

# **ACCESSIBILITY GUIDE**

## **TWO DOOR CINEMA CLUB**

**FRIDAY 26<sup>TH</sup> JUNE 2026**

Crystal Palace Park, South-East

London, SE19 2GA

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# WELCOME TO TWO DOOR CINEMA CLUB AT CRYSTAL PALACE PARK 2026

We are looking forward to welcoming you to Two Door Cinema Club at Crystal Palace Park.

Please take the time to read this accessibility guide carefully. It contains essential information including what to bring to the event, how to access the event site, and details of the facilities available inside.

All accessible facilities and locations are marked on the accessibility map which you can find on the last page of this accessibility guide.

Please remember to share this accessibility guide with your essential companion, as it is important that they also read the information in this document.

If you have any questions that aren't answered in the guide, please email the accessibility team at [accessibility@festivalrepublic.co.uk](mailto:accessibility@festivalrepublic.co.uk)



## TICKETS AND PASSES

### DOWNLOAD YOUR TICKETS

Please download the Ticketmaster (or other relevant ticket agent) app on your phone and preload your ticket before arriving at the event. This will ensure that you won't have to worry about having a good signal on your phone at the event.

Please open your phone's app store and search for Ticketmaster, then download the app.

We will need to scan the barcode on your digital ticket when you arrive in order for you to enter the event. Please remember to make sure your phone is charged.

### APPROVED ACCESSIBLE FACILITIES

Please find the email you received from us with confirmation of your approved accessible facilities.

To help you find this email, it was sent from **accessibility@festivalrepublic.co.uk** and the subject line is Crystal Palace Accessibility Approval Confirmation.

If you cannot find the email, please contact us at [accessibility@festivalrepublic.co.uk](mailto:accessibility@festivalrepublic.co.uk) before leaving home.

### PICK UP AND DROP OFF PASSES

Where approved, you will receive your accessibility pick up and drop off pass, in advance, via email.

Please make sure that the pass is clearly displayed in the windscreen of the vehicle.

## FORMS OF ID REQUIRED

Please ensure you bring **one** of the following forms of identification with you:

- Nimbus Access Card.

- Current passport.
- Current driving license.
- Festival Republic Digital Access Pass and Photo ID.

You will be asked to present your form of identification when collecting your wristbands.

## PRESCRIBED MEDICATION

If you're bringing prescribed medication with you, please ensure that your medication is in the correct packaging with the dispensary sticker intact and issued in your name.

If you need to bring loose medication or medication that's not in its original packaging, you will need to bring the prescription(s) with you.

## MEDICAL MARIJUANA

Medical marijuana prescribed for daily use may be brought into the event. Please bring the medication in its prescribed form together with the original prescription supporting its use for the entire duration of your time at the event. You should be prepared to present this, along with identification matching the name on the prescription, on entry and at any time during the event if requested.

If your marijuana is prescribed in a form that requires either vaping or smoking, please be courteous and mindful of those around you. Please note, vaping and smoking are not permitted on the raised viewing platforms.

## STORAGE FOR REFRIGERATED MEDICATION

Refrigerated storage for medication is available at the following location:

- The medical tent at the back of the arena, near to the accessibility entrance.

This facility is only for the storage of medication that requires refrigeration.

## **STORAGE FOR NON-REFRIGERATED MEDICATION**

If you need to store non-refrigerated medication, it can be stored in the medical tent.

## **CONTROLLED SUBSTANCES**

If you wish to store any controlled substances, they can be stored at the medical tent.

## **LABELLING**

All medication must be clearly labelled with the following:

- Your full name.
- Your date of birth.
- Your phone number.
- Your essential companion's full name if you wish for them to collect and store your medication.

Medication will be signed in and out by a manager and will only be issued to the named customer or their essential companion, where applicable.

## **FOOD AND DRINK**

### **FOOD**

All Crystal Palace Park Event customers are permitted to bring a small amount of food for personal consumption into the arena.

Accessibility customers are permitted to bring additional food in excess of the usual amount into the arena.

(This increased allowance applies to accessibility customers only and not to essential companions or friends and family).

### **DRINK**

All Crystal Palace Park Event customers are permitted to bring a sealed, unopened 500ml bottle of water or soft drink into the arena.

