

# Dartford Festival 2019

## Access Info

Dartford Festival is a free non ticketed music and family fun weekend. The Festival takes place on the weekend of Saturday 13 and Sunday 14 July in Central Park, Dartford.

The Festival aims to be an inclusive weekend where everyone has the opportunity to take full part in the Festival experience.

The Festival organisers are working closely with [Attitude is Everything](#) to attain their Charter of Best Practice. Attitude is Everything is a charity that works to improve Deaf and disabled people's access to live music events. The Charter of Best Practice sets out the standards to ensure events are as accessible as possible.

We are happy to send you a copy of our Access Info by post on request. If you or anybody you know requires this information in another language please contact us using the details below and we will do our best to provide this for you. Braille, audio tape and large print versions of this information is available on request.

### **Contact Us**

If you have an access enquiry in advance of the Festival weekend, please contact the Festival Team on the details below. We would also value your feedback on the Access Info we have provided and your experience of our Festival.

Email: [festival@dartford.gov.uk](mailto:festival@dartford.gov.uk)

Tel: 01322 343470

There are two viewing platforms on the Festival site that are accessible to visitors wearing a dedicated wristband (please see page 5 for more information on the viewing platforms). If you would like to request a viewing platform wristband in advance of the Festival weekend, please contact the Festival Team on the details above.

We aim to respond to all enquiries within 2-3 working days.

If you have an access enquiry during the Festival weekend itself, please visit us at the Information Point located next to the Cranford Road entrance, where a member of the Festival Team will be happy to assist.

## **Site Layout & Ground Conditions**

The Festival takes place in Central Park. Central Park comprises some 26 acres ranging from formal gardens near to the town centre, through ornamental areas to informal open space at the southern end towards Princes Road where the Festival takes place. Pedestrian entrances to Central Park are located in Market Street, Cranford Road, Darenth Road and Acacia. Access to the Festival is via level tarmac paths. The event field is grass park land therefore some areas within the site will be uneven. There are no hard standing pathways once in the event site.

A variety of materials may be used as temporary ground cover, in poor weather, including woodchip and stone chippings.

Please consider ground conditions and the unpredictable British weather when deciding what facilities and equipment you may need to bring.

## **Getting There, Accessible Parking/Drop Off and Distances**

Central Park is easy to get to from the main road, bus and rail networks. A downloadable map showing the routes in and facility locations is available on the [Festival's Access Info page](#).

## **Accessible Car Park and Drop Off**

An accessible car park and drop off are located in Acacia Hall DA1 1DJ, once onsite follow the Festival signage. The accessible car park is available to all Blue Badge holding Festival visitors. Parking is on uneven grass – however the route from the accessible car park and drop off to the entrances is via wide tarmac paths. Blue Badge parking spaces do not need to be pre-booked.

The accessible car park and drop off are located close to the site, 170 metres to the entrance closest to the Main Stage and 245 meters to the entrance closest to the Community Stage. Once parked, your vehicle must clearly display your Blue Badge – unfortunately we cannot grant access if you do not show this.

For access to Dartford town centre there are also Blue Badge bays on Market Street and opposite the Museum. For car park details [visit Dartford Borough Council's parking pages](#).

## **By Train**

Train details can be found on the [Trainline website](#). Facilities at Dartford Train Station include:

- A ramp for train access
- Step-free access coverage
- Lifts to all platforms. Ticket office and car park are step free
- Wheelchairs available
- Ticket office has an induction loop
- Accessible ticket machine
- Accessible toilet
- Parking at the station car park is free for disabled customers displaying a valid International Blue Badge
- There is a taxi rank outside the station and accessible taxis are available

The distance from Dartford Train Station to the entrance closest to the Community Stage is 810 metres.

## **By Bus**

As part of the Dartford Town Centre Regeneration project, a number of amendments to traffic movement and operation around the town are necessary. The bus service that uses the stops in Market Street are changing from 1 July 2019, with westbound Transport for London services moving to Home Gardens, trying up with the opposite eastbound services, and local Arriva and Go-Coach services moving to a new stop around the corner in Lowfield Street outside Barclays Bank.

