



Accessibility Information

Introduction

At XXL Malta, we are committed to providing a memorable and enjoyable experience for all attendees, with a strong emphasis on accessibility. Our aim is to ensure that every individual, regardless of ability, has an equal opportunity to enjoy the festival. We've designed this Accessibility Plan to outline our comprehensive approach to accessibility across all venues, detailing the services we provide to enhance your experience. In addition, this plan includes key contact points for attendees with specific accessibility requirements. Our dedicated team is here to ensure your needs are met, helping to make your festival experience seamless, stress-free, and unforgettable.

Venue Accessibility

1. Uno Malta
 - Dedicated accessible areas with ramp access and unreserved spaces
 - Prioritized lane access
 - Dedicated toilets
 - Accessibility Manager at the venue to assist with any needs
2. Little Armier Armier
 - Accessible areas for approved attendees with wheelchairs or other disabilities
 - Prioritized lane access
 - Dedicated toilets
 - Blue badge parking available
3. Ta Qali Garden
 - Dedicated accessible areas with ramp access, bar and unreserved spaces
 - Prioritised lane access

- Dedicated toilets
 - Blue badge parking available
4. Castello Zamitello
- Accessible areas for approved attendees with wheelchairs or other disabilities
 - Prioritized lane access
 - Dedicated toilets
 - Blue badge parking available

Point of Contact

Your designated point of contact during the event will be the festival Box Office. Each venue will have a Box Office. They will be responsible for coordinating accessibility services and addressing any concerns or special requests with the accessibility manager on duty. If the box office is closed, kindly use the number +356 XXX (for urgent matters).

If an emergency arises please use the following contact:

Local Emergency Services - 112

FAQ's

1. Wheelchair-Accessible Airport Transfers

- For wheelchair-accessible airport transfers (via wheelchair lifts), you can contact:
Email: info@zarbcoaches.com
Phone: +356 21489991/2/3

2. Public Transit & Car Hire Accessibility

- Public Transit: The local public transport system is wheelchair accessible.
- Car Hire: Unfortunately, no car hire companies offering vehicles with wheelchair ramps have been identified in Malta.

3. Drop-Off Points for Accessibility Customers

- Drop-off points for accessibility customers at the Uno, Armier and Ta' Qali Garden share the same entrance as General Admission.
- What3words pinpoints the exact location of the entries using the following links:
Uno: <https://w3w.co/tragedy.fevered.mocking>
Armier: <https://w3w.co/thrushes.forgot.ramming>
Ta' Qali Garden: <https://w3w.co/cobble.bluntly.classic>
Castello Zamitello: <https://w3w.co/remix.yanked.preserved>

4. Wristbands & Lanyards

- Attendees are encouraged to wear wristbands on their wrists for safety reasons. However, wristbands on lanyards are an option for those who prefer them.
- Wristband Collection: We prefer that each person collects their own wristband at the venue. As an accessibility customer you are able to skip the queue

5. Required Documents on Arrival

- All accessible tickets sent to us will be marked on the access list. Attendees will need to show their national disability card or valid photo ID as confirmation.

6. Lane Access

- The entrance for access customers is the same location as for General Admission and VIP. Please follow signage for accessible lanes.

7. Box Office Support & Operating Hours

- The box office will be open at all venues for the entire duration of the event. Please find times below:

Box Offices

- **Thursday:**
 - UNO: 15:00 - 00:00
- **Friday**
 - Ta' Qali Garden: 12:00 - 20:30
 - UNO: 20:00 – 03:00
- **Saturday:**
 - Armier Beach: 12:00 – 20:00
 - UNO: 20:00 – 04:00
 - Castello Zamitello : 12:00 - 20:00
- **Sunday:**
 - UNO: 20:00 - 04:00
 - Castello Zamitello : 12:00 - 20:00
 - Armier Beach: 12:00 – 20:00
- For those physically unable to attend the box office, alternative support options will be available and signposted at each venue. These options include an on duty accessibility manager to ensure an accommodating stay.

