

GLASGOW
**SUMMER
SESSIONS**



**Accessibility Information Guide
2026**

Welcome

Thank you for purchasing tickets for Glasgow Summer Sessions 2026!

We're so excited to bring Summer Sessions to Glasgow's Bellahouston Park again!

We can't wait to see you all there. We hope you find the information in this guide is useful and it helps make your experience more enjoyable.

Please ensure you fully read this **Accessibility Information Guide** and **General Event Information** available **here**.



Invisible Disabilities

We understand that **invisible disabilities are not immediately apparent**. If you would like support or advice inside the event, our Accessibility Team will be the main point of contact. They'll be based at the Raised Accessible Platform.

Alternatively, please contact us in advance with your questions via

accessgla@smmrsessions.com.

We welcome all disabilities at our event and in our accessible areas.

Site Map

If you're on the accessibility list, you will have received a copy of the cartoon site map through email with a copy of this guide.



@smmrsessions

Contents

- Top 10 Things to Know Before You Go 1
- Key Timings 2
- Key Locations & Distances - What3Words..... 3
- Before You Leave Home..... 4
- Entry to the Site 5
- Searches & Prohibited Items 6
- Essential Companion Information 7
- Emergency Information 8
- What’s Included with Your Wristband? 9
- Plan Your Travel 10
 - Accessible Parking 10
 - Accessible Drop-Off/Pick-Up 10
 - Train 11
 - Bus 12
 - Subway 12

- The Event Environment 13
- VIP Information 13
- Accessible Facilities 14
 - Raised Accessible Platform 14
 - Ground Level Viewing Area 16
 - Accessible Toilets 18
 - Food, Drinks & Merch Service 20
 - Sensory Facilities 21
 - Other Facilities 22
 - Alternative Access to Performances 23
- Your Teams 24
- Medical & Welfare 25
- Get in Touch 26



Top 10 Things to Know Before You Go

1

The **Accessible Entrance** will be on **Mosspark Boulevard**. The Accessible Box Office is right next to it.

2

Pre-approved accessible parking will be available on **Mosspark Boulevard**. You will need **pre-approval to use this area**. **Accessible Pick-Up and Drop-Off** will also be on Mosspark Boulevard via Corkerhill Road (see page 11).

3

If you have approval for the use of the Raised Platform, **your seating location on the platform will be allocated on a first-come, first-serve basis**, regardless of ticket type (e.g. GA, VIP, Gold Circle).

4

The **Ground Level Viewing Area** is mainly standing with the option to take a seat for short breaks at the back of the area. While seated, please note that there may be standing fans in front of you.

5

We recommend that fans in the accessible areas **remain there for a short period of time** when the show ends to ensure that pathways are clear when exiting.

6

Your Essential Companion ticket (if applicable) has been issued to you on the basis that the **Companion is willing and able to assist you at all times**. If they become intoxicated or are not carrying out this role, you and your Essential Companion may be required to leave the site for your safety.

7

Any aggression or abuse, whether physical or verbal, directed towards our staff or other fans will not be tolerated.

8

One Essential Companion can accompany each accessibility customer in the accessible areas unless otherwise agreed due to specific accessibility requirements.

9

This event is completely **cashless**. All vendors will accept **card payments only**.

10

Would you prefer a simplified version of this guide? We have an **Easy Read Accessibility Information Guide**. There is a link to this in the email we sent you. Contact us at accessgla@smmrsessions.com if you require a copy of this.

Key Timings

Date	Main Artist	Support	Gates Open	Event Ends*	VIP Closes*
27 st June	State Fayre presents The Lumineers	The Proclaimers, Dylan Gossett, KT Tunstall and more.	1pm	11pm	12am
28 th June	Teddy Swims	Lauren Spencer Smith, Jordan Rakei	5pm	11pm	12am
30 th June	Alanis Morissette	Wet Leg, Skunk Anansie	5pm	11pm	12am
1st July	Pitbull	Lil Jon	5pm	11pm	12am
3 rd July	Kings of Leon	The Lathums, The Royston Club	5pm	11pm	12am
4 th July	My Chemical Romance	Idlewild	5pm	11pm	12am


*Times are subject to change.

*Artist set timings are variable and subject to change right up until the day of the concert, so they will not be announced in advance.

Key Locations - What3Words

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.

Their icon looks like this:  - You might spot this throughout the guide to indicate locations!

[You can either download the app or use the website here.](#)

Accessible Box Office	sunset.tone.dizzy
Accessible Entrance	bravo.monks.volume
VIP Box Office	canny.smile.quite
VIP Entrance	admit.tricky.radar
Accessible Parking (Mosspark Boulevard)	above.sound.lime
Accessible Drop-Off/Pick-Up	kinks.things.tiles
Main Stage Accessibility Areas	spoken.detect.depend

Site Map

You will have received a cartoon site map of your event via email.

