

ROCKSTAR®

ENERGY DRINK PRESENTS

«READING FESTIVAL 25

ACCESSIBILITY GUIDE

READING FESTIVAL 2025

Reading Festival, Richfield Avenue, Reading RG1
8EQ

ACCESSIBILITY GUIDE CONTENTS

WELCOME TO READING FESTIVAL 2025	6
BEFORE YOU LEAVE HOME – TICKETS AND PASSES	7
DOWNLOAD YOUR TICKETS.....	7
PRE-APPROVED ACCESSIBLE FACILITIES	7
CAR PARK / CAMPERVAN / DROP OFF PASSES	7
FORMS OF ID REQUIRED	8
PRESCRIBED MEDICATION	8
MEDICATION STORAGE.....	8
ESSENTIAL COMPANIONS	9
GROUND CONDITIONS AND WEATHER	9
FESTIVAL OPENING AND CLOSING TIMES	9
CAMPSITE OPENING TIMES.....	9
ARENA OPENING TIMES.....	10
LATE NIGHT ARENA OPENING TIMES	10
TRAVEL TO READING.....	10
FESTIVAL SITE ADDRESS	10
TRAVELLING BY CAR	10
TRAINS AND FESTIVAL SHUTTLE BUSES	10
TRAVELLING BY COACH	11
ARRIVING BY TAXI	11
ARRIVAL: WRISTBAND COLLECTION & BOX OFFICE	11
ACCESSIBLE BOX OFFICE – WEEKEND TICKETS.....	11
ACCESSIBLE BOX OFFICE – DAY TICKETS.....	12

BOX OFFICE OPENING AND CLOSING TIMES	13
EARLY ENTRY CAMPING TICKET HOLDERS	13
WEEKEND CAMPING TICKET HOLDERS	13
DAY TICKET HOLDERS	13
ARRIVAL: PARKING	13
EARLY ENTRY/WEEKEND TICKET HOLDERS.....	13
DAY TICKET HOLDERS ARRIVING BY CAR	14
DAY TICKET HOLDERS ARRIVING BY PUBLIC TRANSPORT	15
PINK MOON PARKING.....	15
ARRIVAL: ROUTINE SEARCH	15
ACCESSIBLE CAMPSITE AND FACILITIES	16
GENERAL INFORMATION	16
ACCESSIBLE CAMPSITE FACILITIES	16
CAMPSITE INFORMATION HUB	16
CRITICAL POWER.....	16
MEDICATION FRIDGE.....	17
CHARGING TENT	17
ACCESSIBLE TOILETS AND SHOWERS	17
CHANGING PLACES UNIT (HDU)	17
GET READY WITH ME (GRWM) STATION	17
WATER POINT	17
GENERAL CAMPING	17
GENERAL CAMPSITES.....	17
PINK MOON	18
INTERNAL SHUTTLE SERVICE	18

ACCESSIBLE FACILITIES IN THE ARENA	18
ARENA ENTRANCE	18
ACCESSIBILITY INFORMATION HUB	19
ACCESSIBLE TOILETS AND CHANGING PLACES UNIT	19
BARS	19
MERCHANDISE	19
FOOD	19
DRINK	20
CASHLESS PAYMENTS.....	20
ACCESSIBLE VIEWING AREAS.....	20
ASSISTANCE DOGS AND BRITISH SIGN LANGUAGE	21
ASSISTANCE DOGS	21
BSL INTERPRETING PERFORMANCES	22
MEDICAL ASSISTANCE AND WELFARE	22
MEDICS	22
WELFARE.....	22
SENSORY ZONE.....	22
LEAVING THE ARENA, LEAVING THE FESTIVAL AND RE-ENTRY	23
LEAVING THE ARENA	23
LEAVING THE FESTIVAL.....	23
ACCESSING YOUR CAR DURING THE FESTIVAL	23
RE-ENTRY	23
ROAD CLOSURES AND TRAFFIC CURFEWS.....	23
READING FESTIVAL MOBILE APP	24
THE ACCESSIBILITY TEAM	24
PROVIDING FEEDBACK/COMPLAINTS AND HOW TO GET HELP	25

HOW TO GET HELP	25
WHAT 3 WORDS	27
ACCESSIBILITY SITE MAP	28

WELCOME TO READING FESTIVAL 2025

We are looking forward to welcoming you to this year's Reading Festival.

