

Elrow Town promotes equality of opportunity for people with access needs and/or disabilities, and taking steps to try and meet their requirements, and facilitating access to live music.

This guide is designed to inform everybody who comes to elrow Town London what to expect on arrival.

The event is situated in a grassed outdoor space in Trent Country Park in London, Enfield.

We hope that this information gives you the chance to familiarise yourself with the venue and our procedures before you arrive, so that you can make the most out of your day and have an enjoyable time.

# **CONTENTS**

PERSONAL ASSISTANCE TICKETS

GETTING TO THE FESTIVAL SITE

CUSTOMER JOURNEY

FACILITIES

CONTACT

## **PERSONAL ASSISTANCE TICKETS**

If you wish to purchase a ticket to Elrow Town and you require assistance from a trusted person, we will provide your named assistant with a free ticket. All you need to do is contact us at [info@lwe.events](mailto:info@lwe.events) with a copy of your ticket (or a purchase confirmation e-mail), a copy of your PIP and the full name and e-mail address of your assistant. They will then be sent a barcoded guest ticket which they will need to provide on entrance to the festival. Don't be alarmed if the ticket doesn't come through immediately – we usually collate all the information up until the day before the event and only then send the guest tickets out.

Please be aware, that the majority of the festival is set on grass. The ground can get soft and muddy if there is wet weather on the day or before the event. We understand that this makes it particularly difficult for wheelchair users, hence we will

offer a free ticket to a person accompanying you even if you don't require assistance usually.

# **GETTING TO THE FESTIVAL SITE**

Trent Park  
EN4 0JY

## **UNDER/OVERGROUND**

The nearest station is Cockfosters, however it does not provide step free access. The nearest step free access station is Oakwood which is 2.3km from the festival entrance. The Piccadilly Line, which services both stations, operates 24h on Saturdays.

## **TAXIS**

### **DROP OFF**

The taxi drop off point is in Bramley Sports Ground, which is around 1.5km walk from the festival entrance. Please use the post code N14 4HN for drop offs. We can facilitate drop offs for those who require it closer to the event site, but we must have the vehicle details prior to the event.

### **PICK UP**

There will be a black cab taxi rank as well as a dedicated private hire (including Uber) waiting area in Bramley Sports Ground. Please follow the signage at the end of the night or get help from our staff. Your taxi should be able to get there easily by using the post code N14 4HN and following the road signage. As there is a full road closure of Cockfosters Road at the end of the event we cannot facilitate pick ups from near the site. Please email us if you have any concerns.

## **CARS**

We can offer blue badge parking for those who require it on site, however we are not able to get vehicles directly next to the event site. Please be aware that the blue badge parking is still a fair walk from the festival entrance and all registration numbers will need to be known in advance.

## **BUSES**

Please check TFL to plan your journey  
<https://tfl.gov.uk/plan-a-journey/>  
And note that there will be road closures in  
place which will affect local bus routes.

# CUSTOMER JOURNEY

## ENTRANCE

There are two pedestrian entrances to Elrow Town London:

1. Through the Cricket Gate (Main Pedestrian Entrance) This entrance is through a field and will lead you to the main doors
2. Through the Park's Main Gate – this entrance is hardstanding

Once you've entered the park, please follow the green accessibility signage and ask staff for directions to the accessible entrance if you require it.



Once you've been searched by our security team, you will be escorted through the entrance into to the festival. You will see that there is an Info Point on the left hand side as you enter the field. The friendly staff there can answer any questions you may have throughout the day. If you require access to accessible toilets, this is where you can collect your wristband. Please see the facilities section for more information. You will also be handed in a booklet which contains set times and a festival map.

## **FIRST AID / WELFARE**

This is located just to the right of the Info Point. You can come here whenever you need time out, a friendly person to talk to or any type of medical assistance.

## **LOCKERS**

Opposite the Info Point and near the toilets you will see the lockers area – it's our version of a cloakroom where you can leave your stuff and come back to it throughout the day. You can pre-purchase

your locker on our ticketing website. They are easily accessible.

## **TOKENS**

We operate a cashless site – which means you will need to purchase tokens to be able to buy drinks at the bars. There are numerous token booths on site, the main one is just opposite the main entrance and there are smaller ones adjacent to some of the bars inside the site.

## **THE TOWN**

You should now find yourself in the centre of Elrow Town! This is where all the fun happens! We have different types of activations and activities that you can get involved with, please ask staff if you require additional assistance to take part.

## **FOOD**

Past the Town Centre there is our food village with a seating area – the perfect place to come back to and relax. We have some tasty food on offer which caters for various allergies and dietary preferences.

## **THE UPTOWN**

The VIP area, also known as The Uptown, is to the right of the Triangulo De Rowmudas stage. If you purchased a VIP ticket, you should have received your wristband on entry.

# **FACILITIES**

## **TOILETS**

There are 3 locations with accessible toilets on site. In order to prevent any misuse of these toilets, they have been located in the back of house areas that can only be accessed with an access wristband. If you will need one of these, please email us at [info@lwe.events](mailto:info@lwe.events) ahead of the event, and collect your wristband at the Info Point on the day. Each accessible toilet will be signposted with a large **green** accessibility sign hang on the fence, right next to a security guard who can check your wristband and grant access. Please refer to a festival map to find the accessible toilets.

## **EVACUATION POLICY**

All of our security are trained to know how to assist you in case of an emergency.

## **MEDICINE**

If you need to bring any medicines, food or drink to manage a medical condition, or

medical equipment you are welcome to do so. Please email to outline your requirements and we will ensure our staff are briefed and introduce you to our medical team.

If you have medicine with you then you may be asked to leave some of it with our medics, similarly, if you have any medicine which must be kept refrigerated then this can be left with our medical team. Please email us in advance if you are going to be bringing medicines into the event site, and if you have any storage requirements.

## **ROUTES & PATHWAYS**

As mentioned before, majority of the event area is on the grass, please be aware that the ground conditions might deteriorate depending on the weather ahead of and during the festival. We will endeavour to provide as much information as possible through social media in the run up to the event.

## **VIEWING FACILITIES**

Unfortunately, there is no accessible viewing platform at Elrow Town.

## **ACCESSIBLE BARS**

There will be some accessible bars and tokens desk on site. You can grab a flyer at the Info Point which will detail these on the event map.

# CONTACT

We hope that this covers any questions you may have, but don't hesitate to drop us a line if you need further information. We want to make sure you enjoy elrow Town experience.

[info@lwe.events](mailto:info@lwe.events)