Accessibility customers are permitted to bring **one** sealed, unopened bottle up to **1.5l** of water or soft drink into the arena.

(This increased allowance applies to accessibility customers only and not to essential companions or friends and family).

You will be able to refill your water bottles at water points situated around the event. These are shown on the map at the end of this guide.

No alcohol may be taken into the arena.

## BAGS IN THE ARENA

For security reasons, we ordinarily only permit customers to bring a small bag (A4 size) into the arena.

Accessibility customers are entitled to bring a bigger bag into the arena. (One bag only per accessibility customer).

This larger bag allowance is granted to the accessibility customer only. Please understand that this change to the policy is for the benefit of you, the accessibility customer only, and we cannot extend it to other members of your party.

The bag can be carried by you or someone on your behalf, if preferred.

Please remember that your bag will be searched on entry into the arena.

## ESSENTIAL COMPANIONS

If you have been approved to attend a Crystal Palace Park Event with an essential companion, please ensure they arrive with you. You will be sent a digital ticket for your essential companion in advance of the event.

Your essential companion must be present with you at the box office with you to receive their wristband.

Please ensure that your essential companion is willing and able to fulfil all your requirements, as needed, and will be able to assist during an evacuation or other emergency.

If Crystal Palace Park Events find evidence that your essential companion is not attending for the purpose of supporting your needs, they may be asked to leave the event. Before taking this action, we will inform you, share the evidence used to reach our decision, and discuss alternative means for your needs to be supported.

## GROUND CONDITIONS AND WEATHER

The events at Crystal Palace Park are outdoors, and most of the terrain is grass. Solid pathways or hard ground are absent in some parts of the event site. **Please be aware that the path to the Accessible Viewing Areas may include uneven terrain with pebbles and rocks.**

In the event of rain, it is important to know that the terrain will likely become muddy and wet, making it harder to navigate. We recommend using wheelchairs or mobility scooters suitable for this terrain and bringing the appropriate emergency tyre repair kit.

Please be advised that there is no shade over the main arena, including the accessible viewing areas.

## EVENT OPENING AND CLOSING TIMES

### **BOX OFFICES**

13:30 – 21:00

### **ARENA**

14:00 – 22:00

## HOW TO GET TO THE EVENT

### **EVENT SITE ADDRESS**

The event is located at Crystal Palace Park, South-East London, SE19 2GA.

The accessibility team will be ready to welcome you at the Accessibility Box Office, located at **Charlie Gate** (Cintra on Google Maps) on Anerley Hill. Follow the signs for the Accessibility Entrance. Please

note that there is no step-free access via the main entrance (there is a staircase with approximately 40 steps). Therefore, using the Accessibility Entrance at Charlie Gate is advised.

Please note that if you are traveling to the event by car, there is no parking available onsite or in the local area, as resident only road closures will be in place.

The location of the accessible pick up and drop off point is marked on the accessibility map which can be found at the end of this guide.

Information on where to go once you have arrived is in the next section '[Collecting your Wristbands from the Box Office](#)'.

## **TRAINS**

Crystal Palace Train Station is approximately 250 meters from the event site. Please note, you will travel up a steep hill towards the accessibility entrance from this train station.

Penge West station will be quieter but is further away, 1600 meters from the accessibility entrance.

Crystal Palace Train Station has a step-free ticket office, and customers can access the platforms via a lift. The station has 24-hour staff assistance and accessible toilets.

Please visit the [Crystal Palace Station website](#) for up-to-date station information.

## **DROP OFF (CARS AND TAXIS)**

Please make sure that the driver has the accessibility pick up and drop off pass clearly displayed on their dashboard.

If you are being dropped off by car or taxi, please follow the signs to the 'Accessible Pick Up & Drop Off' point (located at C / Charlie Gate). Once you have been dropped off, follow signs to the 'Accessibility Entrance'.

The location of the accessibility pick up and drop off point can be found on [the accessibility map](#).

The accessibility entrance is approximately 50m from the accessible pick up and drop off point.