Organising this event requires extensive planning, and we hope to provide everything you need to make it as memorable as possible.

Please take the time to read this accessibility guide carefully. It contains essential information, including things to remember to bring, how to access the festival site and the facilities available once inside.

All accessible facilities and locations are marked on the accessibility site map which you can find in this guide and on the Reading App.

Please remember to share this accessibility guide with your essential companion, as they must also know the information in this document.

We hope you have the best weekend!

The Accessibility Team



BEFORE YOU LEAVE HOME – TICKETS AND PASSES

DOWNLOAD YOUR TICKETS

Please download the Ticketmaster app on your phone and preload your ticket before arriving at the festival. This will ensure that you won't have to worry about having a good signal on your phone at the festival.

Please open your phone's app store and search Ticketmaster and then download the app.

We will need to scan the barcode on your digital ticket when you arrive to issue you with your festival wristband. Please remember to make sure your phone is charged.

PRE-APPROVED ACCESSIBLE FACILITIES

Please find the email you will have received from us with confirmation of your pre-approved accessible facilities.

For search purposes, the email is sent from **accessibility@readingfestival.co.uk**, and the subject line is Reading Festival Accessible Application.

If you have not received an email, please email **accessibility@readingfestival.co.uk** before leaving home.

CAR PARK / CAMPERVAN / DROP OFF PASSES

Where approved, you will receive your car park or drop-off pass, in advance, by email

- Accessible Car Park Pass (showing your pre-allocated car park)
- Drop Off Pass

Please make sure that the driver has the pass clearly displayed on their dashboard.

Accessible Campervan Pass tickets will be scanned on arrival and you will be issued a vehicle pass on site.

FORMS OF ID REQUIRED

Please ensure you bring **one** of the following forms of identification with you:

- Nimbus Access Card
- Current passport
- Current driving licence
- Reading Festival Digital Access Pass + photo ID

You will be asked to present your form of identification when collecting your wristbands.

PRESCRIBED MEDICATION

If you're bringing prescribed medication, please ensure that your medication is in the correct packaging with the dispensary sticker intact and issued in your name.

Please note: If you need to bring in loose medication or medication that's not in its original packaging, then please contact us in advance (accessibility@readingfestival.co.uk) so that we can provide you with the necessary approval letter. You will be able to show this letter, if questioned by security at any point

MEDICATION STORAGE

All medication must be clearly labelled with the customer's name and contact details and will only be issued to the named customer or their essential companion, where applicable.

To make storage arrangements, customers are advised to contact accessibility@readingfestival.co.uk in advance.

Designated medication storage is located within:

- Campsite: refrigerated storage for medication is available in the accessibility campsite hub.
- Arena: refrigerated storage for medication is available at Welfare in the arena.

ESSENTIAL COMPANIONS

If you have been pre-approved to attend Reading Festival with an essential companion, please ensure they arrive with you.

Your essential companion must be present with you at check-in to receive their wristband.

Essential companion tickets are not sent out in advance. Approved companions will receive their event wristband when you have your ticket scanned on arrival at the festival.

Please ensure that your essential companion is willing and able to perform all your requirements, as needed, and be able to assist during an evacuation or other emergency.

If Reading Festival finds evidence that your essential companion is not attending for the purpose of supporting your needs, they may be asked to leave the festival. Before taking this action, we will inform you, share the evidence used to reach our decision, and discuss alternative means for your needs to be supported.

GROUND CONDITIONS AND WEATHER

Reading Festival is an outdoor event, and most of the terrain is grass farmland. The primary accessible routes are on existing hard standing and pathways.

In the event of heavy rain, please bear in mind that the terrain will likely become muddy and wet, making it harder to navigate.

Whilst we hope for sunshine, please ensure that you are prepared and pack appropriate clothing for all kinds of weather.

We advise all customers with mobility difficulties to use the internal shuttle service. Please note that this service may be busy at peak times especially when everyone is leaving the event in and the service may be disrupted. Folding chairs will be provided at the shuttle stops.

FESTIVAL OPENING AND CLOSING TIMES

CAMPSITE OPENING TIMES

- Wednesday 20 August 18:00 (early entry ticket holders only, weekend ticket holders from 08:00 on Thursday 21 August) – Monday 25 August 12:00

ARENA OPENING TIMES

- Friday 22 August 11:00 – 00:00
- Saturday 23 August 10:30 – 00:00
- Sunday 24 August 10:30 – 00:00

LATE NIGHT ARENA OPENING TIMES

- Thursday 21 August 17:00 - 03:30
- Friday 22 August 00:00 - 03:30
- Saturday 23 August 00:00 - 03:30
- Sunday 24 August 00:00 - 03:00

Please note that opening times may be subject to change at short notice.

