



Accessibility at Boomtown 2026

We aim to use clear, plain language across this page. If anything isn't clear, please email us and we'll explain it another way.

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1. Introduction

Everyone is welcome at Boomtown.

We follow the **Social Model of Disability**, which recognises that people are disabled by barriers in society rather than by their impairments. Our role is to remove these barriers so everyone can experience the festival in their own way.

Accessible facilities are for deaf and disabled people and people with long-term conditions. They're not intended for people with temporary conditions (e.g., recent injury) or pregnancy.

If you need this accessibility information in another format (for example, large print, audio, or Easy Read), please email us at

accessibility@boomtownfair.co.uk. We will provide this within 10 working days.

Please note: accessibility requests are a **two-step process**. You must have a valid [Nimbus Access Card number](#) before completing your [Boomtown Accessibility Request Form](#) by 1 July 2026. Apply early, as Nimbus processing can take time.

This form is for accessibility customers only, **if you are a crew member or artist**, please email us for the correct form on: accessibility@boomtownfair.co.uk

2. Contact Details

Named Contact: Sam - Operations Coordinator (Accessibility Lead)
Email: accessibility@boomtownfair.co.uk (*When emailing us, please include your full name and booking reference so we can locate your details.*)

Response time: We aim to reply within 5 working days.

Accessibility request deadline (access card number required):
Wednesday 1 July 2026

Latest date for guaranteed pre-event response via email:
Thursday 7 August 2026

Other Useful Contact Details

General queries (not relating to accessibility):
info@boomtownfair.co.uk

Ticketing queries (for upgrades, booking changes, or login issues):
boomtown@kaboodle.co.uk

When emailing us, please include your full name and booking reference so we can locate your details.

3. Site Description

Site Layout

Boomtown is spread across a large valley site with three main areas:

- **Downtown:** Set in the bowl at the bottom of the site, close to The Meadow Accessible Campsite.
- **Hilltop:** Located high up on the hill, the centre of the city.
- **Temple Valley:** The Lions Den amphitheatre, the other side of Hilltop.

Getting between them involves an uphill and downhill journey. For 2026, more venues and activities are moving into Hilltop, so you may find yourself travelling between the two areas more often.

Terrain

Boomtown is a large, hilly greenfield site with grass, woodland, sand and dirt tracks. Surfaces may be muddy/uneven in wet weather and dry/dusty in heat.

While the site itself is hilly, The Meadow Accessible Campsite is relatively flat.

Crowds & Queues

As a large festival, Boomtown can be busy, especially during peak times. You may experience crowds and queues to enter popular venues or areas.

Sensory Access

Boomtown is a vibrant and stimulating environment with loud music, bright lighting, and large crowds. To help you manage your experience, we provide a number of calmer spaces and facilities for people with sensory requirements.

- **Ground-Level Viewing Areas:** Offer a calmer, less crowded space to enjoy performances while remaining part of the atmosphere.
- **The Meadow Accessible Campsite:** Features quiet rest areas where you can relax, recharge, or take a break from sensory stimulation.
- **Thrutopia:** A peaceful, reflective area designed for relaxation and decompression.
- **The Rookery:** A natural woodland space within the festival, offering shade, calm, and sensory relief away from the busier areas of site.

We recommend familiarising yourself with these areas via the festival app or accessibility map once the 2026 layout is confirmed. The map will be sent out to all accessibility customers shortly

before the festival.

Pathways and Distances

Getting around the site involves both uphill and downhill travel between the three main areas:

- **Downtown:** At the bottom of the valley, close to The Meadow Accessible Campsite.
- **Hilltop:** The central city area at the top of the site.
- **Temple Valley:** Home to the Lions Den Amphitheatre on the far side of Hilltop.

Routes and Gradients

- **The Meadow to Downtown:** Hard-standing path with a moderate downhill section followed by a moderate incline; suitable for most mobility aids.
- **Downtown to Hilltop or Temple Valley:** Steep incline across grass and uneven ground.
- **Lions Den Amphitheatre (Temple Valley):** Natural bowl-shaped area that slopes down steeply towards the stage.

- **Accessible Route (Downtown to Hilltop):** Longer but less steep and easier to navigate than the main hill; still includes a steady incline.