## COLLECTING YOUR WRISTBANDS FROM THE BOX OFFICE

You can collect your accessibility wristbands from the accessibility box office (at the accessibility entrance). If you have requested to pick up your wristbands from the main entrance, you can collect them from there.

The location of all box offices and drop-off points is marked on [the accessibility map](#).

When you get to the accessibility box office, please have the Ticketmaster app open showing your ticket barcode. Please also have your photo I.D ready.

If you have been approved to bring an essential companion, they must arrive with you to have their ticket scanned and receive their wristband.

Please be aware that it is likely that there will be queues at all box offices, particularly when the event opens. Seating, accessible toilets and water will be available close to the box offices.

Please note that times are subject to change.

The accessibility box office staff are unable to change or upgrade any tickets.

If you wish to upgrade to VIP, you can do so at the VIP box office if there are VIP tickets available.

### **BOX OFFICE OPENING TIMES:**

13:30 – 21:00

## ROUTINE SEARCHES

Event attendees are subject to a search of their bags, mobility aids and person.

You may request a female or male member of security to complete the search. Dogs may also be present. There will be accessible toilets

nearby.

To avoid any delays or issues, please review the prohibited items list that you cannot bring to the event by visiting the [Crystal Palace Park Event Information Page](#).

## ACCESSIBLE FACILITIES IN THE ARENA

### AIRHUB

There will be an AirHub in the arena, staffed with a team to help answer any questions you may have during the event. It's open during the arena opening hours.

### ACCESSIBLE TOILETS AND CHANGING PLACES UNITS

Accessible toilets are located within the main arena toilet block, at the medical & welfare tent, and accessible viewing areas. Please remember to show your accessibility wristband when a staff member asks to see it. A changing places unit will be available at the ground level viewing area.

If you have the WC symbol on your Nimbus Access Card or Digital Access Pass, you will be offered a JCW wristband (Just Can't Wait) when you collect your accessibility wristbands. This wristband is to help you indicate to other customers and staff that you have urgent toilet requirements.

We respectfully ask that all customers be considerate of one another. Please be aware that toilet facilities will be busier during peak times such as artist changeovers.

### BAR SERVICE AREAS

Accessible bar lanes with lowered service areas are available at the main event bars. Please look out for the wheelchair symbol. You and your essential companion can access the lowered bar areas by using these lanes, which bypass the general queue system. The lanes are managed by security and stewards; please remember to show them your wristband.

### MERCHANDISE

An accessible serving area is available at the merchandise stalls; please look out for the wheelchair signs. Your accessibility wristband will give you access to the accessible merchandise serving area.

## **FOOD**

For details of specific food stalls with accessible serving points, please speak to the food traders in the main arena.

If a food trader has been unable to adjust their vehicle to allow for a lowered service point, the staff will be available to assist you from the front of the unit. Please just ask if you need assistance and they will be happy to help.

## **CASHLESS PAYMENTS**

Crystal Palace Park Events are fully cashless. You can pay by debit or with credit card. You can also use Apple or Google pay if you have those set up on your phone.

## **ACCESSIBLE VIEWING AREAS**

There is a raised viewing platform and ground level viewing area at the stage.

Your accessibility wristband will give you access if you have been approved for this facility.

### **Raised Viewing Platform**

- The raised viewing platform is equipped with ramped access, wheelchair-accessible toilets, and charging points.
- If you have been approved for the raised viewing platform, you will receive a wristband that lets you on.
- You can bring your essential companion on to the raised viewing platform with you.
- If you have not been approved for an essential companion, you can bring someone else with you.
- Viewing platforms are not covered. Please dress appropriately for all weather conditions.

- Once the platform is at capacity a one in, one out policy will be implemented.
- Smoking, including e-cigarettes & vapes, is not permitted.
- Staff and security have the right to ask you to leave the platform if you are behaving inappropriately.

### **Ground Viewing Area**

- The ground viewing area is available to those who need a less crowded area and the option of sitting for short periods of time.
- The ground viewing area is situated in front of the raised viewing platform and is separated from the main crowds by a barrier.
- The ground viewing area is a primarily standing area, although limited seating is available.
- If you are in the ground viewing area, you can use the accessible toilets located next to the raised viewing platform.
- If you have been approved for the ground viewing area, you will have received a wristband that gives you access.
- Once the area is at capacity, a one in one out policy will be implemented.
- Only you and your essential companion (or friend) will have access to the ground viewing area. This allows us to accommodate as many customers who require the use of this facility, as possible.
- Staff and security have the right to ask you to leave the ground viewing area if you are behaving inappropriately.