TRAVEL TO READING

FESTIVAL SITE ADDRESS

Reading Festival is located at Richfield Avenue, Reading, RG1 8EQ.

TRAVELLING BY CAR

There will be AA signage on the approach roads to the festival.

Please follow the signage for RED (R) which will bring you to the festival site.

TRAINS AND FESTIVAL SHUTTLE BUSES

Reading Train Station is approximately 1.2 miles from the festival site. The station has a step-free ticket office, and platforms can be reached via a lift. The station has 24-hour staff assistance, accessible toilets and Blue Badge Parking. You can visit the [Reading Train Station website](#) for more information.

Shuttle buses run from Reading Train Station and Reading City Centre. The shuttle bus drop-off point is marked on the accessibility site map and is approximately 500m from both accessibility box offices.

TRAVELLING BY COACH

The official coach partner for Reading Festival is Big Green Coach. Please visit the [Big Green Coach website](#) for coach travel information.

Coaches will drop passengers at the Rivermead Leisure Centre which is marked on the accessibility site map and is approximately 200m from the accessibility box office (day) and 500m to the accessibility box office (weekend). There is a shuttle service that will take you to the weekend box office if you require it. If you are travelling by National Express, you will be dropped at Hills Meadow Pick Up and Drop Off and can take a shuttle boat to site.

ARRIVING BY TAXI

Taxis are available from Reading Train Station.

If you are arriving by taxi, please ensure you email us to request an Accessible Pick up and Drop off Pass if you do not have one already.

This will enable you to be dropped off outside the accessible box office.

Otherwise, you will be dropped off at the central festival taxi pick-up and drop-off point is located across the road, 150m from the accessibility box office (day) approximately 650m from the accessibility box office (weekend). There is a shuttle service from the day box office to the weekend box office if you require it.

ARRIVAL: WRISTBAND COLLECTION & BOX OFFICE

ACCESSIBLE BOX OFFICE – WEEKEND TICKETS

For 2025, there are two accessible box offices to make your arrival to site easier.

Accessible box office (weekend) will be used for the below customers:

- Weekend ticket holders

- Day ticket holders parking in accessible car park B (this is to speed up the check in process and ensure there are no queues)

For the weekend box office, please follow directions to the Rivermead Leisure centre on Richfield Avenue, RG1 8EQ. It will be signposted from the road.

You are able to park your car and then make your way to the box office. There will be a shuttle available to assist you.

ACCESSIBLE BOX OFFICE – DAY TICKETS

Accessible box office (days) will be used for the following customers:

- Day ticket holders parking in accessible car park C
- Day ticket holders arriving by taxi or by drop off
- Day ticket holders arriving on public transport

Accessible box office (days) is located at accessible car park C. Follow directions to the Rivermead Leisure Centre on Richfield Avenue, RG1 8EQ. It is signposted from the road.

If you have been assigned Green Car Park, you will be able to get a shuttle boat from the car park to the site. You will be able to collect your accessible wristbands from Red Gate or make your way to either accessible box office.

If you are staying with Pink Moon, you will be sent separate instructions on where to go on arrival. Please see the Arrival: Parking section below, if you are driving.

The accessibility box office is where you will have your mobile festival ticket scanned. Please have the Ticketmaster app open and showing your ticket and barcode. Please also have your I.D ready. You will be given your festival wristband and accessibility wristbands.

If you have a pre-approved essential companion, they must attend the box office with you to collect their wristbands. Please ensure you collect your wristbands before proceeding to the campsite.

Please be aware that it is likely that there will be queues at the box office at peak times.

Seating and accessible toilets will be available close to the box office.

A hearing loop will be installed at the accessibility box office.

BOX OFFICE OPENING AND CLOSING TIMES

Please note that times are subject to change.

EARLY ENTRY CAMPING TICKET HOLDERS

If you have purchased an Early Entry Ticket you may arrive at the box office from **18:00 on Wednesday 20th August** and **08:00 on Thursday 21st August**. The box office will close at **22:00**.

