

# **Rock Oyster 2025 Accessibility**

Rock Oyster is committed to promoting a culture of inclusion and accessibility. Although we are a small festival, we wish to create an environment that is welcoming and respectful to those with accessibility needs.

If you have any queries about accessibility at the festival or would just like to talk to us, please contact **[accessibility@ilowhq.com](mailto:accessibility@ilowhq.com)**.

We are a small team, we aim to respond to queries within 5-7 days. We advise that you read all the following information before contacting us as you will likely find your answer below.

Each application will be considered on a case-by-case basis.

## The Festival Site

Dinham House is the proud home of Rock Oyster. It is a wonderful green field space and a family home. The terrain is mixed and rarely flat, with grass fields, sandy outcrops and the tidal creek shapes the shoreline. We are open to all the elements and there is limited tented cover.

General, Family, Camel Camp and Boutique campsites are not easily accessible to those with mobility issues as the routes connecting the campsites to the main site are winding, steep in places, with uneven surfaces that are not currently wheelchair-friendly. There is no accessible shower provision within Boutique or Camel Camp.

## Accessible Campsite & Parking

The accessible campsite is reserved for customers who may require specialist facilities and closer access to the main arena.

To book your place, complete the [Access Request Form](#).

**The campsite opens 10am Thursday. Please be advised this is for camping arrival and set up only; the arena opens on Friday for entertainment.**

**For Day Ticket Holders:** we have dedicated accessibility parking which is opposite the festival entrance, this will need to be pre-booked via the form. Cars parked in accessible parking can only be moved during the event with permission from the event.

**For Weekend Camping Ticket Holders:** we have a dedicated accessibility camping area, which is close to both the parking area and the festival site entrance. No power is provided. This pitch size is 7×5m. Limited live-in vehicle pitches are available at 8×6m. This will need to be pre-booked. Pitch sizes must include any awnings. We will provide accessible toilet and shower facilities to be used by those in accessible camping only.

**Accessible Parking:** we have dedicated accessibility parking which is sited as close as possible to the festival entrance. Transport support to the main site can be provided onsite via the kind support of Devon and Cornwall 4×4. Cars parked in accessible parking can only be moved during the event with permission from the event. Cars parked in accessible parking can only be moved during the event with permission from the event.

**Accessible Camping:** pitch size is 7×5m. Limited live-in vehicle pitches are available at 8×6m. This will need to be pre-booked and purchased in advance. Pitch sizes must include any awnings. Accessible shower and toilet facilities are available within this camping area.

## Personal Assistant Tickets (Carers)

If you require a Personal Assistant (PA) to attend the festival with you, this can be claimed at no additional cost. You do not need to buy a ticket for your Personal Assistant (PA)/Carer.

How to apply:

1. Purchase your ticket(s) to Rock Oyster Festival. If you require a PA Ticket, please **DO NOT** purchase a ticket for this person.
2. Complete our **Access Request Form** to let us know about your on-site access requirements. You will need your ticket reference number + supporting evidence documents in this form.
3. On completion, we will email you to confirm we have received your application. Our dedicated access support team will then work to process these. Please bear with us as we are a small team but you will be contacted.
4. Once confirmed we will send the PA Ticket via email a couple of weeks prior to the event. Each application will be considered on a case-by-case basis.

## Booking Access Facilities

### Complete the access request form here

1. Purchase your ticket(s) to Rock Oyster Festival 2025. If you are applying for our PA Ticket Scheme please **DO NOT** purchase a ticket for the person acting as your PA. More information can be found in the Personal Assistant (PA) Tickets section.
2. Complete the **Access Request Form** to let us know about your access requirements before arriving to site. Please have your valid ticket reference number and supporting evidence ready.
3. Once the information has been submitted, you will receive an email to let you know your request is being processed. Our dedicated access team will start replying to these from April 2025, so please don't worry if you don't hear from us prior to that date.

## Supporting Documents

To support your application, you will need to submit some documentation. Scan or take a photo of your evidence and upload it with your form. You will be asked to provide a copy of one of the following documents:

- Front page of DLA letter or PIP letter
- Front page of Attendance Allowance letter
- Evidence of being registered as severe sight impaired (blind)
- Recognised Assistance Dog ID card
- Valid Access Card showing you require a +1 to accompany you
- Armed Forces Independent Disability Payment
- War Disablement Pension
- A letter from a medical consultant specifying your need to use the facilities

Please feel free to black out any information that relates to the amount of benefit paid or health conditions. Each application will be considered on a case-by-case basis. Applications will start to be reviewed in April 2025, don't worry if you haven't heard from us prior to that date.

## Accessible Facilities

You'll need to let us know if you need to book a PA ticket, accessible parking, accessible live-in vehicle, camping, support dog or onsite welfare (such as battery charging or medicine storage).

Please fill out the **Access Request Form** after you have purchased your tickets. We may politely ask for evidence of requirements.

- We provide one free carer/PA ticket to those who require it- requested via the **Access Request Form**.
- We have accessible toilets at each toilet block and accessible shower and toilet facilities in the accessible campsite.
- We welcome registered ADUK **assistance dogs** but we do need to know that they are coming and we can not provide any additional welfare facilities for them.
- There will be a charging point for any essential medical equipment on request.
- You can request cold and secure storage of essential medicines and will be available 24 hours.
- We will ensure the festival team is well briefed, sensitive and proactive to support all attendees.



- A highly professional medical and welfare team will be onsite 24 hours a day.
- The site has some quieter areas away from the noise of the main arena.

Due to the nature of the show and site we cannot currently provide:

- Dedicated viewing areas at all stages
- Captions or BSL signing for demonstrations, activities or music performances
- A strobe free event site (warning notices are displayed)

This is a green field site which has multiple terrains and some steep inclines, we cannot promise the site and all activities will be fully accessible. We welcome your suggestions on ways to improve facilities and your experience at the festival.

## Medication

You can request cold and secure storage for essential medicine which will be available 24 hours. Please ensure you do the following:

1. Pack your medication in a clear, sealed box (such as Tupperware)
2. Ensure you write your full name, contact number and PA details on the box
3. Bring a valid form of ID each time you need your medication. We will only issue medication to the individual(s) whose details are provided.

Please note we are not responsible for your medication if it is lost, stolen or in the unlikely event of power loss.