

DISABLED ACCESS INFORMATION

Plymouth City Council's aim is to make sure that the MTV Crashes Plymouth concerts are fully accessible to anyone who wants to attend. We're committed to ensuring a more accessible and enjoyable experience for disabled guests and those with specific requirements.

The events team are working hard to make adjustments to the concerts in order to make them as welcoming as possible.

So here is a bit of information to make your event more fun:

FREE PERSONAL ASSISTANT TICKETS

We operate a free personal assistant (PA) ticket scheme. You are automatically eligible for this scheme if you can supply one of the following:

Front page of your Disability Living Allowance (DLA) or Personal Independence Payment (PIP) (no specific rate required)

- Front page of Attendance Allowance letter (AAL) (no specific rate required)
- Evidence that registered severely sight impaired (blind)
- Recognised Assistance Dog ID card

If you would like to take advantage of the free PA ticket scheme, please book a disabled ticket through the ticket store booking website www.theticketstore.co.uk/mtvcrashes or over the phone by calling The Ticketstore on 0845 146 1460.

Once you have secured your ticket email MTVaccess@plymouth.gov.uk requesting a free PA ticket, please supply your name, ticket reference number, we will send you a form to complete letting us know your access requirements. Complete the form and send back to us with supporting evidence by Monday 17 July.

When we receive your request, we'll process your PA ticket (or lanyard) and this will be sent out separately to your paid ticket with a bracelet for yourself and your PA to wear at the concert.

Please do not buy a ticket for your PA as this will NOT be refunded if you are approved for a PA ticket through our application process.

We recognise that the evidence requested above might not include everyone that has an access requirement. If you do not have any of the above evidence but wish to apply for access provisions, let us know why you require a fee PA ticket. You are welcome to post or email copies of any additional evidence that supports your application if you have any, or contact us to discuss your application. Your application will be judged on a case-by-case basis. Purchasing a Disabled Ticket does not guarantee a PA ticket will be issued.

If you would like to reserve a place in the disabled viewing platform – see ‘Viewing Section’ below.

Temporary Impairments

Please note that our disabled customer facilities cannot cater to people with temporary impairments such as broken bones, healing wounds and women who are pregnant.

These facilities are for the specific use of disabled customers and we kindly ask that you please respect this.

Stewards and security staff are on hand and where possible can offer you help and support if you are unwell or require assistance.

ACCESS FACILITIES - GETTING TO PLYMOUTH HOE

Accessible Parking

Unfortunately there is no parking on the event site. However, there are 19 car parks in and around the city centre, many of which will remain open until midnight on event nights. For details and locations visit **the parking section on the website or details above.**

The closest car park to Plymouth Hoe is the Theatre Royal car Park which is 430m from the main entrance gate.

There is on-street parking around the area but with many road closures in place, this is not recommended.

Taxi Drop off / Pick up Point

A taxi drop off/pick up point will be on Lambhay Road at the junction with Hoe Road

Please be aware that due to road closures and expected traffic congestion in the area after the concerts, taxis may be delayed.

Public Transport

Coaches, trains and buses are a great way to access the events, please use the **travel section** on the website or above for further information

Distances to Gates B from the City Centre

- Train station- 1,200m
- Ferry terminal – 1,200m
- City centre coach station - 750m
- Royal Parade – main bus hub- 430m

Distance to Gates C from the Barbican

- The Barbican - 950m

Please note: All distances are approximate

ACCESS FACILITIES ON SITE

Site Layout and Ground Conditions

Set on the stunning Plymouth Hoe, the site is accessible via sloping solid pathways. The viewing area is on a large concrete promenade and on some grassed areas. The grassed areas are generally uneven and some areas are sloping.

From the main entrance gate to the arena its approx. 350m and facilities, catering and bars are all within a 220m radius. **The Site Map is available to download on the website as a separate file.**

Entrance - There will be a dedicated entrance lane into the site for disabled customers. The location of this entrance is at Gate B, if you are approaching from the City Centre keep the Holiday Inn on your left crossing Citadel Road and continuing on the path, the gate is halfway along this path and will be clearly signed - Gate B

If you are coming from the Barbican then approach via Madeira Road and turn into Hoe Road where it will be clearly signed - Gate C.