WEEKEND CAMPING TICKET HOLDERS

If you have purchased a Weekend Camping Ticket, you may arrive at the box office from **9:00 on Thursday 21st August**. The Weekend Box Office will close at **22:00**.

The Weekend Box Office will be closed on Sunday, but the Day Box Office will be open for all ticket holders.

DAY TICKET HOLDERS

If you have purchased a day ticket, you may arrive at the box office on the day stated on your ticket, from **09:00 on Friday 22nd, Saturday 23rd and Sunday 24th August**. The Day Box Office will close at **21:00** each day.

If you experience any problems in collecting your wristbands or arrive after the box office has shut, please contact the accessibility team on 07836312196.

ARRIVAL: PARKING

Please remember to have your car park pass displayed clearly on your dashboard. Your allocated car park will be printed on your pass.

EARLY ENTRY/WEEKEND TICKET HOLDERS

Once you arrive at the Rivermead Centre, please follow the signs to your allocated car park (this will be on your parking pass) before collecting your wristbands. The locations of all car parks are marked on the

accessibility site map. On arrival, a steward will direct you to a parking space.

The distance from:

- accessible car park A to the campsite entrance is between 25m and 120m depending upon the location of your car park space
- accessible car park B to the campsite entrance is between 200m and 350m depending upon the location of your car park space

Car Park A

The entrance to the Accessible site is located at the Rivermead Leisure Centre on Richfield Avenue, RG1 8EQ and is signposted from the road. Follow the signs to the campsite and car park A.

Car Park B

The entrance to the Accessible site is located at the Rivermead Leisure Centre on Richfield Avenue, RG1 8EQ and is signposted from the road. Follow the signs to the campsite and car park B. Once you have parked your car, you should make your way to accessible box office (weekend) to get your wristbands. A team of helpers will be available to assist with taking luggage from the car parks to the campsite, if required.

In addition, a shuttle service will run from car park B to the campsite entrance, should you require assistance.

You will be able to access your car throughout the weekend.

DAY TICKET HOLDERS ARRIVING BY CAR

Parking for day ticket holders is split between three locations this year. Please follow the instructions below based on which car park you have been allocated:

Car Park C

Car Park C is located at the Rivermead Leisure Centre on Richfield Avenue, RG1 8EQ. It is in front of the day box office and is signposted from the road. Please park and make your way to the day box office to collect your wristbands.

Car Park B

The entrance to car park B is located at the Rivermead Leisure Centre on Richfield Avenue, RG1 8EQ and is signposted from the road. Follow

the signs to the campsite and car park B. Please Park and make your way to the weekend box office to collect your wristbands (both day and weekend ticket holders can collect their wristbands from the weekend box office).

Green Car Park

Green Car Park is located in Kings Meadow and there are shuttle boat services available to take you from this car park to the festival site. The shuttle boat will drop you off at Red Gate where you are permitted to enter. If you would like to make your way to the Accessible box office from here, then please do so.

DAY TICKET HOLDERS ARRIVING BY PUBLIC TRANSPORT

Accessible box office (days) is located at accessible car park C. Follow directions to the Rivermead Leisure Centre on Richfield Avenue, RG1 8EQ. It is signposted from the road. The distance from accessible box office – day tickets to the accessible day entrance is 400m.

A shuttle service will run from the box office to Gate M where you can enter the festival site, should you require assistance.

PINK MOON PARKING

If you are a Pink Moon customer and you are arriving by car, you will be able to park in the White Car Park, which is next to the Pink Moon campsite.

ARRIVAL: ROUTINE SEARCH

For security reasons, everyone will be subject to a search of their bags, mobility aids and person.

You may request a female or male member of security to complete the search. Dogs may also be present.

There will be accessible toilets nearby.

To avoid any delays or issues, please review the prohibited items list that you cannot bring to the festival by visiting the [Reading Festival essential information page](#).

ACCESSIBLE CAMPSITE AND FACILITIES

GENERAL INFORMATION

Pitching your tent

When you arrive at the accessible campsite, staff will guide you to the next available space for you to pitch your tent.

A team of campsite helpers known as CATS will roam the campsite, helping you to unload luggage.

Tents will be pitched in lines with a path in front of your tent to ensure you can move freely around the campsite.

Please be mindful of the size of the tent you are bringing.

Please remember to bring your tent with you. We do not offer any tents or pre-pitched accommodation in this campsite.

Gazebos

Due to space limitations, you may be asked to move or remove your gazebo if it is taking up too much space.

