

# ACCESSIBILITY GUIDE

## ELECTRIC PICNIC FESTIVAL - 2024

Stradbally Hall, County Laois, Ireland

This accessibility guide, in Microsoft Word format, is available to download from the Electric Picnic Festival website but can also be viewed by picking up a returnable copy from the accessible campsite and arena information hubs. Please visit the [Electric Picnic website](https://www.electricpicnic.ie).



Image shows the lineup for Electric Picnic 2024

# **ACCESSIBILITY GUIDE CONTENTS**

<b>WELCOME TO ELECTRIC PICNIC FESTIVAL .....</b>	<b>3</b>
<b>WHAT'S NEW? IMPORTANT UPDATES FOR 2024 .....</b>	<b>4</b>
<b>BEFORE YOU LEAVE HOME – TICKETS AND PASSES .....</b>	<b>5</b>
<b>FORMS OF ID REQUIRED .....</b>	<b>6</b>
<b>PRESCRIBED MEDICATION.....</b>	<b>7</b>
<b>ESSENTIAL COMPANIONS.....</b>	<b>7</b>
<b>GROUND CONDITIONS AND WEATHER.....</b>	<b>8</b>
<b>SITE TRANSPORT .....</b>	<b>8</b>
<b>TRAVEL GUIDE / FESTIVAL ADDRESS.....</b>	<b>9</b>
<b>ARRIVAL, WRISTBAND COLLECTION AND CAMPSITES .....</b>	<b>11</b>
<b>ROUTINE BAG, VEHICLE, CAMPERVAN AND PERSON SEARCH POLICY .....</b>	<b>13</b>
<b>ELECTRIC PICNIC FESTIVAL SITE PLAN .....</b>	<b>15</b>
<b>ELECTRIC PICNIC FESTIVAL MOBILE APP .....</b>	<b>16</b>
<b>ACCESSIBILITY CAMPSITE FACILITIES AND ACCESS ROUTES .....</b>	<b>16</b>
<b>ACCESS ROUTE AND ACCESSIBILITY FACILITIES IN THE ARENA .....</b>	<b>19</b>
<b>ASSISTANCE DOGS AND IRISH SIGN LANGUAGE .....</b>	<b>21</b>
<b>MEDICAL ASSISTANCE AND WELFARE .....</b>	<b>21</b>
<b>THE ACCESSIBILITY TEAM .....</b>	<b>22</b>
<b>PROVIDING FEEDBACK/COMPLAINTS AND HOW TO GET HELP .....</b>	<b>23</b>

# WELCOME TO ELECTRIC PICNIC FESTIVAL

*The below paragraphs provide a welcome message from the festival organisers and an image showing the main stage.*

We've created Electric Picnic Festival for fans of world-class entertainment, and escapism who want to share experiences and make new ones.

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.

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



*The picture shows a performer from the main stage at Electric Picnic 2023*

## WHAT'S NEW? IMPORTANT UPDATES FOR 2024

*The following section provides a list of important updates, changes, or new features and facilities at Electric Picnic Festival 2024, which are detailed further under the relevant headings and sections of this guide.*

- Feedback process, providing feedback and how to get help. See page 22
- Access routes into the car parks. See page 16
- Access routes into the festival arena. See page 18
- Viewing spaces and platforms. See page 19
- Sensory calm space. See page 20



## BEFORE YOU LEAVE HOME – TICKETS AND PASSES

*This section lists all the things you need to think about or do before you leave home and the relevant documentation you will be required to bring to the festival.*

### **DOWNLOAD YOUR TICKETS**

We strongly recommend downloading the Ticketmaster app on your phone and preloading 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 phones app store and search Ticketmaster Ireland.

We will need to scan the QR code on your digital ticket when you arrive to issue your wristbands.

### **PRE-APPROVED ACCESSIBLE FACILITIES**

Please check the email you should have received confirming the accessible facilities you have been pre-approved access to.