Approximate Distances (Based on 2025 Layout, Routes May Vary)

- **Coach/Shuttle Drop-Off to West Gate Accessibility Entrance:** 350 m (gentle incline)
- **Taxi/Drop-Off to West Gate Accessibility Entrance:** 200 m (gentle incline; West Gate is the closest gate to The Meadow)
- **Meadow Accessible Car Park to West Gate Accessibility Entrance:** 50-150 m (gentle incline or descent, depending on parking location)
- **West Gate to The Meadow:** 500 m (gentle descent on hard-standing surface)
- **Meadow to Downtown:** 700 m (gentle descent followed by a gentle incline)
- **Meadow to Hilltop:** 2 km via main route (steep incline) or 3 km via accessible route (moderate incline)

- **Meadow to Temple Valley:** 3 km via accessible route (moderate incline) or 3.6 km via main route (steep incline)

Gradient Key:

- **Gentle:** Manageable for most mobility aids.
- **Moderate:** May require assistance for some users.
- **Steep:** Not suitable for wheelchairs or mobility scooters.

Emergency & Evacuation Procedures

We have detailed evacuation and emergency procedures in place to support Deaf, disabled, and neurodivergent people during an emergency.

Information about these procedures will be available closer to the event, and you can request details by emailing accessibility@boomtownfair.co.uk.

4. Accessible Facilities

Essential Companion (EC) Tickets

An Essential Companion (EC) is someone who provides personal support so you can safely and comfortably enjoy the festival. For example, helping with mobility, communication, or medical needs.

To qualify, you must:

- Have the +1 symbol on your [Nimbus Access Card](#) (this confirms you require personal support to attend), and
- Submit your Boomtown 2026 [Accessibility Request Form](#) by **1 July 2026** so the accessibility team can organise your EC ticket in advance. **EC tickets cannot be organised after this date.**

Essential Companion Key Information

- Apply early, as Nimbus processing can take time.
- **EC must be 18+** and able to assist you independently throughout the event, without support from the accessibility team.
- **EC receives the same access you have** (e.g. Wednesday entry, Skylark/Orchid wristbands, coach/shuttle if pre-booked).
- **Extras** (parking, accommodation, lockers) are not included.
- **EC rotation:** You will receive an essential companion lanyard so that the support role can be shared among already-ticketed friends.
- **If your main ticket is cancelled/refunded:** the EC ticket is automatically cancelled.

Expectations of an Essential Companion

The Essential Companion is expected to:

- Arrive and leave the festival with the accessibility customer.
- Provide appropriate support throughout the event (e.g. mobility, communication, medical, or emotional assistance).
- Be capable of making decisions in the event of an emergency.
- Follow site safety guidance and respect accessibility facilities provided for you both.

Essential Companion Deadlines

Essential Companion requests are a **two-step process**. You must have a valid [Nimbus Access Card number](#) (with the +1 symbol) before completing your [Boomtown Accessibility Request Form](#) by **1 July 2026**. Apply early, as Nimbus processing can take time.

If your Essential Companion can no longer join you, accessibility customers are eligible for free name changes for their companion up until the **27th July 2026**.

Viewing Platforms & Areas

Raised Viewing Platforms

There are raised viewing platforms at key stages, offering an elevated and comfortable view of performances for verified accessibility customers.

Raised viewing platforms are available to customers with any of the following on their Access Card: Level Access, Less Than 50m, Audible Information or Visual Information.

Ground-Level Viewing Areas

Ground-level viewing areas provide a calmer space for verified accessibility customers who prefer to enjoy performances with less crowding.

These spaces are open to all accessibility-wristband holders and their Essential Companions.

Setup of Viewing Areas & Platforms

- All spaces are stewarded and managed on a first-come, first-served basis.
- Each includes seating, and accessible toilets nearby.
- Raised viewing platforms include charging for mobility scooters.
- No smoking or vaping is permitted in any viewing area.
- During busy times, mobility scooters may need to be parked at the base of the ramp to ensure safe accessibility for everyone.

- Locations for 2026 will be confirmed closer to the event.

In order to use viewing areas or platforms you must be a verified accessibility customer. Accessibility requests are a **two-step process**. You must have a valid [Nimbus Access Card number](#) before completing your [Boomtown Accessibility Request Form](#) by **1 July 2026**. Apply early, as Nimbus processing can take time.

The Meadow Accessible Campsite

The Meadow Accessible Campsite is a calm, central base in Downtown, designed for verified accessibility customers who need step-free facilities and a supportive environment.

Facilities include:

- Accessible toilets and showers which are locked with a RADAR key (National Key Scheme)
- Mobiloo / High Dependency Unit (HDU) with a hoist and adult-sized changing bench
- Clinical waste disposal
- Fridge storage for medication (items are stored at your own risk)
- The Recharge Hub, which is a covered area with charging points for mobility aids, phones, and medical devices.

