

Access is extremely important to us at Tramlines and we believe all events should be accessible for everyone to enjoy.

In 2019 one of our main goals was to strive towards being certified by [Attitude is Everything](#), a disability-led charity that improves deaf and disabled people's access to live music. We were delighted to be awarded their Bronze certificate.

Following 2021's event, Tramlines was awarded '**Gold Status**' by Attitude is Everything for its commitment to making the event accessible. In order to achieve this status the festival committed to a 'Charter of Best Practice', an accreditation framework covering all aspects of live event accessibility, recognised by the UK Live as the industry standard.

We know that to truly champion accessibility and be one of the industry standard leaders, we need to improve year on year and continue to meet the needs and requirements of all our customers. This is something we are fully committed to do.

Applications for Access at Tramlines 2024 are now open!

Click [HERE](#) to apply.

If you have any questions about your application, please contact our Access Team: access@tramlines.org.uk

Accessible Facilities at Tramlines 2024:

- Designated Access Team to assist customers on site
- Access Car Park within close proximity of the Main Arena
- Accessible Viewing Platform at the Main Stage, T'other Stage and Library Stage
- Accessible and Standard Toilet Facilities
- Changing Place unit
- Charging Points for Electric Scooters and Wheelchairs at all viewing platforms
- Medical Fridge to store medication during your stay.
- Assistance Dogs are welcome on site with advance notice, please email access@tramlines.org.uk
- PA Ticket Scheme
- Hearing Loops at Access Reception, Main Bar and Box Office

Strobe Lighting

Please be aware strobe lighting will be used in many artist' sets. There will not be a warning immediately before a period of strobe lighting.

Accessible car parking space

In order to reserve an accessible car parking space on site, please use the application form above and submit a copy of your valid blue badge.

Dietary requirements

Tramlines kindly asks that you don't bring your own food and drink into the Main Arena, however if you have any specific dietary requirements due to health conditions please complete an Access Application to be pre-approved by the Access Team. This will avoid confiscation of food and drink in advance of your arrival.

Medication

If you require prescription medication with you during your time on site, please complete an Access Application to be pre-approved by the

Access Team. This will ensure that security are aware that you will be bringing this on site. Please ensure all medication is kept in a clear polythene bag as it may need to be inspected upon arrival.

Additional information:

We operate on a case by case basis as we appreciate that everyone has different access requirements and we want everyone to have a great time at Tramlines.

If you have any specific access requirements (such as BSL) or wish to submit supporting evidence that is not listed, please complete an Access Application and a member of the Access Team will be in touch.

HOW TO BOOK ACCESSIBLE FACILITIES:

1. Purchase your tickets for Tramlines via our [Ticket Page](#). If you are applying for our PA Ticket Scheme please DO NOT purchase a ticket for the person acting as your PA as this is allocated once your application is approved by the Access Team.
2. Complete the Access Application form. Please include your valid ticket reference number and submit your supporting documents in this form.
3. Once submitted, we will endeavour to respond within 5 working days to confirm the status of your request.

If your request has been accepted, you will receive a confirmation email from the Access Team. Closer to the festival we will send you an Access Information Pack which will have all the information you require about our accessible facilities.

Submitting supporting documents

As part of your request for accessible facilities, we require a scan or digital photo of one of the following pieces of evidence:

- Both sides of your Blue Badge
- Confirmation letter showing receipt of PIP or DLA dated within the last 12 months (If your confirmation letter is not within this time period but is still applicable please upload).
- Document of registration as severely sight impaired (blind)
- Valid Access Card
- A letter from a Doctor or Medical Professional outlining your requirement for accessible facilities dated within the past 12 months.

Please feel free to block-out any personal or confidential information on your supporting evidence.

Working with Attitude Is Everything

Having set up as a pilot project in 2000, Attitude is Everything improves Deaf and disabled people's access to live music by working in partnership with audiences, artists and the music industry. They are now a fully independent charity and encourage events' producers to go beyond the legal obligations, providing a fair and equal service to their Deaf and disabled customers. Our access team have worked tirelessly to ensure we have the best access possible to all customers and meet the Attitude is Everything criteria.

Contact

If you have any questions relating to Access at Tramlines festival or would like to book via telephone please email access@tramlines.org.uk.