For search purposes, the email would have been sent from [access@electricpicnic.ie](mailto:access@electricpicnic.ie), and the subject line would be: Electric Picnic Accessibility Approval Confirmation.

If you have not received an email, please email [access@electricpicnic.ie](mailto:access@electricpicnic.ie) or 0892041829 phone before leaving home. This phone number will be in operation from 15:00 Thursday 15<sup>th</sup> August until midday Monday 19<sup>th</sup> August.

### **VEHICLE / CAR / CAMPERVAN / DROP OFF PASSES**

Where approved, you will receive a vehicle/car or drop-off pass in advance via post or email. If by email, please print this. Remember to bring your pass with you:

- Accessible Car Park Pass
- Campervan Pass
- Drop Off Pass

If you have received a hanger pass, please hang it from your rear-view mirror.

If you received an email pass, please print it, and display it on your dashboard.

## FORMS OF ID REQUIRED

Please ensure you pack one of the following forms of identification with you:

- Nimbus access card
- Current passport
- Current driving licence
- Electric Picnic Festival digital Access Pass

You will be asked to present these prior to collecting your wristbands.

If you are lucky enough to look under the age of 25, you may also be asked to show proof of age when purchasing alcoholic drinks at the bars.

### **MOBILE PHONE**

Please ensure your phone is fully charged or you have a mobile charging device.

## PRESCRIBED MEDICATION

If you're bringing prescribed medication, please ensure the following:

- Your medication is in the correct packaging with the dispensary sticker intact and issued in the ticket holder's name.

**Please note:** Loose medication or medication that's not in the correct packaging will not be permitted into the festival unless you have contacted us in advance for prior approval (e.g. because you are unable to bring the original packaging, in which case we will request evidence in support pre-event).

### 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 [access@electricpicnic.ie](mailto:access@electricpicnic.ie), 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 the Medical tent.

## ESSENTIAL COMPANIONS

If you have been pre-approved to attend Electric Picnic 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.

Your essential companion must be willing and able to perform all your requirements, as needed, and be able to assist during an evacuation or other emergency.

If Electric Picnic 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

Electric Picnic Festival is an outdoor event, and most of the terrain is grass. Solid pathways or hard ground are absent in some parts of the event site. Many of the stages and entertainment areas are in areas with inclines or slopes.

In the event of rain, it is important to know that the terrain will likely become muddy and wet, making it harder to navigate. We recommend using wheelchairs or mobility scooters suitable for this terrain and bring the appropriate emergency tyre repair kit.

Whilst we hope for sunshine, please pack all the gear for all kinds of weather.

We advise all customers with mobility difficulties to use the available buggy service routes.

## SITE TRANSPORT

An accessible buggy service operates short distance drop offs in a loop, stopping at the accessible campsite, and entrance to the arena.

Please note that the buggy cannot enter the arena for safety reasons.

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

During these times the buggy service will run from the Access Car Park to the Access Check-In, Freetown Arena, Main Arena.

Please note, we are unable to offer a late-night service due to a lack of available buggy drivers.

### Timetable

<b>Thursday</b>	<b>18:00</b>	<b>00:00</b>
<b>Friday – Sunday</b>	<b>11.00</b>	<b>00:00</b>



## TRAVEL GUIDE / FESTIVAL ADDRESS

*The next section provides travel options to Electric Picnic Festival.*

### SITE ADDRESS

Electric Picnic Festival is located at Stradbally Hall, County Laois, Ireland.

What.3.words: ///perched.triads.portraying

The accessibility team will be ready to welcome you at the accessibility box office which is in the accessible campsite.

What3Words: ///reduce.renounced.saying

### OPENING AND CLOSING TIMES

#### Box Office

THURSDAY 15 <sup>th</sup> August	16:00	22:00
FRIDAY 16 <sup>th</sup> August	09:00	22:00
SATURDAY 17 <sup>th</sup> August	09:00	21:00
SUNDAY 18 <sup>th</sup> August	09:00	20:00

Campsites will be open from 16:00 Thursday 15<sup>th</sup> to 13:00 Monday 19<sup>th</sup> August.