Key Distances

Accessible Parking to Raised Accessible Platform/GLVA	300 - 500 metres
Accessible Entrance to Raised Accessible Platform/GLVA.....	300 metres
Raised Accessible Platform to Welfare	250 metres
Raised Accessible Platform to First Aid	100 metres
Raised Accessible Platform to VIP	350 metres

Please note that all distances are approximate.

Before You Leave Home

Download your Tickets

1. Download the Ticketmaster app on your phone.
 - a. Open your phone's app store and search Ticketmaster UK.
 - b. Download the app.
2. Log into your Ticketmaster account.
3. Pre-load your ticket before arriving at the festival.

This won't show your Essential Companion ticket as you'll collect this when you arrive.

Why?

This means you won't have to worry about phone signal to get your tickets when you arrive. We will need to scan the QR code on your downloaded tickets when you arrive so you can enter the festival.

Know your Approved Accessible Facilities

1. Find your confirmation email.
 - a. This email will have been sent from accessgla@smmrsessions.com
 - b. The subject will be Summer Sessions Accessible Application.
2. Check which facilities you have been approved for.

It will state clearly on your email, which facilities you are approved for each day.

What am I looking for?

Your email will say the following before listing facilities you are approved for.

I am happy to confirm your application has been processed and accepted for the use of the below facilities for the

Entry to the Site

Here's how to get into Bellahouston Park!

General Admission Tickets

Go to Accessible Box Office
& give staff your name

Receive Accessible Facilities Wristband +
Essential Companion ticket (if applicable)

Go to Accessible
Entrance

VIP Tickets

Go to Accessible Box Office
& give staff your name

Receive Accessible Facilities Wristband +
Essential Companion ticket (if applicable)


Go to Accessible Entrance

Go to VIP area to
collect VIP
wristband

Please expect queues at peak times for the accessible box office and accessible entrance. **If you're struggling to stand for long periods of time, please speak to a steward who can provide you with a chair for a short rest.**

WHAT3WORDS Addresses

Accessible Entrance

 bravo.monks.volume

Accessible Box Office

 sunset.tone.dizzy

Routine Searches

- All event attendees are subject to a search of their bags, mobility aids (incl. assistance animals) 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 list of prohibited items that you cannot bring to the event by visiting our website.
- You can bring an empty soft plastic water bottle to refill at our water points. Metal, hard plastic and glass reusable water bottles won't be allowed.
- More information on prohibited item authorisations for items required due to accessibility requirements (e.g. prescription medication) can be found below.

Authorisation for Prohibited Items

If you need to bring any of the following prohibited items due to your access requirements, you will have indicated this in your accessibility application and received an authorisation email from us. If you did not do this and now require one of the prohibited items, let us know by emailing accessgla@smmrsessions.com so we can send you an authorisation email.

- Bag larger than A3 size (30cm x 42cm)
- Food
- Non-alcoholic drinks
- Medication that is not immediately recognisable (e.g. controlled drugs, needles)

The full list of prohibited items can be found on our [website](#) and in our [Special Event Terms and Conditions](#).

Medical Cannabis

Medical cannabis 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 may be asked to present this, along with identification matching the name on the prescription, upon entry.

Essential Companion Information

- If you have been approved to attend Glasgow Summer Sessions with an essential companion, please ensure they arrive with you. **Your essential companion must be present with you at check-in 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 Summer Sessions finds evidence that **your essential companion is not attending for the purpose of supporting your needs (e.g. they become intoxicated and unable to carry out their role)**, 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.
- Please **share this accessibility guide with your PA/Companion**, as they must also know the information in this document to fully support you. They should be familiar with the content of this Guide.
- **You and your essential companion should make yourself aware of the accessibility team and stewards in the accessible areas** in case you need any assistance.
- You and your essential companion should make sure to **check the weather** before attending and ensure you are prepared for the ever-changing Scottish weather.

Emergency Information

- The Essential Companion ticket is provided on the expectation that your **Essential Companion is willing and able to assist you throughout your visit**, and will be available and able to help you in the event of an evacuation.
- In the event of a site evacuation, please ensure that your **Essential Companion is aware that they are your main point of assistance** in an emergency evacuation. Crowd management personnel located near the Raised Accessible Platform will assist in moving everybody to a place of safety.
- Please follow the stewards' instructions in the event of an emergency.
- We encourage all accessibility customers to come up with a personal emergency plan in advance of the show with their Essential Companion.
- If you would require any additional support in the event of an evacuation, please let us know in advance.

