

Accessibility Information: Regular Font

Accessibility Information is subject to changes and a final version will be circulated one week before the event with any updates.

At Ironworks, we welcome all customers, artists and staff with accessibility requirements, including those deaf or hard of hearing, with visual impairments or neurodivergent. Please read the following information to see the range of facilities we provide to make sure you can plan your visit comfortably.

Contact Information

You can contact us via email at access@ironworks.london

You will be able to contact our Welfare team via phone during the events, the phone number will be published on the website nearer to the event.

You can also reach us via post:

Ironworks Access Team
AMAAD
Walworth Town Hall
151 Walworth Road
London
SE17 1RS

Our team will aim to respond to your queries within 5 working days.

Accessibility Application

Please fill out our [Accessibility Application Form](#) to gain access to any of the below facilities:

- Free Personal Assistant ticket
- Accessible toilets
- Accessible Viewing Platform
- Welfare medication refrigeration and power wheelchair charging
- Access for a personal assistance dog
- Blue Badge Parking on request
- Hearing / Induction Loop system at Box Office and Info Point

HOW TO APPLY FOR ACCESSIBILITY FACILITIES

1. BUYING TICKETS

All applicants will need to purchase a ticket on our ticket page. If you are applying for a free Personal Assistant ticket, please do not buy a ticket for them. You can apply for this for free on the [Accessibility Application Form](#).

2. ACCESS APPLICATION FORM

Link to form: [Accessibility Application Form](#)

Please complete the [Accessibility Application Form](#) to request use of the accessible facilities and free Personal Assistant ticket. We aim to respond within 5 working days from when we receive your supporting documentation.

Please note the closing date for applications is usually two weeks before the event. This closing date gives us enough time to process all applications and send out final information and accreditation before the event. We will do our best to accommodate any late applications.

3. SEND YOUR SUPPORTING DOCUMENTATION TO access@ironworks.london

We accept the following forms of supporting documentation:

- Front page of PIP
- Front page of DLA
- Deaf or Blind Registration
- CredAbility Access Card
- Recognised Assistant Dog ID card

If you would prefer to send your documentation via post, please send to:

Ironworks Access Team
AMAAD
Walworth Town Hall
151 Walworth Road
London
SE17 1RS

The document must be dated in either 2025 or 2026 and state the full name of the individual with access requirements. Please feel free to black-out any information on the documents that relate to the amount of benefits paid or health conditions. All documents will be securely stored and then destroyed once the application has been processed.

We understand that not everyone may have the above supporting documentation but still may require use of access facilities. If this is you, please contact our team before the deadline who will be able to advise.

4. WAIT FOR YOUR APPLICATION TO BE APPROVED

We aim to process access applications within 5 working days from the date we receive your supporting documents.

Please feel free to contact us by email if you have any questions.

To allow use of the various facilities on site, Accessibility accreditation (wristbands) will be

issued. These can be collected at the Box Office next to the main entrance.

Free PA tickets will be sent to you via email in the lead up to the event.

If you have any issues with accreditation, such as PA tickets or wristbands, please locate our Box Office or Info Point for assistance.

KEY INFO

PERSONAL ASSISTANTS

Personal Assistant (PA) tickets are provided so that customers who are unable to independently attend the event can bring along someone who can provide the support needed at no extra cost. For that reason, we advise that your Personal Assistant must be able to carry out all support roles required, as we cannot provide staff to do this for you. Please state the name and contact details of the PA on the [Accessibility Application Form](#).

SITE DESCRIPTION AND GROUND CONDITIONS

Ironworks is generally accessible to visitors with mobility impairments. However, for some areas where there may be uneven ground, we do recommend that you request a PA ticket and bring someone along with you - even if you do not normally require help.

Overall the site is mainly level and hardstanding with a few small inclines and ramps throughout the site. Please also take the weather into consideration when planning what to bring as it can have an impact on mobility due to slippery surfaces.

Ironworks is made up of a main warehouse with a main stage, viewing platforms, a smaller warehouse with a bar and seating, food traders, outdoor bars and seating. The distance between the main entrance and the main warehouse space is around 200. An Accessible Customer Map will be provided closer to the event.

We have a dedicated Blue Badge Parking area located at Ironworks, around 200 metres to the main entrance via Blue Gate. If you are arriving via vehicle, please use the postcode E16 1AF and follow signage to our Pick-up / Drop-off and Blue Badge Parking area via Dock Road.

If you require Blue Badge Parking, please ensure you fill out our [Accessibility Application Form](#).

MEDICAL & WELFARE

Medical and Welfare is open throughout the event and is located near the main entrance, alongside smaller hubs outside the main warehouse.