Please consider fellow campers when pitching your gazebo.

Fire Lanes

You are not permitted to camp in the fire lanes. Any tents found in these areas will be moved.

ACCESSIBLE CAMPSITE FACILITIES

Please note that the facilities listed are available to those staying in the accessible campsite only.

CAMPSITE INFORMATION HUB

Staff in the information hub in the campsite will be available 24-hours a day to help answer any questions you may have during the event.

CRITICAL POWER

Please note that customers who require critical power will be positioned in a specific area of the site, so please let the team know that you have

been approved for this facility as soon as you arrive and they will direct you accordingly.

MEDICATION FRIDGE

A medication fridge is situated in the campsite hub where you can store medication that requires refrigeration.

CHARGING TENT

A charging tent will be located inside the accessible campsite with charging points for electric wheelchairs or medical devices such as nebulisers. Please do not leave any equipment or valuables inside this tent unattended.

ACCESSIBLE TOILETS AND SHOWERS

Standard unisex toilets and wheelchair accessible toilets and standard and wheelchair accessible showers are located inside the campsite that are manned by stewards and a sanitation team to ensure they are kept clean and restocked.

CHANGING PLACES UNIT (HDU)

A changing places unit is available in the accessible campsite and includes a changing bed, toilet, sink and a hoist. Please bring your own sling if required.

GET READY WITH ME (GRWM) STATION

This is a new feature across all the campsites at the festival. This is free to use.

WATER POINT

There will be a drinking water point for you to fill up water bottles.

GENERAL CAMPING

GENERAL CAMPSITES

If you plan to stay at one of the general campsites, please go to the accessible box office upon arrival before heading to the campsite. Our

team will be available to issue your wristbands and direct you to your campsite.

If you are in White Campsite or General Campervans, please head straight to White Car Park.

PINK MOON

If you are staying with Pink Moon, you will receive separate arrival instructions. See the Arrival: Parking section, regarding your car park pass.

INTERNAL SHUTTLE SERVICE

An accessible shuttle service will be available for short distance drop offs between:

- the accessible car parks and the accessible campsite
- the accessible campsite and the arena

More information regarding this service will be available at:

- the accessible weekend and day box office
- the campsite information hub
- the arena information hub

If you are staying in Pink Moon or White Campsite, you will be able to use the shuttle boat which will take you closer to the arena.

Only you and your essential companion will be able to use this service, which is subject to availability.

ACCESSIBLE FACILITIES IN THE ARENA

ARENA ENTRANCE

The arena entrance for accessible customers is at Gate M and is marked on the accessibility site map.

The distance from:

- the accessible campsite entrance to Gate M is 400m
- the day car park to Gate M is 530m.

The internal shuttle service runs to and from these locations.

ACCESSIBILITY INFORMATION HUB

There is an accessibility information hub in the arena staffed with a team to help answer any questions you may have during the event. It is open during the arena opening hours.

You will find the hub at the arena AIRHUB located near the green arena entrance (as shown on the accessibility site map).

ACCESSIBLE TOILETS AND CHANGING PLACES UNIT

Accessible toilets are located by the accessible viewing areas. Please remember to show your accessibility wristband when a staff member asks to see it.

A Changing Places Unit (HDU) is located next to Gate M.

BARS

Accessible bar lanes with lowered service areas are available at the main festival bars for you and your essential companion. Please look out for the wheelchair symbol.

The lanes are staffed by security and stewards; please remember to show them your wristband.

MERCHANDISE

An accessible lane is available at the merchandise stalls; please look out for the wheelchair signs and lanes provided. Your accessibility wristband will give you access to the accessible merchandise lanes.

FOOD

Some food stalls may have accessible serving points.

If a food trader has been unable to adjust their vehicle to allow for a lowered service point, the staff will be available to assist you from the front of the unit. Please just ask if you need assistance and they will be happy to help.

There will be a food trader positioned within the accessible campsite.

Accessibility customers are permitted to bring additional food in excess of the usual amount into the arena.

(This increased allowance applies to accessibility customers only and not to essential companions or friends and family.

DRINK

Accessibility customers are permitted to bring one sealed, unopened bottle up to 1.5l of water or soft drink into the arena.

This increased allowance applies to accessibility customers only and not to essential companions or friends and family.

You will be able to refill your water bottles at water points situated around the site.

