

Accessibility at FolkEast

Our Mission

We are working hard to develop our support for all visible and hidden disabilities. If you have been to FolkEast before we hope you will notice some new initiatives in 2020 based on visitors' feedback. It's not all perfect but we are committed to improving every year.

How to find information about Accessibility and Disability support

You can find lots of information on this page.

You can email our Accessibility Co-ordinator at philippa.folkeast@gmail.com

At the festival, the Information tent can help with your queries about facilities and support and you can give feedback.

Ground conditions

The festival takes place on grass farmland which is used as grazing throughout the year. The terrain is uneven and includes slopes. In wet weather the ground can become muddy. We mow pathways across the site to help make it more accessible. We highly recommend that wheelchairs and mobility scooters should be all terrain versions.

Toilets and showers

There is an accessible toilet in each block of toilets in all of our campsites and at several places in the arena. We try to discourage other festival goers from using these facilities.

We are working hard to solve the technical infrastructure challenges of providing accessible showers. At the moment we can't promise to have accessible showers for 2020 but keep checking the website for up to date information.

Accessible Parking

There is a Blue Badge disabled car park in the main car park immediately next to the main entrance to the arena, near the Box Office, and is available to anyone with a Blue Badge.

The Accessible parking area in the lower part of the site is available by booking in advance only; contact philippa.folkeast@gmail.com for more information or to book a parking space.

Disability support

You should find wheelchair positions in all inside music venues. Please ask our Venue Stewards if you need help with finding a seat. All our volunteer Stewards have Disability Awareness briefings so do please ask any of them for help if you

need information or to report a problem. We are sorry but we cannot offer personal assistance services, however carers are very welcome with a free companion ticket.

Quiet Spots

New for 2020 is our “Quiet Spots” initiative for taking time out from the sensory overload of the festival. Look out for the Quiet Spot logo on the venues. These are mostly in existing venues where you can find a space to sit quietly or do a simple calming activity. The venue managers of these Quiet Spots will do their best to make you welcome. Please be aware that activities take place in these venues at various times so they may not always be suitable. We will publish a list of Quiet Spaces nearer the time.

Medical Assistance

Our First Aid tent is staffed with qualified paramedics throughout the festival. They can be found next to the Box Office near the main entrance. If appropriate, please introduce yourself to the team.

There is also a fridge (not secure) in the Information tent where you may store medicines. If possible please let us know in advance if you would like to use this facility.

Assistance Concessions.

If you need personal care or support, we offer free Companion Tickets for your companion/ carer.

You are eligible automatically for these if you can provide a copy of:

- Front page of DLA / PIP (no specific rate required)
- Front page of Attendance Allowance letter (no specific rate required)
- Evidence that registered severely sight impaired (blind)
- Recognised Assistance Dog ID card

Dogs: We are really sorry but even the most well behaved DOGS are not allowed on site during the event unless they are registered as Assistance Dogs.

For other assistance concession queries contact philippa.folkeast@gmail.com

Accessible Camping

We have an allocated area for Accessible Camping situated in the lower part of the site near several venues, stalls and activities. The ground is grazed grassland which can be lumpy and there is a slight slope up from the arena. There is a covered charging point for electric vehicles and standard as well as disabled toilet. Currently there is no accessible shower but we are working on it!

Use of the Accessible campsite must be pre-booked and special conditions apply. We cannot guarantee access to the Accessible Camping site without pre-booking.

Places are limited to two pitches per application (for instance an extra tent or campervan for a companion/carer or family). You will need to book and pay for each pitch.

There is a dedicated Accessible campsite Stewards team who are happy to help but please note they have some duties on other parts of the festival site so there may be short periods when they are not in attendance. Stewards are not able to offer personal assistance services. After 8pm there is a Security presence at Gate 4 next to the campsite, but no permanent steward presence. We strongly recommend you have a personal assistant if you need help getting about the festival site and using the facilities.

HOW TO BOOK

For Accessible Camping, Accessible Parking, Free Companion tickets and your own Festival tickets, contact philippa.folkeast@gmail.com