#### Arena

FRIDAY 16 <sup>th</sup> August	14:00	02:00
SATURDAY 17 <sup>th</sup> August	11:00	02:00
SUNDAY 18 <sup>th</sup> August	11:00	00:00

#### Late-Night Arena

FRIDAY 16 <sup>th</sup> August	12:00	04:00
SATURDAY 17 <sup>th</sup> August	10:00	04:00
SUNDAY 18 <sup>th</sup> August	10:00	04:00

### TAXI

If you are a Accessible weekend ticket holder staying in the Accessible Campsite for the duration of the weekend and are being dropped off, please go to gate 4a on Timahoe Road. If you are in a taxi, please get the taxi driver to display the pass you have received.

On the Monday you will need to be picked up from the official PUDO area off the N80. Please see the location on the map. As there will be a road closer in place on the Timahoe road and no access will be available.

For Accessible ticket holders who are coming and going each day, please go to the official PUDO area.

## **CAR**

Parking and Pickup/Drop Off car passes and Caravan/Campervan passes have now been sent from [noreplycarpass@festivalrepublic.com](mailto:noreplycarpass@festivalrepublic.com). You should have received your pass by now. Please check junk folders.

## **Accessible Car Park**

The Accessible Car Park is located next the Accessible Campsite & What3Words - *///syndicated.slick.intensity* .

The accessible car park is approximately **50 metres** from the accessibility box office.

Please ensure that your accessible parking pass is clearly displayed on your windscreen.

Once you have parked your car, go to the Accessibility box office to collect your wristbands.

## **DROP OFF**

If you are a Accessible weekend ticket holder staying in the Accessible Campsite for the duration of the weekend and are being dropped off, please go to gate 4a on Timahoe Road. You should have received an accessible drop-off pass. Please make sure that the driver has the pass clearly displayed on their windscreen. Once dropped off, visit to the accessibility box office to collect your wristbands.

On the Monday you will need to be picked up from the official PUDO area off the N80. Please see location on the map. As there will be a road closer in place on the Timahoe road and no access will be available.

For Accessible ticket holders who are coming and going each day, please go to the official PUDO area.

### **General Campsite**

If you have chosen to stay in the General Campsites, you will need to park at one of the general car parks and collect your wristbands at the nearest wristband exchange.

You will not be able to pick where you park and must follow the instructions from the Garda and Traffic Management personnel.

**If you have chosen to park in the general car parks you must notify the Access Team, we can't pick you up from the general car parks, so you must make your own way into the festival.**

### **Moonlight Meadows/ Cosmic Avenue/ Silver Camping**

If you are staying in any of the Boutique Campsite and have requested Accessible Parking, the closest carpark to these campsites will be Red Carpark. You will not be able to pick where you park and must follow the instructions from the Garda and Traffic Management personnel.

If you wish to park in the Accessible Car Park, we can send you an Accessible Car Parking Pass, but please note, this will be roughly a 30-minute walk to Moonlight Meadows and a 20-minute walk to Cosmic Avenue. Follow the Map for directions.

### **Harvest Moon/ Under the Stars**

If you are staying in Harvest Moon, then you should park in the Accessible Camping Car Park. This is the closest car park to Harvest Moon. The distance from the accessible parking to Harvest Moon is approximately **120m**. If you are staying in Under the Stars, the distance from accessible parking to under the stars is **580m**.

### **General Campervan**

If you are staying in the **General Campervan Field**, please go to the **Campervan Wristband Exchange**. You can collect your accessibility wristbands from your camps wristband exchange.

## **ARRIVAL, WRISTBAND COLLECTION AND CAMPSITES**

*This section informs customers of the arrival and the wristband collection process.*

Upon arrival, please head directly to the accessible box office to collect your event wristbands. The accessibility box office is located in the Accessibility Campsite.