10. Blue Badge Parking

- Blue badge parking is available at all venues. Please notify us of the venue you will be attending so we can reserve a space for you (using the link in section 'Point of Contact'). Parking areas are situated close to each venue, and further directions will be provided upon contact.
- Limited spaces available, must be pre booked
- One space per attendee, free of charge

11. Boat Party

- Boat Party: Unfortunately, the boats are not accessible.

Additional Information

1. Medication

- Storage for prescribed medication with Medical team (Contact our on-site accessibility manager)
- Medication must be self-administered
- Should you need to bring prescription medication to our events please ensure these are in their original packaging along with a copy of your prescription.

2. Strobe Lighting

- Most acts may use strobe lighting during performances

3. Bag Policy & Food Restrictions

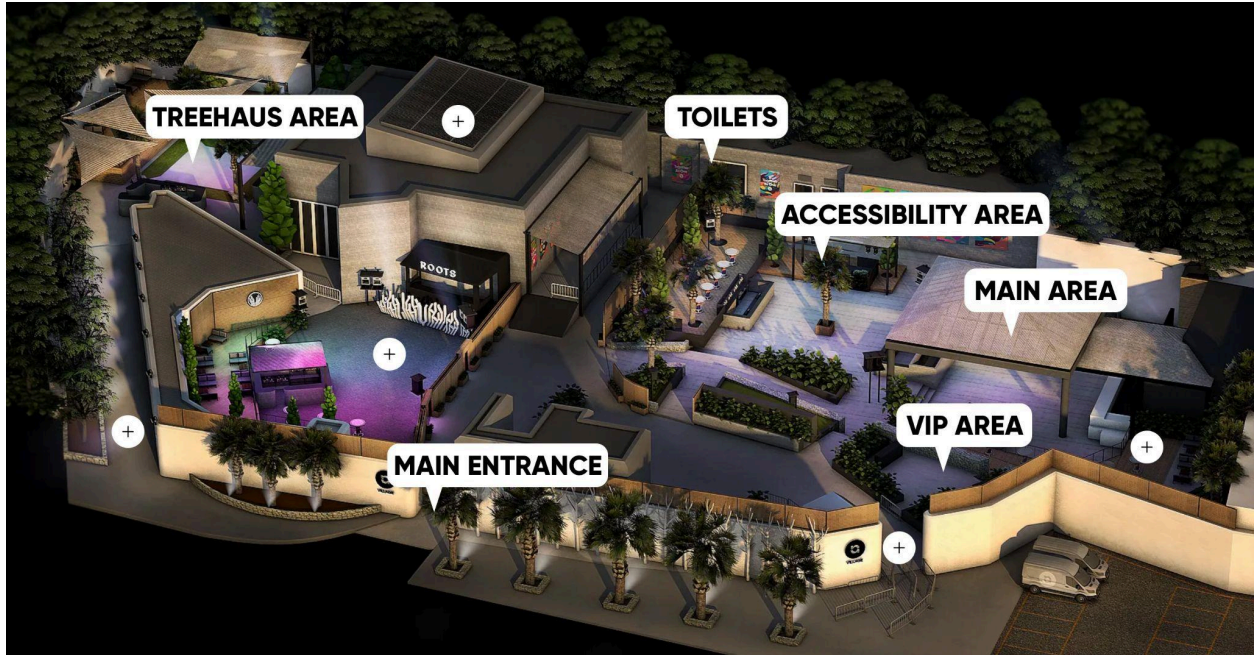
- With the Accessibility pass, no bag size restriction is set. Furthermore, If 'special' food is required, the attendee is able to bring it along in a transparent plastic bag.

We encourage you to reach out to the box office with any questions or concerns during the event. The accessibility manager on duty will assist you with any of your queries. We are committed to ensuring that your experience at XXX is seamless and enjoyable.

