



## Accessibility Information Boomtown 2026

<b>Accessibility Information Boomtown 2026</b>	<b>1</b>
<b>1. Introduction</b>	<b>1</b>
<b>2. Contact Details</b>	<b>2</b>
<b>4. Site Description</b>	<b>3</b>
4.1 Site Layout	3
4.2 Crowds & Queues	3
4.3 Sensory Access	3
4.4 Terrain	4
4.5 Pathways and Distances	4
<b>5. Accessibility Facilities</b>	<b>6</b>
5.1 Essential Companion (EC) Tickets	6
5.2 Viewing Platforms & Areas	7
5.3 Mobility Scooter Hire	8
5.4 The Meadow Accessible Campsite	9
5.5 Accessible Parking	10
5.6 Accessible Bus Service	11
<b>6. How To Request Accessibility Support</b>	<b>12</b>
<b>7. Artists, Performers &amp; Crew Accessibility</b>	<b>13</b>
<b>8. Travel Guide</b>	<b>14</b>
8.1 Public Transport	14
8.2 Drop-Off & Taxis	14
8.3 Driving & Parking	14
8.4 On-Site Transfers	15
<b>9. Arrival Guide</b>	<b>15</b>
Wristband Collection & Accessibility Pack	15
<b>10. Toilets &amp; Showers</b>	<b>16</b>

<b>11. Medical Services &amp; Medications</b>	<b>17</b>
11.1 Medical & Welfare Hubs	17
11.2 Medication	17
11.3 CPAP & Electrical Hook Up	18
11.4 Medical Cannabis (2026)	18
<b>12. Access to Performance</b>	<b>19</b>
<b>13. Assistance Dogs</b>	<b>19</b>
<b>14. Strobe Lighting</b>	<b>20</b>
<b>15. FAQ</b>	<b>20</b>

## 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](mailto:accessibility@boomtownfair.co.uk). We will provide this within 10 working days.

### **Important 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.

- [1. Nimbus Access Card](#)
- [2. Boomtown Request Form](#)

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](mailto:accessibility@boomtownfair.co.uk)

## 2. Contact Details

- **Email:** [accessibility@boomtownfair.co.uk](mailto: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](mailto:info@boomtownfair.co.uk)
- **Ticketing queries (for upgrades, booking changes, or login issues):** [boomtown@kaboodle.co.uk](mailto:boomtown@kaboodle.co.uk)

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

## 4. Site Description

### 4.1 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. Home to Hydro XL, Area 404 and Botanica.
- **Hilltop:** Located high up on the hill. Home to Anara, Throughtopia, Old Town and Grand Central.
- 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.

## 4.2 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.

## 4.3 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.

- **New for 2026!** We're excited to be partnering with EventWell, who will be providing a dedicated Sensory Space at Boomtown 2026. It will be open 6pm–10pm on Wednesday, and 2pm–10pm Thursday to Sunday. You'll find it on Pepperpot Pass in Downtown.
- **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.

## 4.4 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.

## 4.5 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 area at the top of the site.
- **The Lions Den Amphitheatre:** The far side of Hilltop.

**Gradient Key:**

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

**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.
- **Accessible Route (Downtown to Hilltop):** Longer but less steep and easier to navigate than the main hill; still includes a steady incline.
- **Lions Den Amphitheatre (Temple Valley):** Natural bowl-shaped area that slopes down steeply towards the stage.

## 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)

## 5. Accessibility Facilities

### 5.1 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

- If you're approved for an Essential Companion, we can **add a free companion ticket to your booking**, or **refund your companion's existing ticket** if they've already bought one.
- 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.
- Essential Companions must have a **valid ticket** to attend. Essential Companion tickets must be arranged by the deadline, they cannot be organised after this date or on site.

## 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**.

## **5.2 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.

### **5.3 Mobility Scooter Hire**

Mobility scooters and manual wheelchairs are available to hire at Boomtown for mobility-impaired, disabled and elderly visitors.

**New for 2026:** our mobility equipment hire will be provided by Event Mobility (Charitable Incorporated Organisation), and their team will be on site during the festival to support customers with hired equipment.

To reserve an electric mobility scooter or manual wheelchair, please book online: <https://www.eventmobility.org.uk/Boomtown>

There is a limited amount of equipment available, so please book early to avoid disappointment.

Event Mobility support a number of other events. For further information, visit: [www.eventmobility.org.uk](http://www.eventmobility.org.uk)

### **5.4 The Meadow Accessible Campsite**

The Meadow Accessible Campsite is a base close to the Downtown arena, 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.
- Event Mobility mobility scooters (must be hired in advance)
- 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](mailto:accessibility@boomtownfair.co.uk).

**Who can stay:** The verified accessibility customer and up to three guests. To protect the capacity and comfort of the accessible campsite, we're unable to make exceptions to this four person 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).