## **Taxis**

All Night Cars fleet includes wheelchair accessible vehicles – 01322 221100. More information can be found on the [All Night Cars website](#).

## **Arrival Guide**

The Festival site opens on Saturday and Sunday at 10.30am through until 7:00pm.

At each of the entrances there shall be stewards and security that will be able to offer directions and information.

## **Accessible Toilets**

On your journey to the Festival site, there are accessible toilets:

Dartford Train Station opening hours:	Saturday 24 Hours a Day
	Sunday 24 Hours a Day

Staff may not always be available during staffing times to provide assistance and booking assistance, if required, in advance is advised although not compulsory.

Orchard Shopping Centre opening hours:	Saturday 9:00am-5:30pm
	Sunday 10:00am-4:00pm

Dartford Library opening hours:	Saturday 9:00am-5:00pm
	Sunday Closed

Public conveniences, facilities accessible by RADAR key can be found at:

- Central Park - near the Cranford Road entrance to Central Park
- Café in the Park - Central Park

The public conveniences are open 6:00am-9:55pm during the time of the Festival.

Once on the Festival site, there will be 6 portable disability accessible toilet units available at the following locations and will be clearly marked:

- Accessible toilet located next to each viewing platform
- 3 accessible toilet units in the general toilet block provision
- Sterile unit next to First Aid located at the Cranford Road entrance.

There is access to a Changing Places Facility and hoist situated at Fairfield. Fairfield is outside of the Festival site, 285 metres via the Cranford Road entrance. Access can be arranged by contacting the Festival Team using the above contact details prior to the Festival.

## **First Aid**

There is First Aid provision available during the Festival. The First Aid provision is located near to the Cranford Road entrance and also next to the Community Stage. In addition there will be teams roaming throughout the Festival site.

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

## **Viewing Platforms**

There are two viewing platforms on the Festival site. One viewing platform is located in front of the Main Stage and the other viewing platform is located in front of the Community Stage. The viewing platforms are solely for the use of our disabled Festival visitors. Seating is not provided but you are welcome to bring your own folding chairs in with you.

The viewing platforms are wheelchair accessible via ramps and have an accessible toilet located next to them and also a Festival steward to control access. Access to a viewing platform is permitted only to Festival visitors wearing a dedicated wristband.

You can request a wristband in advance of the Festival weekend by contacting the Festival Team on the above contact details. If you would like to request a wristband whilst on site during the Festival, please go to the Information Point. Proof of disability may be required.

You can take your personal assistant onto the viewing platform with you. In extremely busy periods, we may ask your personal assistant to move to the back of the platform if you do not need direct one-to-one support. Children must be accompanied by an adult at all times. Anyone accompanying you on the viewing platform must also be issued with a wristband.

In order to ensure fairness and accommodate as many people with disabilities as possible onto the viewing platform, we are not able to provide more than one personal assistant wristband per person unless required for medical reasons.

The viewing platforms operate on a first-come, first-served basis and we cannot guarantee access in extremely busy periods. If the viewing platform is full, we will operate a one-in, one-out process.

## **Strobe Lighting**

Visitors are advised that flicker, laser, strobe and other lighting effects may be used during the performances. There will be no specific announcements prior to their use.

## **Assistance Dogs**

Only recognised assistance dogs will be permitted onto the Festival site. You may be required to produce your laminated recognised assistance dog photo ID at the entrance.

If you have an assistance dogs UK trained dog but no photo ID, please contact the Festival Team using the above contact details prior to the Festival.

### **Lowered Counters/Catering**

There will be lowered counters where possible at the bars, merchandise stands and some food outlets, along with large print hand out menus.

### **Seating**

There is some seating across the site – however this is limited and is within the food courts only. We recommend that if seating is compulsory to your enjoyment of the event, then please bring it with you.

### **Temporary Impairments**

Please note that our accessible facilities cannot cater to people with temporary impairments such as broken bones, healing wounds. These facilities are for the specific use of disabled customers and we kindly ask that you please respect this.

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