What 3 Words- ///reduce.renounced.saying

Please note that there will be queues at the box office and entrances to the campsites and festival arena. If you need help queuing or standing for long periods, please speak to a member of the team.

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 QR code. Please also have your I.D ready. You will be given your festival wristband and accessibility wristbands that grant access to your pre-approved facilities.

If you have arrived at Electric Picnic Festival and you have not previously applied for the use of accessible facilities, please contact to the accessibility manager on 0892041829.

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 campsites.

Kindly note: The box office staff are unable to change or upgrade any tickets and you will be asked to leave the area if you arrive without the correct entry ticket.

Please see Box office opening and closing times on page 9.

### **Early Bird Ticket Holder**

If you have an Early Bird Ticket the Access Campsite will be open from 4pm on Thursday 15th August.

### **Weekend Camping Ticket Holder:**

If you have a Weekend Camping Ticket, then you will be able to enter the Access Campsite from 9am on Friday 16th August.

### **Other Campsites**

If you are staying in the General Campsite please go to your nearest exchange.

For the **Red Car Parks** please go to the Abbeyleix Wristband Exchange.

For the **Yellow Car Parks** please go to the Quarry Wristband Exchange.

For the **Blue Car Park** please go to the Mollys Gate Wristband Exchange.

Please tell staff at the wristband exchanges you are an Accessibility Customer collecting your companion ticket (if applicable). You can collect your accessibility wristbands for all other facilities at the accessibility box office which located in the accessible campsite.

If you are staying in Boutique Camping, **Moonlight Meadows, Cosmic Avenue, Silver Camping, Harvest Moon or Under the Stars**, then please ask at the reception area in these locations for your access wristbands and PA tickets. Please tell staff in reception you are an Access Customer collecting your access envelope.

## **GUEST TICKETS**

For guest ticket holders, you may collect your wristband from the main Guest Box Office at Abbeyleix. However, each Wristband Exchange will be able to process Guests tickets.

If you experience any problems in collecting your wristbands, please contact Joshua, the accessibility manager on 0892041829.

## **ROUTINE BAG, VEHICLE, CAMPERVAN AND PERSON SEARCH POLICY**

All festival attendees will be subject to a search of their vehicles, bags, mobility aids and person.

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

Please be patient, as searches may cause waiting time and queuing.

To avoid any delays or issues, please review the prohibited items list that you cannot bring to the festival by visiting [Electric Picnic | Info - Essential Information](#).

We allow re-entry into the festival if you need to leave to replenish essential items over the weekend. Please follow the pedestrian and vehicle exit signage when leaving.