We will be providing chairs that have a load-bearing capacity of 250 pounds (approximately 18 stone). If you have any questions or concerns regarding this, please contact the accessibility team at [accessibility@festivalrepublic.co.uk](mailto:accessibility@festivalrepublic.co.uk).

## **ASSISTANCE DOGS**

There will be a spending area available for assistance dogs, located

next to the accessible viewing areas. Please ensure you use this space only and always clear up after your assistance dog, using the bins provided.

## BRITISH SIGN LANGUAGE: PERFORMANCE INTERPRETING SERVICE

A British Sign Language performance interpreting service will be provided on request by fully qualified interpreters from Performance Interpreting.

If you have indicated that you require this service and have given consent for your contact details to be shared with the interpreters, they will contact you directly.

If you would like to be contacted by the interpreters and have not yet given your consent, please contact us at [accessibility@festivalrepublic.co.uk](mailto:accessibility@festivalrepublic.co.uk)

The Performance Interpreting Team will be available onsite to assist and answer any queries you may have.

## MEDICAL ASSISTANCE AND WELFARE

### **MEDICS**

Medics, medical care, and supplies are available in the arena.

If you require urgent medical attention, please alert a member of staff who can assist you.

### **WELFARE**

There is a welfare tent located in the arena. Experienced and caring staff are on hand to provide confidential advice about drugs, alcohol, sexual health and general assistance, counselling, and advice for anything that is troubling you.

### **SENSORY CALM TENT**

There is a sensory calm tent at the event, located in the arena next to

the medical and welfare tents.

The aim of this space is to provide a safe, low-level stimulation and recalibration zone for any customers who need to use it.

## LEAVING THE EVENT AND RE-ENTRY

### ROAD CLOSURES AND TRAFFIC CURFEWS

Please be aware that there will be times during the event when we must enforce strict road closures and traffic curfews. This is to protect the safety of all our customers.

Road curfews will be in place as below:

08:00 – 00:00

Please be aware that these times are subject to change at short notice. The accessible pick up and drop off point will still be available during these times. Please ensure you have your accessibility pick up and drop off pass clearly displayed.

### LEAVING THE EVENT

When the main headliner concludes each evening, we recommend that customers on the viewing platform and in the ground-level viewing area wait until the initial crowd has left the arena before leaving themselves.

If you wish to avoid road closures and you want to avoid queues to reach the station, you will need to leave before the headliner has finished.

Please be aware that there may be long queues when leaving the event, including at the accessible pick up and drop off point, as we allow pedestrians to leave the site safely. You might be asked to wait at certain points on your way out.

You will be able to leave the way you came in at the Accessible Entrance through Charlie Gate.

## THE ACCESSIBILITY TEAM

Our accessibility team will be on hand to look after you whilst at the event. Accessibility team members can be identified by their purple tabards.

## HOW TO GET HELP

If you need assistance, please speak to a member of event staff.

If you want to speak to a member of the accessibility team, you can find them at the following locations:

- The Accessibility Box Office (on arrival).
- The Accessible Viewing Areas.
- By emailing [accessibility@festivalrepublic.co.uk](mailto:accessibility@festivalrepublic.co.uk).

## WHAT 3 WORDS

What3Words is a geocode system designed to identify any location within a resolution of approximately 3m. It is an easy way to find and share exact locations. We have listed below some key site locations for you.

You can either download the app or use the [What3Words Website](#).

<b>LOCATION</b>	<b>WHAT3WORDS</b>
Accessibility Box Office / Entrance	plug.hello.pace
Accessible Pick Up and Drop Off Point	still.smoke.ideal
General Box Office	bench.sugar.tuned
Guest Box Office	bench.sugar.tuned
VIP Box Office	bench.sugar.tuned
Medical	fries.rated.scout
Welfare	figure.hours.neck

# ACCESSIBILITY MAP