Our medical and welfare teams are equipped and trained to support your needs. They can offer you motor wheelchair charging and medication refrigeration.

We will have a dedicated Welfare phone number for all attendees to contact on site if they require any assistance. This will be published on the website and sent out in information packs nearer to the event.

Welfare and Info Point will also have spare accessibility wristbands if yours becomes lost or damaged.

TRAVEL

All our nearest transport hubs are step-free and a short distance from Ironworks.

Canning Town (Jubilee Line & DLR) 15 min walk

Custom House (Elizabeth Line & DLR) 18 min walk

By Bus: Several bus routes serve the area.

By Taxi or private hire: Use the postcode E16 1AF for your drop-off point. Follow signs and event steward directions to access the designated drop-off area just off Dock Road via Silvertown Way.

Entry & Exit (on foot): via Scarab Close (Red Gate)

Pick-up / Drop-off (via vehicle): Blue Gate via Dock Road.

Clear signage, lighting, and security staff will guide you when these routes are in operation.

BLUE BADGE PARKING

We have a dedicated Blue Badge Parking area located at Ironworks, around 200 metres to the main entrance via Blue Gate. If you are arriving via vehicle, please use the postcode E16 1AF and follow signage to our Pick-up / Drop-off and Blue Badge Parking area via Dock Road.

If you require Blue Badge Parking, please ensure you fill out our [Accessibility Application Form](#).

ARRIVING AT THE EVENT

Upon arrival, please follow signs to enter Ironworks. From here you will see our entrance lanes with plenty of security and stewards around to guide you to the best entrance for your needs. We have a dedicated accessibility lane should you require it.

If you need to go to the Box Office, this can be found next to the main entrance and signposted. Please feel free to ask any member of staff for directions if you need them.

Please bring valid ID with you to enter the event. If you have any medications, conditions or equipment you need to bring with you, please ensure this is listed on the accessibility form application and bring a copy of your prescriptions with you where applicable (this can also be done via the NHS app).

Please refer to our general terms and conditions of entry for more information.

Our medical team will be on hand at the main entrance if you have any requests or needs.

TOILETS

Accessible Toilets are positioned throughout Ironworks. They will be located in signposted areas, locations of which will be communicated nearer the event day.

We will also have Accessible Toilets at Blue Badge Parking and before you enter the search lanes at

the main entrance.

INFO POINT

We have a dedicated Info Point situated inside Ironworks. If you have any questions, please speak to our Info Point team who will be able to assist you.

The Info Point is equipped with a Hearing / Induction Loop system.

FOOD & DRINK

Your own food and drink cannot be brought into Ironworks. However, if you have specific dietary requirements or conditions, please let us know by emailing us at access@ironworks.london.

ACCESSIBLE VIEWING PLATFORMS

Our Accessible Viewing Platform in the main warehouse will be towards the front of the stage. This can be accessed via the signposted route with your accessible wristband.

The Accessible Viewing Area is next to the main dance floor, contains space for viewing the stage, chairs for sitting and will be monitored by a member of staff at all times.

Wheelchair charging will be available on the platform.

ASSISTANCE DOGS

Assistance dogs are welcome if approved in advance via our [Accessibility Application Form](#). There are water points and bins located throughout the arena to ensure you can care for your dog's welfare during the event.

If we are informed you will be bringing your assistance dog, we will be able to set up a small dedicated spending area for your dog which will be signposted and communicated to you.

ACCESS TO PERFORMANCE

At this time, we currently do not provide any British Sign Language / Captioning / Audio Description at the performances.

If you have any enquiries around access to performance, please contact access@ironworks.london and we will be happy to assist in any way possible.

LIGHTING AND STROBE LIGHTING

Due to the nature of the event and types of performance, there will be flashing and moving lights at all stages. Signage and warnings will be posted around performance areas.

ACCESSIBILITY TEAM

Our friendly welfare team is available during the event to assist with any of your needs.

Our welfare team will be based at the welfare hub next to medical at the entrance, alongside the smaller hubs outside the main warehouse. There will also be roaming teams and representatives at

toilet blocks across the event. If you require help, feel free to ask them or any other member of staff.

You can contact the welfare team via the welfare phone number during the event only, which will be published on this website in due course.

FOOD & BARS

We will have a selection of food traders and bars available across the event.

Please check information on our trader area of the website for information on types of food available and allergen information.

Bars and traders will have lowered counters, service plans for accessible customers and large print menus. If you require any assistance, please contact the welfare team, info point or any member of staff.

MAP

More information regarding our site map and accessible map will be released in due course.

ENQUIRIES

If you have any queries, please contact us: access@ironworks.london