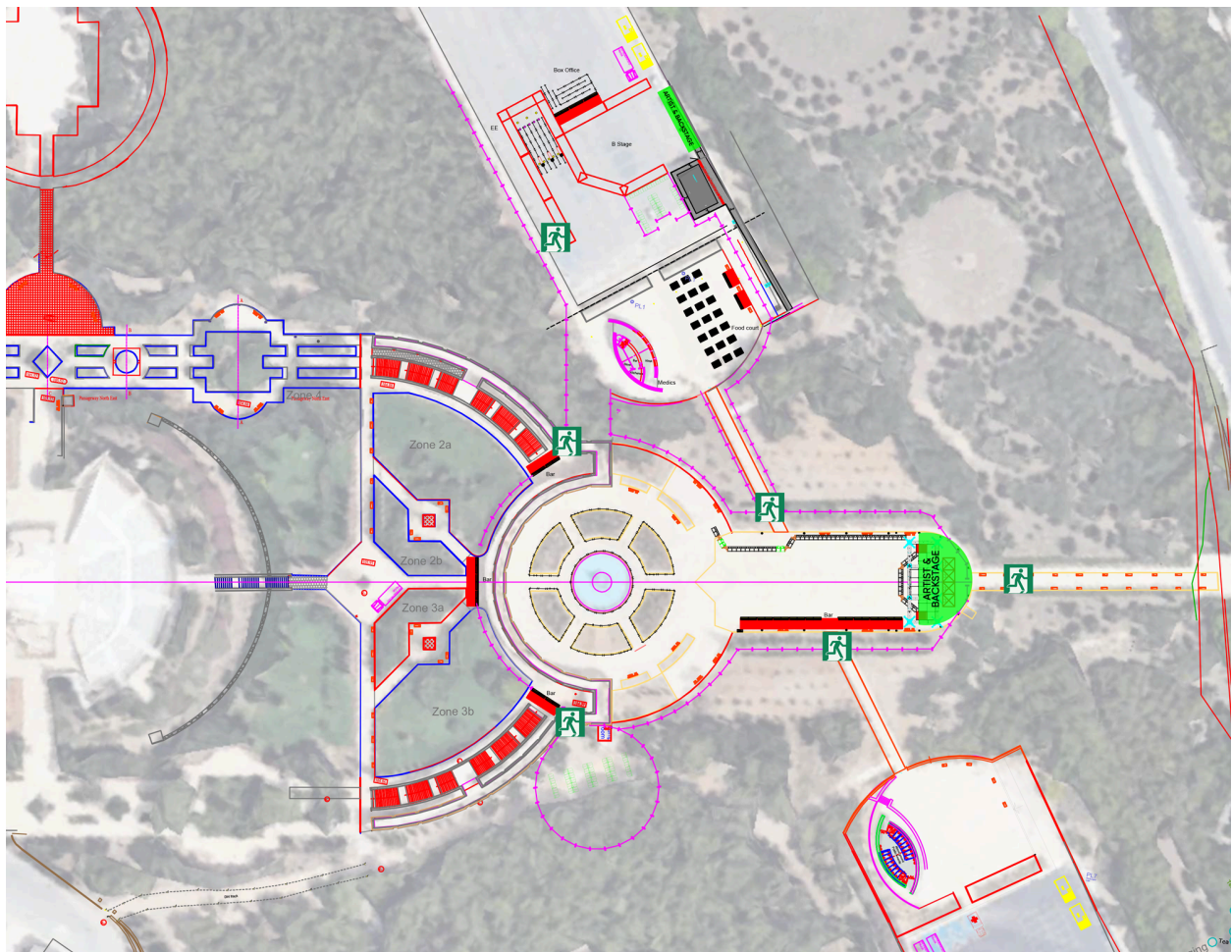
Improvement Plans

We encourage feedback from our Disabled Access Customers at all of our festivals. This feedback is fed into the improvement plan that we write for every festival. This is to ensure that we are constantly moving forward to improve Disabled Access at all of our festivals.