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

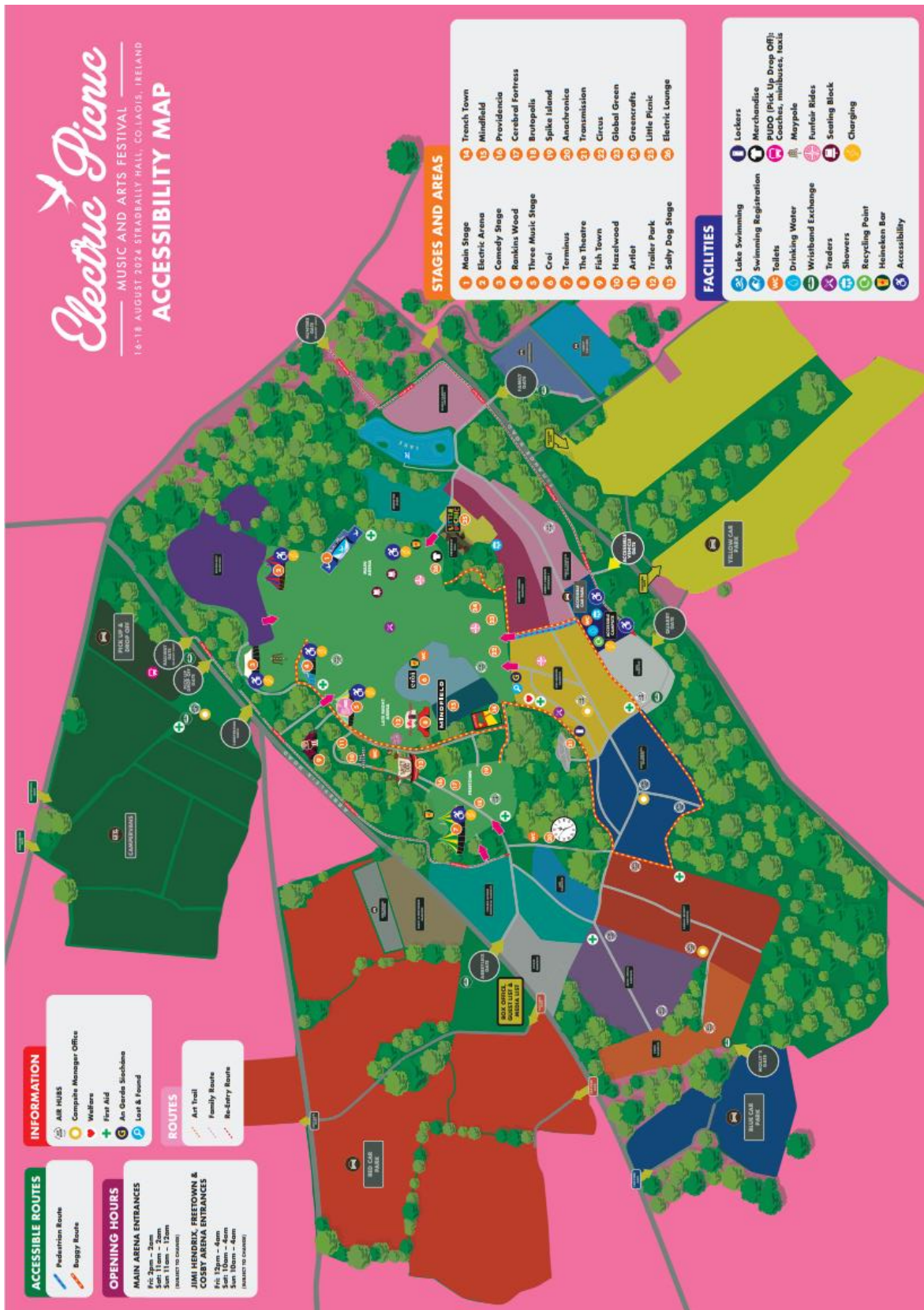
If you do need to leave the venue for an urgent reason relating to your disability, please inform the accessibility team who will be able to assist you where possible.

### **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 when there may be heavy crowd movement and plan trips to your car outside of these times.



# ELECTRIC PICNIC FESTIVAL SITE PLAN



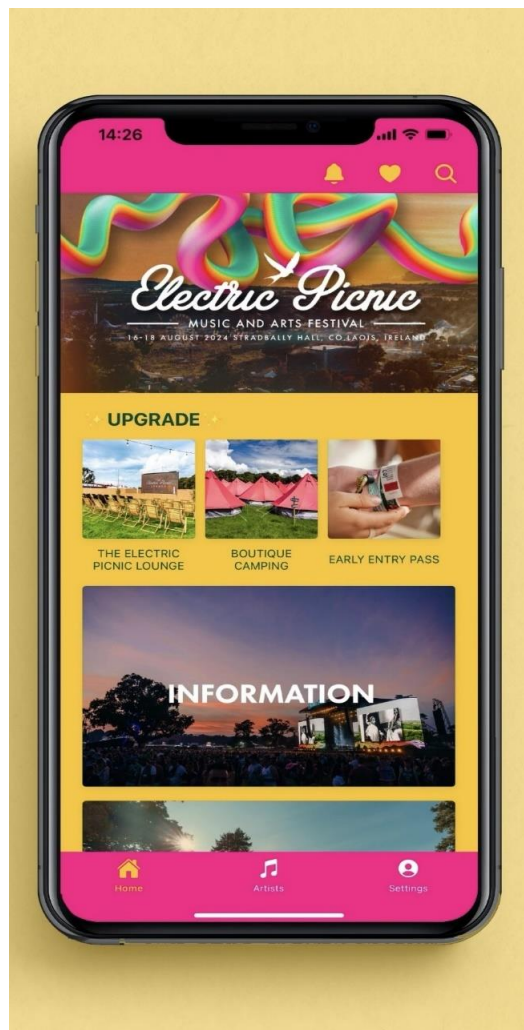
The image shows a map illustrating the areas at the festival.