Exit

Please note that for safety and security reasons, **we ask that all customers remain in the Accessibility Areas at the end of the show as directed by stewards**. This is to allow a safe and more comfortable exit from the arena. Stewards will then provide an escort from this area to the parking/pick-up location at the accessible parking area on Mossspark Boulevard, if this is required.

What's Included with Your Wristband?


	Accessible Platform Wristband	Ground Level Viewing Area Wristband	Accessible Facilities Wristband
Access to Accessible Toilets	✓	✓	✓
Access to the Accessible Platform	✓	✗	✗
Access to the Ground Level Viewing Area	✗	✓	✗
Accessible Parking (if applied for and approved in advance)	✓	✓	✓
Essential Companion Ticket (if applied for and approved in advance)	✓	✓	✓

If you are having any **trouble gaining access** to the above facilities, **obtaining your correct wristband** or encounter **any other issues** while attempting to use the accessible facilities please request to speak to a member of the **Summer Sessions Accessibility Team** and they will do their best to resolve the issue.


Plan Your Travel

Accessible Parking



- **Accessible Parking** is going to be available on Mosspark Boulevard. This is on-street, kerbside parking. If you require extra space around your car, please speak to a traffic management steward.
- As this road is closed to the public during the concert, please be **prepared to be stopped** by stewards and present your Blue Badge and/or accessibility confirmation email.
- Please be aware that Accessible Parking at Bellahouston Park has **limited spaces and is controlled by parking passes**.
- If you applied for accessible parking in advance, the stewards will have your name on a list, and they will give you a parking pass to display on your dashboard.
- There will be a **15-20 minute period** at the end of the show when all **vehicle movement will be restricted** to ensure the safety of pedestrians leaving the show.
- If you have been approved for accessible parking, you will receive another email with more information.
- What 3 Words address  above.sound.lime

Accessible Drop-Off - Car/Taxi

- If you are being **dropped off**, please follow directions above to the Accessible Parking area.
- You can only access the **Pick-Up/Drop-Off** area via **Corkerhill Road**. Access will not be granted via Dumbreck Road.
- **Advise the steward at the gate that you are there for Accessible Drop-Off**. They will allow your car or taxi to come in, drop off and leave from this area.
- Please arrive at least 15 minutes before the end of the show for pick-up, as there will be a **15-20 minute period** at the end of the show when all **vehicle movement will be restricted** to ensure the safety of pedestrians leaving the show.
- Please **bring this information with you** to present to the stewards.
- What 3 Words address  kinks.things.tiles

Pick Up/Taxi after Event

- Pickups should be arranged for the **Accessible Parking area**.
- We would recommend that you **pre-book your taxi collection** and the stewards can direct them to the Accessible Pick-Up area (Mosspark Boulevard). They must enter via **Corkerhill Road**. NOT Dumbreck Road.
- The taxi driver should be **prepared to be stopped by stewards** and may have to explain that they are collecting an Accessibility customer.
- Your taxi driver should **arrive at least 15 minutes before the end** of the show and expect some delays when leaving.
- The roads will be **closed for 15-20 minutes** at the end of the event to allow safe exit for fans.

Local Taxis

- [Glasgow Taxis](#)
- [GlasGO Cabs](#)
- [Saltire Private Hires](#)

We're not in control of the service the taxi companies provide. We endeavour to make it as easy as possible for taxis to enter and leave the drop-off/pick-up zone. If your taxi doesn't show up, or you experience any other issues, please speak to a steward who can assist or direct you to our Welfare Team (Purple Hi-Vis).

Train

The nearest train station to Bellahouston Park is **Dumbreck**, which is approximately a 1 kilometre (20-minute) walk from Bellahouston Park. There are ramps to both platforms at Dumbreck. We recommend that customers wishing to travel by train are aware that trains will be very busy heading to and from the gig, and you may not be able to board your first choice of train.

What 3 Words address  [star.game.sport](https://www.star.game.sport)

Please plan ahead and check the ScotRail website for the latest information or to arrange accessibility assistance, and look at alternative travel options.

Bus

Happy Bus Shuttle Bus

Happy Bus runs a shuttle bus service from Buchanan Street Bus Station to and from the main entrance to the event site. Times will vary between events. When you board, please let the driver know if you need to be dropped off at the accessible entrance.

There will be an accessible queuing lane for these buses. Please look for the signage or ask a steward for assistance.

Happy Bus Cross Country

Happy Bus is running buses from to and from the event from various locations. [You can see the full list and purchase tickets here.](#) When you board, please let the driver know if you need to be dropped off at the accessible entrance.