- Limited overnight power hook-ups for essential medical devices (supporting evidence required)
- Deaf Events Hub, hosting BSL interpreted performances
- Meadow Info Point staffed by the accessibility team and volunteers
- Pre-pitched tents and glamping options are available at an additional cost, you can request more information from the accessibility team on accessibility@boomtownfair.co.uk.

Who can stay: The verified accessibility customer, approved EC, and up to two pre-registered friends/family. To protect the capacity and comfort of the accessible campsite, we're unable to make exceptions to this group limit.

Accessibility requests are a **two-step process**. You must have a valid [Nimbus Access Card number](#) before completing your [Boomtown Accessibility Request Form](#) by **1 July 2026**. Apply early, as Nimbus processing can take time.

Campervans in The Meadow Accessible Campsite

Campervan spaces in The Meadow are strictly for verified accessibility customers who need to stay in the accessible campsite. These pitches are not available to Meadow guests or general ticket holders.

- **Limited availability:** Pitches are prioritised for accessibility customers. They are allocated on a first-come, first-served

basis, and spaces are limited.

- **Generators:** Not permitted anywhere in The Meadow Accessible Campsite. Electricity can be provided only for essential medical equipment (e.g. CPAP machines).
- **How to apply:** You can request a Meadow campervan pitch on your [Accessibility Request Form](#) by the 1st July. If your request is approved, the accessibility team will organise your pitch directly. You do not need to buy a separate campervan ticket.

Accessible Parking

Blue Badge Parking

Blue Badge parking is available at every festival entrance. There's no need to pre-book a specific bay, simply purchase a standard parking pass and display your Blue Badge on arrival.

Accessible Car Park (West Gate)

At West Gate, there is a dedicated Accessible Car Park, located close to The Meadow Accessible Campsite and the Internal Accessible Bus stop, which connects you to key areas around the site. The West Gate car park is approximately 200 metres from the entrance via a step-free route.

In order to use the accessible car park, you must be a verified accessibility customer. Accessibility requests are a **two-step process**. You must have a valid [Nimbus Access Card Number](#) before

completing your [Boomtown Accessibility Request Form](#) by 1 July 2026. Apply early, as Nimbus processing can take time.

Accessible Bus Service

A dedicated Internal Accessible Bus runs on a loop around key locations across the festival, connecting The Meadow Accessible Campsite, Downtown, Hilltop, Temple Valley, and other campsites.

- **Who can use it:** Verified accessibility customers and their approved Essential Companions.
- **Booking:** No need to book in advance, just show your accessibility wristband.
- **Stops:** Key stops include The Meadow Accessible Campsite, West Gate, Downtown, Skylark, Orchid, and Hilltop (final 2026 route TBC).
- **Frequency:** We aim for around one bus per hour, though journey times and frequency may vary depending on weather and crowd movement. Please allow extra time for travel between key areas, especially during peak hours.
- **Accessibility:** All buses are wheelchair accessible.
- **Important:** Friends without accessibility wristbands will need to make their own way on foot.

- **Please note:** There are a few different buses running on site, including artist and crew services, which aren't available for accessibility passengers. Please follow the Accessibility Bus signs to find the right one.

In order to use the accessible bus service, you must be a verified accessibility customer. Accessibility requests are a **two-step process**. You must have a valid [Nimbus Access Card number](#) before completing your [Boomtown Accessibility Request Form](#) by **1 July 2026**. Apply early, as Nimbus processing can take time.

6. How To Request Accessibility Support

In order to request accessibility support for Boomtown 2026, you must complete both **Step One** and **Step Two** by the **1st July 2026**.

Step One - Access Card

We no longer collect or review your medical evidence directly. Instead, your request is verified through a Nimbus Access Card. Choose either:

- [Nimbus Access Card](#) (£15): Valid for 3 years and recognised at many events and venues across the UK.

OR

- [Free Boomtown-only Access Card](#): Also managed by Nimbus, subsidised by Boomtown, and valid for 3 years, but only works for Boomtown.

Whichever card you choose, you must still complete Step Two - the Boomtown Accessibility Request Form by 1 July 2026. This tells us your Access Card number and what support you'd like to request for the festival.

Step Two - Accessibility Request Form

Once you have your Access Card, you will need to complete the [Boomtown 2026 Accessibility Request Form](#) by 1 July 2026, including your **Access Card number**. This form is for accessibility customers only, if you are a crew member or artist, please email us for the correct form on: accessibility@boomtownfair.co.uk

You'll receive an email confirming your request within **two weeks**.