CASHLESS PAYMENTS

Reading Festival is a fully cashless event. You can pay by debit or with credit card and digitally using your mobile phone if you have Apple Pay or Google Pay setup.

ACCESSIBLE VIEWING AREAS

Raised Viewing Platform

- The raised viewing platforms are designated for wheelchair users and those with restricted or limited mobility.
- Only the approved customer and their essential companion can access the raised viewing platform.
- A wristband system will control access to the raised viewing platform.
- In cases where a customer does not have an assigned Essential Companion, they can nominate one person to join them on the platform whilst they make use of the facility.
- All raised viewing platforms are equipped with ramped access, wheelchair-accessible toilets, and charging points.
- Viewing platforms are not covered, so customers should dress appropriately for all weather conditions.
- Platforms operate on a first-come, first-served basis. Once the platform is at capacity a one in, one out policy will be implemented.
- Smoking, including e-cigarettes & vapes, is not permitted.

- Staff and security have the right to ask customers to leave the platform if the customer is behaving inappropriately.

Ground-Level Viewing Area

- A designated ground-level viewing area is available for individuals who require a less crowded area and the option of sitting for short periods.
- A wristband system will control access to the ground-level viewing areas.
- Limited seating is available in the ground-level viewing area, and it is operated on a first-come, first-served basis.
- All ground-level viewing areas have access to accessible toilets.
- If required, customers may be accompanied by an essential companion in the ground-level viewing area.
- Staff and security have the right to ask customers to leave the ground-level viewing area if the customer is behaving inappropriately.

The main festival bars are at the following distances from the viewing areas:

- Main Stage – Stage Right Viewing Area – 50m
- Main Stage – Stage Left Viewing Area – 35m
- Chevron Stage – Viewing Area – 70m
- Festival Republic Stage Viewing Area – 80m
- Aux Stage Viewing Area – 60m

ASSISTANCE DOGS AND BRITISH SIGN LANGUAGE

ASSISTANCE DOGS

Assistance dogs will be approved in accordance with the requirement indicated on your Nimbus Access Card or Reading Digital Access Pass.

Spending areas will be available for assistance dogs, located at:

the accessible campsite and Gate M.

Please ensure you use these spaces only and always clear up after your assistance dog using the bins provided.

BSL INTERPRETING PERFORMANCES

A British Sign Language performance interpreting service will be provided on request by fully qualified interpreters from Performance Interpreting.

If you would like to make use of this service, please email us at accessibility@readingfestival.co.uk to make arrangements.

The Performance Interpreting Team will be available at the information point at Gate M. They will be available to assist and answer any queries you may have.

MEDICAL ASSISTANCE AND WELFARE

MEDICS

Medics, medical care, and supplies are available in the arena by Gate M and by the yellow campsite on Baker Lane.

If you require urgent medical attention, please alert a member of staff who can assist you.

WELFARE

Welfare tents are located in the arena by Gate M. Experienced and caring staff are on hand to provide confidential advice about drugs, alcohol, sexual health and general assistance, counselling, and advice for anything that is troubling you.

SENSORY ZONE

A sensory zone is located in the arena near Gate M.

This space provides a safe, low-level stimulation and recalibration zone for any customers who need to use it.

All of the above facilities are marked on the accessibility site map.

LEAVING THE ARENA, LEAVING THE FESTIVAL AND RE-ENTRY

LEAVING THE ARENA

When the main headliner concludes each evening, we recommend that customers on the viewing platform and in the ground-level viewing area wait until the initial crowd has left the arena.

LEAVING THE FESTIVAL

Please be aware that there may be long queues when leaving the festival by car or public transport, as vehicle curfews may be necessary to allow pedestrians to leave the site safely. If you need to get out quickly, please leave before the road closures take effect.

If you are being picked up after the festival, please ensure your friends or family arrive before the road closures take effect.

ACCESSING YOUR CAR DURING THE FESTIVAL

You will have access to your car throughout the festival. If you wish to leave, please be aware of road closures and times listed below when there may be heavy crowd movement and plan trips to your car outside of these times.

RE-ENTRY

We allow re-entry for weekend ticket holders into the festival if you need to leave to replenish essential items over the weekend. Please use the same route to exit the festival as you entered. On Sunday, we operate a pass out system. If you plan on leaving the festival site and returning after **8pm**, please ensure you get a hand stamp from security before leaving. There is no re-entry for day ticket holders.