For information about accessibility on Happy Buses, please contact info@happybus.co.uk.

Local Buses

Bus numbers 9, 9A, 10, (First) and 38 (McGills) all drop off/pick up from Paisley Road West to the north of Bellahouston Park. The journey to the City Centre is roughly 22 minutes. Please check the bus company websites for timetables closer to the event.

Subway

Ibrox Subway Station - 28-minute walk (1.9 km) to/from the venue. There are **2 flights of stairs** to the platform and **no lift**.

Cessnock Subway Station - 30-minute (2.3 km) walk to/from the venue. There are **2 flights of stairs** to the platform and **no lift**. There are steps into the station from the street.

Govan Subway Station - 36-minute (2.7 km) walk to/from the venue. There are **escalators and lifts** to the platform.

Please check spt.co.uk/ for the most up-to-date timetables and information.

The Event Environment

Stage Effects



Flickering light effects, lasers, strobing, pyrotechnics and other effects may be used during performances. Some of these will look and sound very similar to fireworks. Some will have no visual element but will make a very loud crack or bang noise. **Foam ear plugs** can be provided on request from the Accessibility staff. The accessibility team on the platform can advise on effects used during the set.

Crowds

Glasgow Summer Sessions can host over to 30,000 people per day. This means a lot of people will be standing close together, watching the performances on stage. There may be people brushing past you or bumping into you while dancing. The crowd can also be noisy. If you're feeling overwhelmed by this, please find more information on our sensory facilities on page 25.

Ground Conditions



As Bellahouston Park is a greenfield site, there are sections of the arena that could have **uneven ground**. This means that access to certain areas of the site may not be practical, especially in bad weather conditions. The event arena floor will be uneven and consist of a combination of grass, gravel and limited tarmac pathways and terra-plast trackway. We ask fans to prepare for all weather and ground conditions.

VIP Information

- If you are a VIP customer, you will need to head to the **VIP wristband exchange** to collect your VIP wristband (please see the site map).
- Please note that the VIP area is roughly **350 meters** from the accessible areas (please refer to the site map).
- The ground conditions are primarily grass and can become difficult in wet weather.
- There is an alternative route with a hard-standing path to VIP. Please speak to a member of the accessibility team if you wish to use this route.
- There is an accessible toilet in VIP.

Accessible Facilities

Raised Accessible Platform



Wheelchair/Mobility Scooter Charging



Food & Drink Service



Changing Places Facilities (with hoist)



Accessible Toilets



Limited Bar



spoken.detect.depend

My Chemical Romance Waitlist: *The Raised Accessible Platform is reserved to full capacity for this show and we are operating a waitlist. Please come see us just before the headliner starts and we will be able to advise if we have space.*

What to Expect When You Get to the Raised Accessible Platform

- You will go to the check-in/information point at the entrance to the accessible areas and speak to our staff.
- They will ask for your name and check your wristband.
- They will direct you up the ramp onto the platform.
- A volunteer or a steward on the platform will get you a seat or space.
- This will be your seat for the rest of the event. You should let staff know if you are leaving for the rest of the night.
- The people who arrive first will be at the front of the platform and the rows will continue one behind the other.

Raised Accessible Platform - Points to Note

- **One person can accompany each accessibility customer on the platform** unless otherwise agreed due to access requirements.
- **The platform is seated only.** This is to prevent restricted views for other customers. If you wish to **stand or dance**, you can do so at the **back of the platform**.
- **Walkways on the platform must be kept free** for Health and Safety reasons. There will be **no standing or dancing allowed in these areas**, and stewards may ask you to move elsewhere.
- For the comfort and enjoyment of all customers using the facility, **smoking/use of e-cigarettes/vapes is not permitted on the platform**.
- **No abuse of the Essential Companion wristband** will be tolerated, or this wristband will be revoked.
- Please remember that your behaviour can affect the experience of those around you. **Any aggression or abuse, physical or verbal, directed towards our staff or other fans will not be tolerated.**
- Stewards will provide you with a **seat and position on the platform** upon arrival. Your seat location will be operated on a **first-come, first-serve basis**.
- **Please report any spillages** to the stewards.
- Feel free to bring your own earplugs. However, earplugs will be available on the platform should you require them.
- **If you are leaving the platform for an extended period of time**, it is advised you inform stewards or those around you that those seats are taken. Please let staff know if you're leaving the platform for the rest of the day.
- We recommend that you **stay on the platform for a short time** at the end of the night to ensure that walkways are clear and you can exit the event safely.