If you don't receive this confirmation, please contact: [**accessibility@boomtownfair.co.uk**](mailto:accessibility@boomtownfair.co.uk) so we can make sure your request has been received. *When emailing us, please include your full name and booking reference so we can locate your details.*

Why do I Need a Nimbus Accessibility Card?

Nimbus is an independent, disability-led organisation specialising in accessibility assessments. By asking Nimbus to verify your accessibility requirements, we:

- Protect the integrity of accessibility provisions and prevent misuse;

- Ensure those with genuine needs receive the right adjustments;
- Keep your sensitive medical evidence private and handled only by Nimbus; and
- Create consistency across festivals so your accessibility information works for you in more places.

Why is The Deadline 1st July?

The 1st July deadline gives us the time we need to:

- Process and approve all accessibility requests,
- Plan operational logistics (e.g. staffing, accessible transport, toilets, size of the accessible campsite) based on how many accessibility customers will attend, and
- Ensure we can deliver the correct support on the ground.

Without a confirmed accessibility list ahead of time, it's impossible to safely and fairly provide all the facilities and staffing required for accessibility customers.

7. Artists, Performers & Crew Accessibility

We welcome Deaf, disabled, and neurodivergent artists, performers, crew, and contractors to Boomtown.

Accessibility Facilities & Support for Artists, Performers & Crew

We provide a range of accessible facilities across artist, crew, and staff areas, including:

- Accessible toilets and step-free routes in key working and performance zones.
- A dedicated Accessible Artist Campsite with accessible toilets and an accessible shower for artists and performers.
- Accessible facilities across crew campsites to support crew and contractors staying in different areas of the site.
- Ramped stage accessibility at several main stages, including Lion's Den, Nexus, and Hangar 161.
- Accessible transport options between major site areas, where required for specific roles or mobility requirements.

How to Request Accessibility Support for Artists, Performers & Crew

If you are an artist, performer, crew member, or contractor and require accessibility support, please contact the accessibility team to request the appropriate Accessibility Request Form for your role.

Requests must be submitted by Tuesday 1 July 2026, and a valid Nimbus Access Card number is required.

For more information or to discuss your accessibility requirements, please email accessibility@boomtownfair.co.uk.

8. Travel Guide

Public Transport

Take the train to Winchester and use the Boomtown shuttle to reach the Transport Hub at West Gate. Boomtown coaches also drop off at West Gate, which is the main arrival point for most accessibility customers.

Drop-Off & Taxis

All drop-offs and taxis go to the West Gate Drop-Off area, around 200 metres from the entrance. This is the closest entry point to The Meadow Accessible Campsite.

Driving & Parking

The West Gate Car Park is the best option for accessibility customers staying in The Meadow or for anyone planning to use the Internal Accessible Bus Service, as it's close to both the accessibility entrance and the main transport hub.

On-Site Transfers

An External Buggy Service supports accessibility customers with mobility requirements arriving via public transport, helping you reach the Accessible Wristbanding Lane.

After accreditation, you can use the Internal Accessible Bus to travel between key areas across the site.

9. Arrival Guide

All main entrances, including West Gate, have an accessible queuing lane for verified accessibility customers and their Essential Companions. However, please be aware that queues and wait times can still be long during peak arrival periods due to security checks and wristbanding.

Wristband Collection & Accessibility Pack

Bring your photo ID and digital festival ticket to collect your wristbands. Your Accessibility Pack may include accessibility wristbands (with or without raised viewing platforms), an Essential Companion lanyard, and an accessibility map showing accessible routes, toilets, and facilities.

We are currently reviewing the process for accessibility customers collecting their accreditation, and full details will be included in the accessibility information pack sent to you closer to the event. **We recommend taking a few minutes to familiarise yourself with this process before arriving at the festival to help make your entry as smooth as possible.**

In order to use the accessible lane, you must be a verified accessibility customer. Accessibility requests are a **two-step process**. You must have a valid [Nimbus Access Card number](#) before completing your [Boomtown Accessibility Request Form](#) by **1 July 2026**. Apply early, as Nimbus processing can take time.

10. Toilets & Showers

Accessible toilets (**RADAR**) are available across the site, including in The Meadow Accessible Campsite and at viewing platforms and areas. Toilets located within viewing platform enclosures can only be accessed by those with viewing platform wristbands.

Please lock toilets after use to help keep them safe and available for other accessibility customers. You're welcome to bring your own RADAR key, or you can borrow one for a £10 refundable deposit from the accessibility team.

