

Love Saves the Day 2027

The Accessible Facilities Request Form for 2027 will be available from December 2026.

Accessibility Information

Information about requesting accessible facilities and planning your visit is included in the following sections.

Application deadline: 30th April 2027

Apply as early as possible so that we have time to review your request and contact you if we need more information. The form will be available from December 2026 until April 30th 2027.

If once you have read through the following information, you have any questions, need help completing the application, or require this information in another format, or this website is not accessible to you, please contact us:

- Email: accessibility@teamlove.org
- Telephone: 0117 941 1611

Please be aware the accessibility inbox will not be monitored regularly until December, from which point we will do our best to reply to all emails as quickly as possible. If your query is time-sensitive we recommend contacting the general enquiries inbox at enquiries@lovesavestheday.org

Love Saves the Day has been awarded Silver status through Attitude is Everything's Charter of Best Practice. We review our accessible facilities each year and welcome feedback about how we can improve.

How to Request Accessible Facilities

We are now working with Nimbus Disability, the organisation behind the Access Card, to manage registration for our accessible facilities.

This provides a consistent and independent way of assessing customers' access requirements. It helps us protect our accessible facilities and ensure that they are available to the people who need them.

To request accessible facilities at the festival, you must have either:

- A valid Access Card; or
- A free Team Love Digital Access Pass (DAP).

About Nimbus Disability and the Access Card

Nimbus Disability is a social enterprise run by and for disabled people. It specialises in assessing and communicating people's access requirements.

Nimbus assesses the supporting information provided by each applicant and assigns symbols that represent their access requirements.

The Access Card is accepted by many venues and events. Customers who do not want to purchase an Access Card can apply for a free Team Love Digital Access Pass. The free pass can only be used to request accessible facilities at participating Team Love events.

Facilities that must be requested

You must complete the Accessible Facilities Request Form if you would like to request:

- A Personal Assistant (PA) ticket;
- Access to a raised viewing platform;
- Accessible parking;
- Access to locked accessible toilets;
- British Sign Language (BSL) interpretation; or
- Permission to bring an assistance dog.

Lowered bars and the sensory calm space are available to anyone who needs them and do not need to be requested in advance.

How to apply

1. Purchase your festival ticket

Purchase your ticket through the [festival ticketing page](#).

2. Register your interest by emailing the Accessibility team

If you already have a valid Access Card, you do not need to apply for a Team Love Digital Access Pass.

If you do not have an Access Card, you can either:

- **Apply for an Access Card**

Or

- **Apply for a free Team Love Digital Access Pass – This will be available soon!**

You will need to provide Nimbus with information about your access requirements and appropriate supporting evidence. Nimbus will assess this information and assign the relevant access symbols.

Please allow enough time for Nimbus to process your application before the festival's accessible facilities application deadline on 30th April 2027.

The Team Love DAP is not yet available, so if you would rather apply for this, please email the Accessibility team and they will let you know as soon as it is available.

3. Complete the Accessible Facilities Request Form

Once you have a valid Access Card or Team Love Digital Access Pass, complete the LSTD 2027 Accessible Facilities Request Form. **The link to this form will be available from December, please check back or email the Accessibility Team for the link.**

In the form you will be asked to provide your Access Card or Digital Access Pass number and select the facilities you wish to request.

Festival site information

Ashton Court is an outdoor, greenfield site. Most routes are across grass, and some areas have uneven ground or slopes. There are a limited number of tarmac paths near the entrances and exits.

Ground conditions depend on the weather and may become muddy or difficult to travel across when wet.

The route to the Main Gate may be difficult for some customers. A separate entrance near the Accessibility Box Office and accessible parking area will be available to customers who have arranged access in advance. More information, including arrival instructions, will be provided in the Access Information Pack.

There are some covered stalls and marquees, but most of the festival is outdoors.

Personal Assistant (PA) Ticket Scheme

If you would be unable to attend the festival without the support of another person, you can apply for a PA ticket. If approved, your PA will receive a festival ticket at no extra cost.

To be eligible, your valid Access Card or Team Love Digital Access Pass must show the **+1 symbol**. This confirms that you need substantial support from another person in order to attend.

Team Love will not assess supporting documents directly. If your Access Card or Digital Access Pass does not show the +1 symbol, you will need to contact Nimbus Disability to discuss your access requirements.

Collecting a PA ticket

PA tickets must be collected from the Accessibility Box Office on the day of the event. You and your PA must arrive together.

PA Ticket Scheme terms and conditions

- Your PA must be willing and able to provide the support you need throughout your visit, including when travelling to and from the festival.
- Your PA must be able to support you during an evacuation or other emergency.
- Love Saves the Day is an event for people aged 18 and over. Both you and your PA must be aged 18 or over.
- You and your PA may be asked to provide photo identification when collecting the PA ticket.

Viewing platforms

Raised viewing platforms are available at the three main stages for wheelchair users and customers who need to remain seated while watching performances.

Customers approved to use the platforms may be accompanied by one PA or companion. Space is limited and available on a first-come, first-served basis.

Access to each platform will be managed by the accessibility team.

Rules for viewing platforms

- Viewing platforms are available only to Access customers and their accompanying person. Both must have the correct access accreditation.