## ELECTRIC PICNIC FESTIVAL MOBILE APP

This accessibility guide's information is also available on the Electric Picnic 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 Electric Picnic Festival.



*Image shows the home screen of the Electric Picnic Festival mobile app.*

## ACCESSIBILITY CAMPSITE FACILITIES AND ACCESS ROUTES

*This section aims to inform customers of the accessible facilities in the campsites and how to access them.*

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

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

### **Distances**

Into the accessible campsite from the car park 50m.

From the campsite into the festival arena 220m.

### **Medication Fridge**

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

### **Charging Point**

There are wheelchair charging points at the Accessible Viewing Platforms and in the charging tent in the Accessible Campsite.

These charging points are strictly for charging wheelchairs and medical equipment only.

If you need to charge anything else – due to your access requirements, please speak to a member of the access team.

### **Accessible Toilets and Showers**

Standard unisex toilets and wheelchair accessible toilets 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. Please try to keep your showers to under 4 minutes if you are able.

### **Changing Places Unit (HDU)**

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

### **Hand Washing and Water Point**

Sinks will be in the sanitation area for you to wash your hands, face, and teeth and a drinking water point for you to fill up water bottles.



## **Lined Camping**

Following a successful launch in 2023, the accessibility campsite is marked out in lines providing 4x4 metres of space per tent. Tents must be pitched in parallel rows within a pre-allocated pitch size, kept in line by marked lanes that keep the fire lane and path to your tent clear to ensure you can move freely around the campsite. The campsite staff will guide you to the next available space on arrival.



*The image shows a field with tents in lines from a Live Nation Festival in 2023.*

## **Fire Lanes**

You are forbidden to camp in the fire lanes, campsite row lanes, hard standing or areas without grass. Any tents found in these areas will be moved.

## **Gazebos**

Due to space limitations, traditional, dome or any type of gazebos in all festival campsites including the accessible campsite are forbidden. Please be mindful of the size of the tent you are bringing.

## ACCESS ROUTE AND ACCESSIBILITY FACILITIES IN THE ARENA

*This section provides information regarding the accessible facilities in the festival arena and how to access them.*

### **Distances**

The distance into the arena from the exit of the accessible campsite is 220m.

What3Words: ///heavier.socialite.opted

The buggy service will pick up at the campsite exit and drop off at the arena entrance. The buggy will be able to carry non-electric wheelchairs and other mobility aids if required.

### **Refrigerated Medical Storage**

If you have any medication requiring refrigeration, please bring it to the medical tent or accessibility arena hub to be stored.

If you camp at the accessible campsite, a fridge is also available at the campsite hub to store your medication.

### **Accessible Toilets and Changing Places Unit**

Accessible toilets are located around the arena toilet blocks and accessible viewing areas. Please remember to show your wristbands when a staff member asks for them. A changing places unit will be available at the accessibility campsite.

### **Bar Service Areas**

Accessible bar lanes with lowered service areas are available at the main festival bars. Please look out for the wheelchair symbol. You and your essential companion can access the lowered bar areas by using the exit lanes of the bar queues, which bypasses the general queuing system. The lanes are staffed by security and stewards; please remember to show them your wristband.