Gate C offers access to everyone but it is a reasonably quiet entrance to the site. You need to be aware that if you use Gate C there is a short steep ramp (4m) as you come onto the Hoe promenade, members of the stewarding team located here will be happy to assist you if required.

Disabled Viewing Areas

The viewing platform and viewing areas are to assist those disabled access guests who are unable to see the concert in any other way. Mainly this is most relevant to wheelchair users, those unable to stand for long periods or people who struggle with being in crowds.

It is for this reason that we give all guests in this situation priority in accessing the viewing platform. Seats will be available for disabled people not in a wheelchair wearing a wristband these will be located below the wheelchair viewing platform, The viewing platform and seating area will be located to the right of the stage if front of the Royal Naval war memorial.

Viewing platform and seating area

You can pre-book a space on the viewing platform and in the seating area in advance for you and your PA. To do this, purchase a DISABLED TICKET through the ticket store booking website www.theticketstore.co.uk/mtvcrashes or over the phone by calling The Ticketstore on 0845 146 1460.

Please do not buy a ticket for your PA as this will NOT be refunded if you are approved for a PA ticket through our application process. Once you have purchased your ticket, please send your request to MTVaccess@plymouth.gov.uk by Monday 17 July, we'll send you a form to complete and return to us.

Purchasing a Disabled Ticket does not guarantee access to the viewing area. Your application will be judged on a case by case basis, and places to the platform will be issued on a first come first served basis.

If you do not take your place on the platform by 7.30pm on your chosen night, then spare spaces will be open to other users on a first come, first served basis. We would ask that the viewing platform is used by wheelchair users. During extremely busy periods on the viewing platform, we may ask your PA to move to the back of the platform or the seating area if you do not need direct one-to-one support.

Seating

Seats for your PA may also be available but if a disabled customer requires a seat, you may be asked by staff to make this seat available to them, we kindly ask that you please respect this.

Chill out Zone - A dedicated quieter area will be located at the venue – **which can be seen on the downloadable map on the website** this will have picnic benches and is ideal for guests who would prefer a lot more space and if the other viewing area is full.

Folding chairs are NOT permitted into the event.

For the location of the Viewing platform, Seating area and Chill out Zone please see the site map

Toilets

There are unisex accessible toilets located in all toilets blocks onsite and specifically by the viewing platform. We also provide a standard toilet at the viewing platforms for non-wheelchair users and PA.

We know how much people rely on accessible toilets, and will be keeping an extra eye out to make sure they're maintained to a good standard throughout the event. If you find this not to be the case, or if there's no loo roll, please do let one of our stewards know.

If you require sanitary bins, more room, privacy and assistance, please go to the medical compound at the rear of the site or ask a member of staff

Medical services

A full and comprehensive medical advice and treatment centres is available throughout the concerts. The main medical facility will be based at the rear of the event site by the Hoe ramp with another smaller treatment centre located at the Lockyer Street entrance

Medication

If you need to bring medication with you we recommend bringing a doctor's letter/prescription copy if it is not easily recognisable. We understand that people have varying medical requirements, so if you need to bring medical equipment or food and drink with you to manage a medical condition, please let us know, if we are informed in advance we will endeavour to ensure your needs are met. If you would like to let us know what you are bringing or have any concerns contact us at MTVaccess@plymouth.gov.uk

Assistance Dogs

Assistance dogs are welcome onsite and we would advise you stay within the recommended viewing areas, please let us know if you are bringing an assistance dog with you and we'll make sure that a water bowl is available.

Strobe Lighting

Flicker, laser, strobe lights, fireworks and other lighting effects may be used during some of the performances. Please allow yourself plenty of time to leave the area if you need to.

We hope you have an excellent time at MTV Crashes Plymouth, and hope that this information will help you do that.