Types of Accessible Toilets:

- The majority of accessible toilets across the site are portable accessible units (chemical toilets) with wide doors and handrails.
- Accessible compost toilets are available within The Meadow Accessible Campsite.
- The Meadow Accessible Campsite also includes a High Dependency Unit (Mobiloo) - a fully equipped, private accessible toilet and changing space with an adult-sized

changing bench, hoist, and wash facilities.

Accessible Showers

Accessible showers are located in The Meadow Accessible Campsite. These showers are available to all verified accessibility customers, even if you are camping elsewhere on site.

In order to use the accessible toilets and showers, you must be a verified accessibility customer. Accessibility requests are a **two-step process**. You must have a valid [Nimbus Access Card number](#) before completing your [Boomtown Accessibility Request Form](#) by **1 July 2026**. Apply early, as Nimbus processing can take time.

11. Medical Services & Medications

Medical & Welfare Hubs

There are several Medical and Welfare Hubs as well as a full hospital located across the festival site. Use the app or ask at the Meadow Info Point to find your nearest location.

These hubs are open 24 hours a day and can help with medical issues, medication support, or general wellbeing concerns.

Medication

Please bring all medication in its original packaging, clearly labelled with your name and supported by a prescription or GP letter. Please bring only what you need for the duration of the festival.

Fridge storage for medication is available in The Meadow (space is limited and items are stored at your own risk). Sharps and clinical waste disposal facilities are also provided.

In order to use fridge storage in The Meadow Accessible Campsite, you must be a verified accessibility customer. Accessibility requests are a **two-step process**. You must have a valid [Nimbus Access Card number](#) before completing your [Boomtown Accessibility Request Form](#) by **1 July 2026**. Apply early, as Nimbus processing can take time.

CPAP & Medical Devices

A limited number of overnight power connections are available in The Meadow Accessible Campsite, Skylark, and the Accessible Artist Campsite for customers who need continuous electricity for essential medical devices, such as CPAP machines. Supporting evidence is required to confirm eligibility.

If your device can be charged during the day and hold power overnight, please use the Recharge Hub instead. This dedicated space in The Meadow Accessible Campsite provides daytime charging for mobility aids, medical devices, and other essential equipment.

All items are left at your own risk, so please label devices clearly before leaving them to charge.

In order to receive overnight power you must let us know by the 1st July. Accessibility requests are a **two-step process**. You must have a valid [Nimbus Access Card number](#) before completing your [Boomtown Accessibility Request Form](#) by **1 July 2026**. Apply early, as Nimbus processing can take time.

Medical Cannabis (2026)

To bring it on site, you must have:

- Your **prescription** (in your name)
- Your **medical cannabis** in clearly labelled containers
- Only bring what you need for the duration of the festival
- A **vaporizer**, which is the **only permitted method** of consumption

Unlike previous years, **you no longer need an accessibility team approval letter to bring prescribed medical cannabis.**

Please note: we cannot accept Cancard or similar ID as proof, only a valid prescription. Search dogs will be present at all gates, and an indication may still lead to a search.

12. Access to Performance

BSL With Deaf Events

We work with Deaf Events to provide BSL at key performances. Deaf Events are based in The Meadow Accessible Campsite. Request BSL for specific acts by emailing the accessibility team at least 6 weeks in advance on accessibility@boomtownfair.co.uk

Hearing Support

Hearing loops are available at Downtown Info Point, and Meadow Info Point.

13. Assistance Dogs

Boomtown welcomes assistance dogs trained and accredited by organisations such as Assistance Dogs UK (ADUK), the International Guide Dog Federation (IGDF), or Assistance Dogs International (ADI).

Approved Assistance Dogs must camp in The Meadow Accessible Campsite.

If you plan to bring an Assistance Dog, please email accessibility@boomtownfair.co.uk by Tuesday **1st July 2026**.

Pre-approval is required, even if your Nimbus card includes the Assistance Dog symbol. When emailing us, please include your full name and booking reference so we can locate your details.

14. Strobe Lighting

Boomtown features a wide variety of lighting, sound, and special effects across its stages and venues. This includes strobes, lasers,

pyrotechnics, and LED screens. These effects are a key part of the festival's design and atmosphere.

Because of the scale and variety of the event, it isn't possible to list every instance of flashing or strobing effects in advance. However, we will provide clear warnings for known high-intensity shows via on-site signage, and venue entrances where possible.

If you are sensitive to light or have a condition affected by flashing or strobe lighting:

- Avoid standing directly near lighting rigs or pyrotechnic zones.
- Check venue signage for sensory warnings before entering.
- Use sunglasses, hats, or sensory aids if needed, and take regular breaks in calmer areas such as The Meadow Accessible Campsite or Welfare spaces.