



Nozstock: The Hidden Valley is a place where frolics, fancies and musical musings await you all. We want all our visitors to be able to enjoy the festival with us with as little inconvenience as possible so if you have any questions regarding this policy, feel free to contact [tickets@nozstock.com](mailto:tickets@nozstock.com) or [info@nozstock.com](mailto:info@nozstock.com) and we will do our best to ensure your festival experience starts off hassle free.

### **Getting around**

Nozstock: The Hidden Valley is an intimate event so nothing is ever very far away. All stages, bars and areas are positioned in quite close proximity. However, the festival is held on a working farm. As such the terrain is naturally hilly and rough and can be difficult to manoeuvre. The site is predominantly a greenfield site, so flat pathways are limited almost exclusively to The Rave Yard area.

Of course, in years where we are plagued by wet weather, the site is likely to become muddy and can make getting around even more difficult.

However if there's anything we can do to help you with getting around at the festival please let us know and we will be accommodating as possible. During wet weather we do ensure that woodchip is spread around site to make access as easy as possible but of course because of the terrain we cannot guarantee conditions will be traversable when bad weather strikes.

If you are planning to bring an electric wheelchair or mobility scooter arrangements can be made to enable you to charge your scooter, but please do let us know beforehand if you feel this might be necessary.

### **Facilities**

There is a viewing platform for our disabled visitors to use for our main Orchard Stage. All other areas are smaller and more intimate and do not have viewing platforms. You are welcome to use the viewing platform throughout the weekend, with someone to accompany you, but we do ask that if the platform becomes crowded you ensure there is room for all those people who really need to use it.

We do have disabled toilet facilities located on site. These are located by the site information office, in the disabled camping area, in The Dingle area and at the bottom of the main campsite. All are marked clearly on the festival site map.

## DISABLED VISITORS POLICY

As mentioned above, If you are planning to bring an electric wheelchair or mobility scooter arrangements can be made to enable you to charge your scooter, but please do let us know beforehand if you feel this might be necessary.

If you have medication that requires special storage while you are at the festival please let us know in advance if at all possible, and we will make arrangements with our first aid team, who will be on site 24 hours a day.

A limited amount of large print copies of our festival programme will be available from our festival info office. If you require a large print programme it is always handy to let us know in advance if you can.

We do like a thumping sound system at Nozstock, but please be aware of the damage that can be done to your hearing with continued exposure to loud music, especially for little ones. Free ear plugs are available on request from our info office.

Please also be aware that various lighting is used at Nozstock, including the occasional use of strobe lights in some areas. If you have any worries about when and where these lights may be in effect, then please get in touch with us before the festival at [info@nozstock.com](mailto:info@nozstock.com)

### **Camping and Parking**

There is a disabled camping area at Nozstock. In this area you are able to park your vehicle right next to your tent or campervan. If you require anything in particular for your camping experience, please let us know and we will try to arrange this.

Live in vehicles can be parked within the disabled camping area also. However we do need to know how many live in vehicles will be on site so if you are planning to bring any type of live in vehicle to the event you must purchase a camper pass from our website. Any live in vehicles without a pass will not be admitted to the site. Please see our live in vehicles policy if you have any further questions regarding this.

## DISABLED VISITORS POLICY

Blue badge holders can park their car at the festival free of charge. Simply display your blue badge in your car windscreen when entering the festival site, as you normally would and you will be directed to the disabled camping area. You are able to park your car next to your tent in the disabled camping area. However if you intend to camp in the main camp site your car must be parked in the main car park area. Please be aware there are no specific disabled spaces here and you will have further to walk.

### **Tickets and Passes**

Disabled visitors who receive any rate of Disability Living Allowance can get one companion ticket for a carer free of charge. Simply purchase your adult full price ticket and email [tickets@nozstock.com](mailto:tickets@nozstock.com) advising them you require a free carer pass with your purchased ticket. We will not be able to issue the free companion ticket without seeing proof that you receive Disability Living Allowance. You must post or email us a copy of the award letter you are sent every April. Please do not send us your original award letter, just a copy! We can only accept award letters as proof as DLA so please don't send us bank statements or any other documentation. Also, please remember to include your contact details when sending in your letter in case there are any queries. The award letter should be up to date so we know you still receive the allowance- i.e dated April 2011. We can only issue one free carer pass. Any further tickets would need to be purchased at the normal adult full price rate.

If you have any further questions or requests please contact [info@nozstock.com](mailto:info@nozstock.com) and we will do our very best to ensure your Nozstock 2011 begins with a bang!

See you in July!