ROAD CLOSURES AND TRAFFIC CURFEWS

Please be aware that there will be times during the event where we must enforce strict road closures and traffic curfews. This is to protect the safety of all our customers. Please be mindful of this and avoid leaving the festival during these times.

Road curfews will be in place on Richfield Avenue as below:

- Friday 23:00 to 00:00
- Saturday 23:00 to 00:00
- Sunday 23:00 to 00:00

Please be aware that these times may be subject to change at short notice. If you are parking in Accessible car parks A, B or C you will be permitted to leave the car park as soon as pedestrian egress is complete and it is safe to do so.

READING FESTIVAL MOBILE APP

This accessibility guide's information is also available on the Reading Festival app.

The app also contains helpful information, including set times, maps, and important updates by push notification.

Please download the festival app to your mobile phone by visiting the Apple Store or Google Play and searching for Reading Festival.

THE ACCESSIBILITY TEAM

Our accessibility team will be on hand to look after you whilst onsite. Accessibility team members can be identified by their purple tabards.

The accessibility box office team will ensure your wristbands and pre-approved facilities are provided to you.

The accessibility manager will ensure that all the accessible facilities in the arena run smoothly. We encourage you to report any arena issues to the team at the accessible information hub in the arena. The team is also there to help you with any questions.

A team of security and stewards will be in the accessible viewing areas in the arena. They will be identifiable by their coloured, numbered tabards. They are there to keep you safe and will do their best to help you.

Our accessible campsite managers are on duty, providing 24-hour cover. They will roam the campsites and are there to help, so please feel free to ask them any questions or report issues.

A team of campsite helpers known as CATS roam the campsite, helping unload luggage and assisting the campsite managers. During busier arrival times, the helpers may be helping other customers, so please be patient.

The whole team will work hard to ensure you have a positive experience at Reading Festival and welcome your feedback about any aspect of the festival.

PROVIDING FEEDBACK/COMPLAINTS AND HOW TO GET HELP

HOW TO GET HELP

The best places to seek help are at the campsite or arena hubs, as the team will be stationary and in radio contact with members of the senior management team and event safety should they need support or further escalate the situation.

- If you are a day ticket holder, please visit the accessible information hub next to the arena AIRHUB.
- The accessibility arena manager and team will be available to assist you in the arena.
- The campsite manager and CATS are available to help you in the campsites and arena.
- Security & stewards are located across the arena and campsites and can assist you anytime.
- By Phone: 07836312196
- Please be aware that the contact number will only be active from 10:00 Wednesday 20th August until 12pm Monday 25th August.

If you find yourself lost, please ask a steward for directions.

If you need assistance, please speak to a team member at one of the following locations:

- Accessible box office (on arrival)
- Campsite accessible information hub, which is open 24 hours
- Arena accessible information hub (open during arena opening hours)
- Accessible Viewing Areas.
- By Phone: 07836312196 answered by the team.

Please be aware that phone reception can be temperamental, and the phone reception may not always be the strongest. The phone may become busy at peak times, so please be patient with us.

Please also contact us by WhatsApp or Text message and a member of the team will get back to you as soon as possible.

By email: accessibility@readingfestival.co.uk

Please note that the arena information hub team will record all feedback or complaints using a central system and, if necessary, will escalate your enquiry to senior event management and event safety control. If you have a serious incident to report, please do so at the arena or campsite hubs.

If you do decide to leave the festival because you are not happy with the experience, we would really appreciate you notifying the team at one of the hubs before you leave.

WHAT 3 WORDS

What3Words is a geocode system designed to identify any location within a resolution of approximately 3m.

It is an easy way to find and share exact locations.

We have listed below some key site locations for you.

LOCATION	WHAT3WORDS
Accessibility Box Office Weekend	/// rich.dishes.grand
Accessibility Box Office Day	///pills.wizard.rent
Accessible Car Park A	///rich.dishes.grand
Accessible Car Park B	///posts.rent.drum
Accessible Car Park C	///pints.dock.trades
Accessible Pick Up and Drop Off	///discouraged.farms.shots
Gate M	///even.sock.select
Arena Medical/Welfare	///backed.trade.small
Baker Lane Hospital	///wounds.almost.rock
Sensory Zone	///squad.faded.spoon
Reading Buses Shuttle Drop Off	///pure.pram.agree
Arena Information Hub	///priced.unit.pile
Accessible Campsite	///hardly.divide.liver

28