We've sold all our Meadow Campervan pitches for 2026 to join the waiting list email [accessibility@boomtownfair.co.uk](mailto:accessibility@boomtownfair.co.uk).

## 5.5 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.

To check whether you have access to the West Gate Accessible Car Park, log in to your Kaboodle account and look for a Meadow parking pass.

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.

## 5.6 Accessible Bus Service

The full route and stop details for the Accessible Bus Service will be shared closer to the event.

- **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, 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

First, buy your standard festival ticket. Then submit an accessibility request to get an accessibility wristband (and an Essential Companion ticket if your Nimbus card has the +1 symbol).

**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** s- 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](mailto: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.*

## 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..

### **How to Apply for 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. We also invite artists and performers to include an Access Rider during the show advance process.

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](mailto:accessibility@boomtownfair.co.uk).**

## **8. Travel Guide**

### **8.1 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.

## **8.2 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.

## **8.3 Driving & Parking**

The Accessible Car Park at West Gate 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. This can only be used by accessibility customers and people staying in the Meadow Accessible Campsite.

## **8.4 On-Site Transfers**

The Public Transport Hub is at West Gate. Please note there is a hill between the Transport Hub and the Accessible Wristbanding/Accreditation area.

If you arrive by public transport and need help with the distance or hill, an external buggy service can support you to reach the Accessible Wristbanding Lane.

Once you have completed accreditation and are inside the festival, 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. 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**

## **11.1 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.

## **11.2 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.

### **11.3 CPAP & Electrical Hook Up**

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.

### **11.4 Medical Cannabis (2026)**

To bring it on site, you must have:

- Your **prescription** (in your name)

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

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](mailto:accessibility@boomtownfair.co.uk)

### Hearing Support

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

## 13. Assistance Dogs

We can consider assistance dogs that are **trained and accredited** by recognised organisations such as **Assistance Dogs UK (ADUK)**, the **International Guide Dog Federation (IGDF)**, or **Assistance Dogs International (ADI)**.

Boomtown can be a challenging environment for dogs due to **loud music, crowds, strobe lighting and long days**. Please think carefully about whether the festival is suitable for your dog. If you're unsure, email us and we can discuss other ways to support your access.

Approved Assistance Dogs must camp in The Meadow Accessible Campsite

**Important note.**

If you plan to bring an Assistance Dog, please email [accessibility@boomtownfair.co.uk](mailto: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 Event Well Sensory Area.

## **15. FAQ**

### **Why do I need a Nimbus Access Card?**

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

- protect the integrity of accessibility provisions and help prevent misuse
- keep your sensitive medical evidence private and handled only by Nimbus
- create consistency across events, so your access information works for you in more places

### **Why is the deadline the 1st of July?**

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

- process and approve all accessibility requests
- plan operational logistics (for example staffing, transport, toilets, and accessible campsite capacity)
- ensure we can deliver the correct support on the ground

Without a confirmed accessibility list ahead of time, it isn't possible to safely and fairly provide the facilities and staffing required.

### **I missed the 1st of July deadline, can you still help?**

Unfortunately, no. If you miss the deadline we can't process new accessibility requests or organise Essential Companion tickets after this date.

### **Nimbus is taking a while, what should I do?**

Nimbus processing can take time, so we strongly recommend applying early. If you're concerned about timescales, contact Nimbus directly for an update on [boomtown@nimbusdisability.co.uk](mailto:boomtown@nimbusdisability.co.uk).

### **My Nimbus card doesn't have the +1 symbol, can I still get an Essential Companion ticket?**

No. Essential Companion tickets are only available where the +1 symbol is shown on your Nimbus Access Card. If your needs have changed, you'll need to follow Nimbus's process to update your card.

## **Can my Essential Companion arrive later or enter separately from me?**

Your Essential Companion is expected to arrive and leave with you, and provide support throughout the event. If its unavoidable, they can arrive separately, but they should still make a reasonable effort to support you throughout the festival, and you should plan ahead for any times you may need support.

## **Can I rotate my Essential Companion between friends?**

Yes. You will receive an Essential Companion lanyard so the support role can be shared among already-ticketed friends. This is for sharing the support role, it doesn't create extra tickets or allow additional people into access facilities.

## **Who can stay in The Meadow Accessible Campsite?**

To protect capacity and comfort, Meadow numbers are capped. You can have **up to** three people with you in The Meadow, made up of either:

- one approved Essential Companion plus up to two pre-registered guests, or
- up to three pre-registered guests if you do not require an Essential Companion.

All guests must be registered in advance, we can't make exceptions on site.

## **Can I change my Essential Companion name?**

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

## **Will the accessibility map be available in advance?**

The accessibility map is sent to verified accessibility customers closer to the event, once the final site layout is confirmed.

