

ACCESSIBILITY

We want Glasgow Summer Sessions to be an event that is accessible for all.

We have a dedicated Access Team working to constantly improve the experience for disabled fans, so we welcome and encourage feedback on our accessible facilities.

Our Accessible facilities are for the use of fans with disabilities and can't cater for those with temporary impairments or circumstances such as broken bones or healing wounds. If you're unsure about your eligibility, you can contact the Access Team.

Please remember to check our general event information as well as the specific accessible information below.

ACCESS DOWNLOADS

[You can download a word document of the accessible information here.](#)

[You can download a PDF of the accessible information here.](#)

An Accessible Information Guide will be available to download closer to the event.

BOOKABLE ACCESS FACILITIES

PA/Companion Ticket

If you need support from a Personal Assistant (PA)/Companion to attend Glasgow Summer Sessions, we'll provide a ticket for them at no extra cost.

If you need more than one PA/Companion due to specific access requirements, please mention this in your application or contact us on access@dfconcerts.co.uk.

Accessible Platform

The Accessible Platform is a raised, seated area in the General Admission section. Seats and spaces are provided on a first come first serve basis regardless of your ticket type.

One PA/Companion can accompany each disabled fan on the Accessible Platform unless otherwise agreed due to specific requirements. This is to ensure that the space we have available is used by those who need it. If you are attending with any minors who will need access to the platform with you, please let us know in your application.

Accessible Toilets

There will be accessible toilets all around the site with the main block at the Accessible Platform. The use of these toilets is controlled by wristbands. 'Just Can't Wait' cards and other medical IDs are also accepted. The accessible toilets will be stewarded.

If you require more information about the type of toilets available, please reach out to the access team.

ADDITIONAL ACCESS FACILITIES AND INFORMATION

Accessible Parking

Accessible Parking will be available free of charge. More information will be available soon. You can register your interest by completing the [Accessible Application Form](#).

Performance Interpreting Services

BSL Performance Interpreters, Audio Description and Live Captioning are available on request. Please send your request at least 60 days in advance to access@dfconcerts.co.uk.

Assistance Dogs

We welcome assistance dogs at Glasgow Summer Sessions. If you require a dog spending area on site, please email your request within a reasonable time frame to access@dfconcerts.co.uk.

Medical and Welfare

Welfare and First Aid are available to everyone at Glasgow Summer Sessions. The locations of these areas will be highlighted on the cartoon map when it's made available closer to the time.

Stage Effects

Flicker, laser, strobe, and other lighting effects may be used during the performances. Anyone affected by these should bear this in mind. If you need more information about this, please reach out to us.

Accessible Information Guide

A downloadable Accessible Information Guide will be sent out via email prior to the event to everyone who has completed an Accessible Application. This will include arrival information, access maps, distances, information on accessible facilities and more. We can provide large print guides if requested in advance.

APPLYING FOR ACCESSIBLE FACILITIES AND A PA/COMPANION TICKET

To provide the best possible experience, please follow our access application guidance below.

1. Buy a standard ticket for yourself. You don't need to buy a ticket for your Personal Assistant/Companion if you require one.
2. Once you've bought your ticket, [complete the Accessible Application form here](#) to apply for your free PA/Companion ticket and/or use of the accessible facilities you require.
3. Attach a piece of supporting documentation to your application form or email it to us on access@dfconcerts.co.uk. Please send this within 14 days of filling out the form. If we don't receive this, we can't process your application. If you registered for our accessible database within the last 3 years, you don't need to attach this.

We recommend that you complete your application as soon as possible once you've purchased your tickets. Make sure you receive our automatic reply confirming we've received your application (If you don't receive this, it means your application wasn't submitted).

We aim to process applications as soon possible after receiving them. This may take up to 3 weeks during busy periods. You'll receive confirmation by email once your application is approved.

If you have a question about your eligibility, [send us an email](#) and we can help.

SUPPORTING DOCUMENTATION

[You can attach your supporting documentation to your Accessible Application Form](#). Alternatively, you can email it to access@dfconcerts.co.uk or post to 272 St Vincent Street, Glasgow, G2 5RL.

If you have applied within the last 3 years and have chosen to register on our database*, you will not need to send your documents unless you have had a change of circumstances. You will still need to let us know you are attending.

Supporting Documentation Examples:

- Front page of DLA / PIP
- Front page of ADP or CDP letter

- Front page of Attendance Allowance letter
- Evidence that registered severely sight impaired (blind)
- Evidence that registered D/deaf
- Recognised Assistance Dog ID card
- Blue Badge (Front & Back)
- Access Card
- War Disablement Pension Letter
- Armed Forces Independence Payment Letter
- A personal letter from a doctor, community nurse, social worker, or occupational therapist

We understand that not everyone has the above evidence. We will review this on a case-by-case basis. If you have any questions about accessibility at the show, please contact our Access Team.

*Registering on our database is an optional service. Your information will be stored securely on our encrypted server and supporting documentation is destroyed once received and recorded on our system which can only be accessed by a small number of personnel for operational reasons only. [Please find the link to our Privacy Policy here.](#)

SITE DESCRIPTION

Bellahouston Park is an outdoor, public park in Glasgow. The ground in the arena consists of a combination of gravel, grass, and limited hard-standing paths, tarmac pathways, and temporary trackway. Poor weather conditions can have a detrimental effect on the terrain making some areas inaccessible to wheelchair users or fans with mobility issues.

ACCESSIBLE TRAVEL

Bellahouston Park is accessible via public transport (bus and train). There will also be provisions for Accessible Parking and Accessible Drop-off/Pick-up. A breakdown of all accessible travel options for the event will be available in the Accessible Information Guide.

HIDDEN DISABILITIES

We understand that hidden disabilities are not immediately apparent. If you would like support or advice inside the event our Access Manager will be the main point of contact and is based at the Accessible Platform. You can also contact us in advance with your questions via access@dfconcerts.co.uk.

CONTACT OUR ACCESS TEAM

We want you to enjoy your experience. We appreciate that this may not cover everything you need or wish to know about the event. If you have any questions, please don't hesitate to contact our Access Team through the following channels.

[Contact Form](#)

Email: access@dfconcerts.co.uk

Post: 272 St Vincent Street, Glasgow, G2 5RL

Phone: 0141 674 9444

Office opening times are: 10am – 6pm, Monday to Friday.

We aim to respond to all email enquiries within five working days; however, this may take longer during busy times.

On show days our emails won't be monitored as we'll be working operationally on-site. Once you arrive at the event please approach a steward, supervisor, or a member of the Access Team for assistance and they'll do their best to help.