

There will be a hard Viewing platform located near the main stage.

We will not be supplying any Motability buggies or any other form of onsite transport and if you require these you will need to bring your own.

If you have any pressing questions that are not answered here, please email [info@hurtwparkpolo.co.uk](mailto:info@hurtwparkpolo.co.uk)