Your raised viewing platform and ground-level viewing wristbands will give you access to these lanes.

### **Food**

We will issue a medical pass to those who need to bring their own food and drink into the arena.

The Accessibility Team will email you the pass and provide details of the specific items permitted for medical purposes. Please remember to follow the rules on the pass, as you won't be allowed to take any other items.

Please ask the food stall staff to assist you if you require it, and as for the bars, please show your wristband.

### **Cashless Payments**

Electric Picnic 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**

The viewing areas deliver an inclusive experience for accessibility customers. We expect all viewing area users to show kindness and consideration to others within the areas.

### **Raised Viewing Platform**

- The raised viewing platforms are designated for wheelchair users and those with restricted 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 for the duration of the event.
- 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.

### **Viewing Platform Terms and Conditions**

- Limited seating is available at each platform. We cannot guarantee customers will get a seat on the platform.
- 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 reserve the right to ask customers to leave the platform if you do not behave appropriately.



## **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.

## **ASSISTANCE DOGS**

### **Assistance Dogs**

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

A spending area will be available for assistance dogs.

## **MEDICAL ASSISTANCE AND WELFARE**

Medics, welfare, medical care, and supplies are available in the Jimi Hendrix campsite and the Arena. If you require urgent medical attention, please alert a member of the team who can assist you.

A welfare tent is also available where experienced and caring staff are on hand to provide confidential advice about drugs, alcohol, substances, sexual health and general assistance, counselling, and advice for anything that is troubling you.

This is located in Jimi Hendrix Campsite What3Words:  
///attentive.affairs.headroom

### **Sensory Tent**

A sensory space will be available within the late-night arena. The aim of this space is to provide a safe, stimulation and recalibration zone for any customers with accessibility requirements who need to use it. The sensory tent will be located in Croi.

## **Leaving The Arena**

When the main headliner concludes each evening, we recommend that customers on the viewing platform and in the ground-level viewing 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 safe

## **THE ACCESSIBILITY TEAM**

*The following information details the team that will be onsite, how to provide feedback and how to seek help.*

Live Nation have partnered with Nimbus Disability, the expert team that pioneered the multi-award-winning Access Card.

Joshua is the Accessibility Manager and will be responsible for the team and looking after you whilst onsite.

Graham is the Accessibility Box Office Manager and will ensure your wristbands and pre-approved facilities are provided to you.

Joshua is the Accessibility Arena Manager and will ensure that all the accessible facilities in the Main Arena run smoothly. We encourage you to report any arena issues to so that the team can assist you.

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

There will be campsite managers 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. They are identifiable from their maroon coloured tabards.

A team of campsite assistants 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. Please note they are not there to erect tents!

A team of security and stewards will be based at the accessibility campsite 24 hours a day. They will be identifiable by their coloured, numbered tabards. They are there to keep you safe and will do their best to help you.

The whole team will work hard to ensure you have a positive experience at Electric Picnic 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.

- The accessibility arena manager and team will be available to assist you in the arena.
- The campsite manager and campsite assistants are available to help you with the campsites.
- Security & stewards are located across the arena and campsites and can assist you anytime.
- By Phone: 0892041829

If you find yourself lost, please ask for direction to the nearest **YOU ARE HERE** plan of the festival site.

*The below section informs customers of the options available to provide feedback on their experience, ask questions or how to get help during the event.*

Electric Picnic Festival has several live reporting facilities available to customers. If you need assistance, please speak to a team member at one of the following locations:

- Accessible box office (on arrival) and looks like a porta cabin
- General arena information hub located in the arena
- Accessible Viewing Areas

By Phone: 0892041829

By email: [access@electricpicnic.ie](mailto:access@electricpicnic.ie)

The phone number will be in operation from 15:00 Thursday 15<sup>th</sup> August until midday Monday 19<sup>th</sup> August.

Please note that the 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 wish to leave the event early because of a problem, please make a record of this at the most convenient hub.