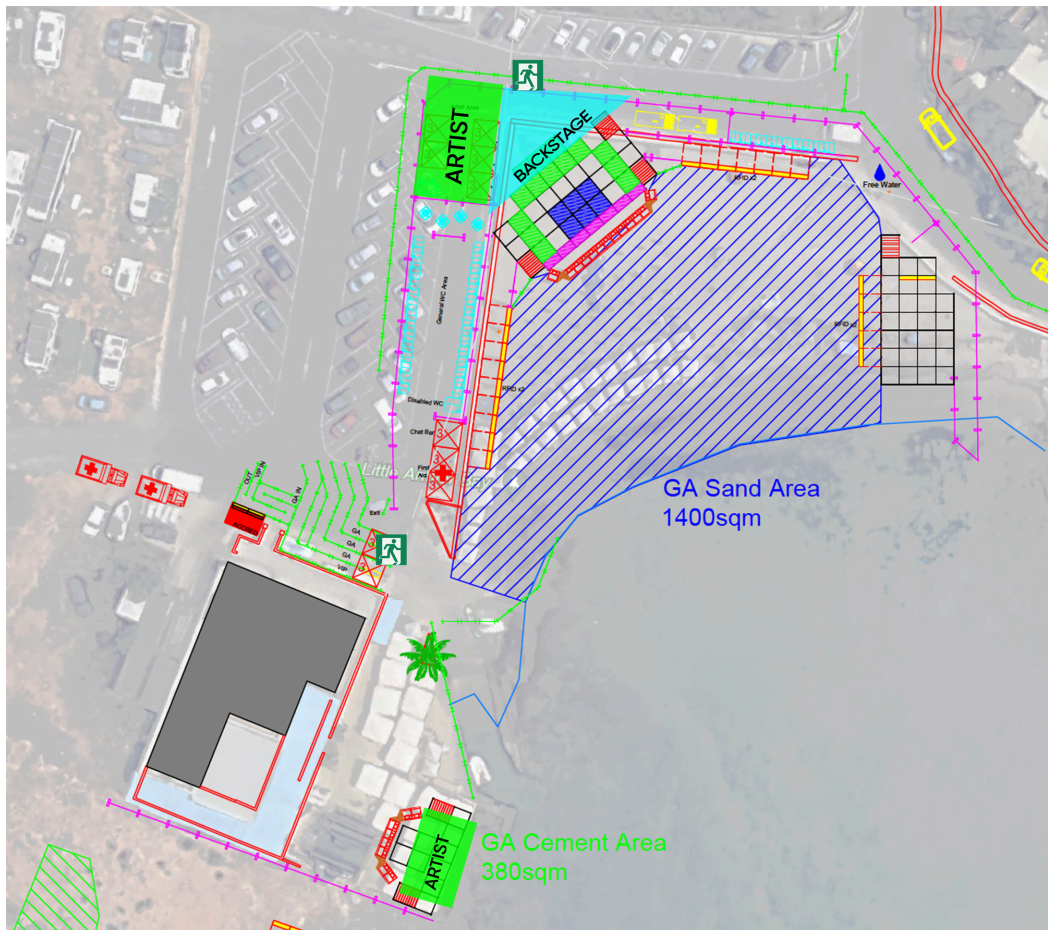
UNO SITE MAP



Ta' Qali Site MAP



Armier Site Map



PROHIBITED ITEMS



**NO RUCKSACKS OR
BAGS OVER A4**



**NO GLASS OR
METAL BOTTLES**



NO WEAPONS
(INCLUDING POINTED INSTRUMENTS, SCREW DRIVERS
SYRINGES, SCISSORS AND LASERS)



NO DRONES



NO ILLEGAL SUBSTANCES



NO FLAGS ON POLES



NO UMBRELLAS



NO FIREWORKS



NO HELMETS



**NO PROFESSIONAL
AUDIO OR VISUAL RECORDING**



NO SELFIE STICKS



**NO FOOD OR DRINKS
INSIDE THE VENUE**