**Access Information 2025**

Deva Fest is committed to being an event accessible to all which is why we work with Attitude is Everything and have been awarded a Bronze level.

Attitude is Everything is a UK-based charity who work to improve access to live music, events, and festivals for d/Deaf and Disabled individuals, gathering information from disabled fans, creating a framework for event organisers. Through these efforts Attitude is Everything has played a significant role in shaping accessibility at major music events and festivals across the UK.

We understand that hidden disabilities are not immediately apparent and as a festival, we understand our responsibility to ensure our event is accessible. We will continue to listen to your feedback and make improvements year-on-year to do our best at meeting the needs and requirements for all our customers.

For information on how to buy tickets, plus the access facilities available to festival goers please read the following sections.

**Please note:  Due to high demand, all access facilities must be requested in advance.**

Unfortunately we cannot guarantee we will be able to accommodate requests made once on site.  We encourage attendees with accessibility needs to reach out to us in advance to discuss their specific requirements, so we can work together to provide the best possible experience.

If you have any further questions, please email the festivals Access Team –

**access@devafest.co.uk**

If you would prefer to speak with someone, please email us with your name and contact number and we will happily give you a call.

Please be aware that the Access Team, can take up to 5 days to respond to your enquiry during busy times. Our access team work Monday to Friday 9-5. One week before the festival we will be onsite so please contact us before then to get a guaranteed response.

**Site Description**

The site at Deva Fest is fairly flat and compact and we do not anticipate access issues for those with mobility problems. The festival does take place on a field, so if there is a lot of rain this may be soft underfoot. Land may be uneven so please watch your step. We cannot be held accountable for any trips, slips or falls.

Distance from our main gate to the main stage is 225 meters.

**Carers or PA tickets**

We offer complimentary carer and PA tickets.

Our system is simple. Check you have one of the eligibility items listed below.

Then proceed to book the ticket package you want without the carer or PA ticket.

Once you have bought your ticket(s) please contact our accessibility team at **access@devafest.co.uk** with your booking reference and one of the forms of proof or ID registered in your name (please blank out any sensitive information)

* Front page of DLA/PIP (no specific rate)
* Front page of Attendance Allowance letter (no specific rate)
* Evidence that you are registered severely sight impaired (blind)
* A recognised assistance dog ID card
* Credibility’s Access card

We will add a complimentary carer or PA ticket to match the booking you have made.

Under normal circumstances we only offer one carers ticket per person unless your access card or proof advises otherwise.  There must be at least one paying person in your party to allow you to apply for a carers ticket.

Please note that we do not offer carers tickets on optional extras such as Club Deva access or paid activities such as Gin Journey.

We do not provide free carers tickets for temporary mobility issues such as broken bones.

Companions must be aged 18 or over.  The essential companion must be willing and able to perform all requirements as needed by the registered access customer including in the unlikely event of an evacuation or other emergency.

**Accessible Camping**

A number of accessible camping pitches are available at the front of the campsite nearest to the festival field entrance. You can request one of these by contacting our accessible team by emailing access@devafest.co.uk

Our accessible campsite is located closest to the festival gates, we can accept tents or live in vehicles in this field and there is an option to add EHU to your booking.  There accessible toilets and showers for our guests to use.  Only live in vehicles under 8m can be accommodated in the accessible campsite.

The amount of pitches are limited so please contact us asap to secure a space.

Please only request one of these if you are mobility impaired.

Please note that as of 22nd April all accessible camping has been sold and no further pitches will be made available in this area.

**Viewing platforms/Viewing areas**

Our accessible viewing platform can be found at our Main stage.

This raised platform is solely for the festival-goer that needs to be seated to be able to watch performances, plus one accompanying person. Festival goers that require access to this area will be given an accessible viewing platform wrist band at the entrance to the platform.

* Chairs are not provided on any platforms; however festival-goers can bring their own chairs to use on these.
* Wheelchair accessible toilets will be available at the viewing platform.

As our other stages are smaller there is no need for viewing platforms as there is plenty of space and stages are easy to view.  Staff are posted at each stage to provide assistance.

**Accessible Parking**

Our blue badge parking is located as close as possible to our main festival entrance. Please ensure badges are visible so our staff can point you in the right direction. Parking passes must be purchased with your day or weekend tickets.

**Taxi drop off and shuttle buses**

If you are travelling via one of our shuttle buses please let us know as soon as you book to ensure that we have an accessible bus booked for your route.

Taxi’s can drop off at the blue badge parking, please make one of our staff aware. Taxi's must be pre-booked for the return journey as local taxi companies may not pick up at the festival.

**Accessible Toilets**

Wheelchair accessible toilets are available in the camping fields and within the main festival arena.

**Medical Services**

Our medical services are located close to the main stage. For any medical needs within our camping fields, please make contact with one of our security personnel.

**Neurodiversity Accessibility**

Nelly’s Nest will again be in attendance to provide neurodiversity accessibility. The Nest is equipped with resources, sensory tools, de-escalation equipment and trained therapeutic staff to allow Deva Fest to be more accessible to those with hidden needs.

**Accessible Play & Support**

SPACE was founded in 2014 by a group of parents of children with additional needs that were frustrated by the lack of appropriate play resources and support locally.  This year they are bringing their staff and play areas to Deva Fest.  They provide Makaton trained staff, a hoist, distraction techniques, a mobile Lending Library, soft play, light sensory, fidget items, communication boards, books and Rhyme Time.

**Screen-reader friendly print materials**

Should you require any set times, programmes or information in a screen-reader friendly digital version please contact our access team.