- Space is limited, and platforms may reach capacity. When a platform is full, access will operate on a one-person-out, one-person-in basis.
- Raised viewing platforms are for customers who need to be seated while watching performances.
- Smoking and vaping are not permitted on viewing platforms.
- Umbrellas must not be used on viewing platforms, as they may obstruct other customers' views.
- Please treat staff and other platform users with kindness and respect. Abusive, threatening or discriminatory behaviour will not be tolerated.

Accessible Toilets and Changing Places Toilet

Accessible toilets

Wheelchair accessible toilets will be available at each toilet block and at the viewing platforms. They will be locked to prevent misuse by people who do not need to use them.

If you need to use these toilets, request access when completing the Accessible Facilities Request Form. Further details on using these toilets will then be provided in the Accessibility Event Guide.

Accessoloo changing facility

An [Accessoloo](#) changing facility will be available on site. It includes an accessible toilet, an adult-sized changing table and a hoist.

Slings are not provided, so please bring a compatible sling if you need to use the hoist.

Communication and sensory support

British Sign Language interpretation

A team of British Sign Language (BSL) interpreters will be available at the event.

If you would like to use this service, select BSL interpretation on the Accessible Facilities Request Form. Applying as early as possible will help us plan a customer-led service.

For more information, email accessibility@teamlove.org

Induction loops

An induction loop will be available at the Accessibility Box Office and Information Tent.

Sensory calm space

A sensory calm space, provided by Diverse UK, will be available on site. It will offer a quieter, lower-stimulation environment for neurodivergent customers and anyone who needs time away from the main festival environment. Here you will be able to request disposable ear plugs, or use a collection of weighted blankets, ear defenders, eye masks and sensory toys.

Assistance Dogs and Guide Dogs

Assistance dogs and guide dogs trained to support a disabled person are welcome at the festival. We would usually expect dogs to have been trained by an organisation accredited by Assistance Dogs UK (ADUK) or Assistance Dogs International (ADI), such as Guide Dogs UK. However, we may consider other evidence of appropriate assistance dog training.

If you would like to bring an assistance dog, you must tell us on your Accessible Facilities Request Form and provide appropriate evidence of the dog's training. We may contact you to discuss your request and the support your dog provides.

Dogs must wear a harness, jacket or another item that clearly identifies them as an assistance dog while on site.

Festivals are loud, busy and crowded environments. Before applying, please carefully consider whether the festival environment is suitable for your dog and whether you can maintain their welfare throughout the event.

A designated toileting and drinking area will be provided for assistance dogs and guide dogs.

Accessible Parking and Drop-Off

A limited number of accessible parking spaces will be available close to the festival entrance. Spaces must be booked in advance, and customers using them must display a valid Blue Badge.

An accessible drop-off and pick-up point will also be available. You do not need a Blue Badge to use this area.

Request accessible parking on the Accessible Facilities Request Form.

Medical and welfare support

Medical and welfare tents, staffed by trained teams, will be available on site.

Prescribed medication

You do not need to complete the Accessible Facilities Request Form solely because you need to bring prescribed medication.

Bring medication in its original packaging, together with a copy of your prescription or other evidence that it has been prescribed to you. Bring only the amount you will need for the event and for your personal use.

For more information, read the medication FAQs on the festival website or email enquiries@lovesavestheday.org

Food & Drink Allowance

We have a variety of food traders on site, and our catering teams will do their best to cater for all dietary requirements.

In certain exceptional circumstances, we may allow customers to bring their own food where this is required for medical reasons and our catering teams cannot meet their needs.

Please contact accessibility@teamlove.org before the festival to discuss your requirements. Requests must be approved by the Accessibility Team by email in advance, or by the team on the day if an unexpected medical need arises.

Temporary injuries and health conditions

The festival's accessible facilities are for customers with permanent or long-term disabilities and health conditions.

Temporary circumstances, such as pregnancy, a recent injury, broken bones or recovery from surgery, are not eligible for access facilities.

If your circumstances do not clearly fall into either category, please contact the Accessibility Team to discuss your individual situation. We will consider what support may be reasonable and available but cannot guarantee access to any particular facility.

Medical re-entry

Re-entry to the festival is only permitted for medical reasons and must be approved by the Accessibility Team.

If you need to leave and re-enter for a medical reason, please contact accessibility@teamlove.org before the festival to discuss your requirements and obtain approval by email.

If an unexpected medical need arises during the festival, please speak to the Accessibility Team to arrange approval before leaving.

If you would like to request a copy of our Accessibility Evacuation Policy, please email the Accessibility Team.

Audio, Lighting and Special Effects

Strobe lights, flashing lights, haze, high sound pressure levels and special effects such as pyrotechnics may be used during this event. Due to the nature of the programming, we cannot provide a schedule of when these sensory stimuli will occur. Announcements will **not** be made prior to their use. Please do get in touch if you have any concerns.

Contact us

If you have any questions, need assistance, or need this information in another format, please contact:

- Email: accessibility@teamlove.org
- Telephone: 0117 941 1611

We aim to respond within five working days (between September and February this could be up to 2 weeks)