

# TRUCK FESTIVAL

## Access at Truck Festival

We want Truck Festival to be accessible to everyone and in 2017 we began our working relationship with Attitude is Everything, a disability-led charity that improves deaf and disabled people's access to live music.

In our first year of working with AIE we were awarded Bronze and since then we have gone on to achieve a Gold award in 2023 for our ongoing commitment to accessibility.

As a festival, we know that to truly champion accessibility and be one of the industry standard leaders, we need to strive to improve year on year and continue to meet the needs and requirements of all our customers.

We hope you find the information below useful

To apply for 2025 Access Facilities at Truck, please submit your application [here](#).

If you have any enquiries please contact our team at [access@truckfestival.com](mailto:access@truckfestival.com)

[APPLY](#)

## Your Commitment

Every one of our partners must give due consideration to how they will make their elements of the festival accessible to members of the public, as well as staff, and artists. This means making reasonable adjustments to your plans for people with neurodivergence, sensory impairments, and mobility differences, so that they can enjoy the show like anyone else.



A shortened version of the AIE's Live Event Access Charter with information on best practice can be downloaded [here](#). As Truck has achieved the Gold standard award it is your responsibility to ensure you meet the relevant Gold level standards outlined.

Queries on these standards can be directed to your Account Manager, or [info@attitudeiseverything.org.uk](mailto:info@attitudeiseverything.org.uk)

## Accessible Facilities at Truck 2025

Truck Festival takes place at Hill Farm, on a greenfield farm site.

The majority of the site is flat and the terrain is grass. We ask that you pack for all weather conditions when preparing to join us at Truck, the site can get muddy when wet.

- Designated Access Team to assist customers pre-event and at the festival.
- Dedicated Access Car Park and Campsite within close proximity of the Main Arena.
- Accessible parking bays in all car parks
- Accessible Viewing Platform at the Main Stage and Market Stage.
- Accessible Viewing Areas at all other stages.
- Accessible and Standard Toilet Facilities
- A Mobiloo Changing Places Facility located in the Access Campsite. The Mobiloo is a sterile unit that has extra equipment such as an accessible shower, height adjustable changing bench and a tracking hoist as well as extra space for Access
- Customers to use safely and comfortably.
- Charging Points for Electric Scooters and Wheelchairs in the Access Campsite & viewing platforms.
- Medical Fridge to store medication during your stay.
- Assistance Dogs are welcome on site with advance notice, please email [access@truckfestival.com](mailto:access@truckfestival.com)
- PA Ticket Scheme
- Hearing Loops at Access Reception, Main Bar and Box Office.

### Assistance Dogs

We welcome assistance dogs on the site. There will be an area provided for drinking and relief. Please let us know on your form if you are bringing an assistance dog in advance of the event. To organise this please contact [access@truckfestival.com](mailto:access@truckfestival.com) (Please note you will be required to send in some evidence of assistance dog training).

### Strobe Lighting

Please be aware strobe lighting will be used in many artists' 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 at the festival, please submit a copy of your valid blue badge.

### **Dietary requirements**

Truck 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 prescriptive medication with you during your time at the festival, please complete an Access Application to be pre-approved by the Access Team. This will ensure that security is aware that you will be bringing this to the event. 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 Truck.

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

## **HOW TO BOOK ACCESSIBLE FACILITIES**

1. Purchase your tickets for Truck 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 1 month to confirm the status of your request.
4. 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).
- Recognised Assistance Dog ID card
- 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.

[APPLY](#)

### **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 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 Accessible facilities and service and meet the Attitude is Everything criteria.

If you have any questions relating to Access at Truck festival or would like to arrange a phone call with a member of our team to discuss what facilities we offer, please email [access@truckfestival.com](mailto:access@truckfestival.com)