Ground Level Viewing Area



Wheelchair/Mobility Scooter Charging



Food & Drink Service



Changing Places Facilities (with hoist)



Accessible Toilets



Limited Bar



record.certified.trips

What is the Ground Level Viewing Area?

The Ground Level Viewing area is located right in front of the Raised Accessible Platform. This area is mainly standing with the option to take a seat for short breaks. It's ideal for those who need a less crowded area and the option of sitting for a short period of time. While seated, please note that there will be standing fans in front of the barrier, but our fabulous accessibility team, stewards, and volunteers will ensure you have a fantastic experience.

My Chemical Romance Waitlist: *The Ground Level Viewing Area is reserved to full capacity for this show, and we are operating a waitlist. Please come see us just before the headliner starts and we will be able to advise if we have space.*

What to Expect When You Get to the Ground Level Viewing Area

- You will go to the check-in/information point at the entrance to the accessible platform and speak to our staff.
- They will ask for your name and check your wristband.
- They will direct you to the Ground Level Viewing Area.

Ground Level Viewing Area - Points to Note

- **One person can accompany each accessibility customer in the Ground Level Viewing Area** unless otherwise agreed due to access requirements.
- The Ground Level Viewing Area is **mainly standing** with the option of seating for short periods of time. Please be mindful of those around you.
- **Walkways must be kept free** for Health and Safety reasons. There will be **no standing/dancing allowed in these areas** and stewards may ask you to move elsewhere.
- **Seating in the Ground Level Viewing area is reserved for those with accessibility requirements.** Companions are welcome to have a seat if there is availability; however, if there are no free seats, please ensure you give up your seat to those with accessibility requirements.
- For the comfort and enjoyment of all customers using the facilities, **smoking/use of e-cigarettes/vapes is not permitted** in the Ground Level Viewing Area. You can come and go as you wish.
- **No abuse of the Essential Companion wristband** or this will be revoked.
- Please remember that your behaviour can affect the experience of those around you. Any aggression or abuse, physical or verbal, directed towards our staff or other fans will not be tolerated.
- **Please report any spillages** to the stewards.
- Feel free to bring your own Ear Plugs. However, Ear Plugs will be available from our staff should you require them.
- We recommend that you **stay in the Ground Level Viewing Area for a short period of time** at the end of the night to ensure that walkways are clear and you can exit the event safely.

Accessible Toilets



There will be accessible plastic toilet units located **next to the Raised Accessible Platform and Ground Level Viewing Area** and around the event site for the use of fans with access requirements. If you have any **issues regarding functionality, cleanliness** or access to the toilets, please **alert a member of staff** so we can get them operational as quick as possible.

There will be an accessible toilet unit in the VIP area. This will be the same standard as the other VIP toilets, with running water and a ramp.

Please **refer to the cartoon map to make yourself familiar** with the locations of accessible toilets around the site before attending the show.

How to Access Accessible Toilets

- Show your accessibility wristband (collect at accessible box office or entrance to accessible areas)
- Show other supporting documentation
 - Radar Key
 - Medical IDs
 - 'Just Can't Wait' Cards*



* Please note that we do not issue these cards but you can find out more about the 'Just Can't Wait' card and how to get one [HERE](#)

Changing Places Toilet

We are very happy to have Pamiloo on board for Glasgow Summer Sessions, providing customers with changing places and hoist toilets in the General Admission and VIP areas.

- It is **not the responsibility of PAMIS staff or volunteers to assist people** in using Changing Places toilet facilities. The Changing Places Van is intended for use by fans who require the assistance of an Essential Companion to use the toilet or have their continence pad changed.
- The hoist is **not for independent use**. Anyone wishing to use the Changing Places toilet should be **accompanied by an Essential Companion** who is familiar with the disabled person's needs and with the use of specialist equipment, including hoists and changing benches.
- If a person is in any doubt about how to use the equipment, they will not be admitted to use the facility. Users may be asked to self-declare that they are familiar with the use of equipment, either verbally or in writing, before access is granted.



[Click here for more information about Pamiloo.](#)

Food and Drinks Ordering Service



You will be able to order food and non-alcoholic drinks using your phone. There will be QR codes around the Raised Accessible Platform and Ground Level Viewing Area which you can scan to view menus, order and pay.

We will have designated members of our **Volunteer Accessibility Team** from the Prince and Princess of Wales Hospice who will retrieve your orders and bring them to you.

Glasgow Summer Sessions will have food vendors that provide **vegan, vegetarian & gluten-free dietary options**. If you would feel more comfortable bringing your own food due to dietary restrictions or allergies, please contact us by emailing accessgla@smmrsessions.com for further information. If you have already received an authorisation for this, there is no need for further action.

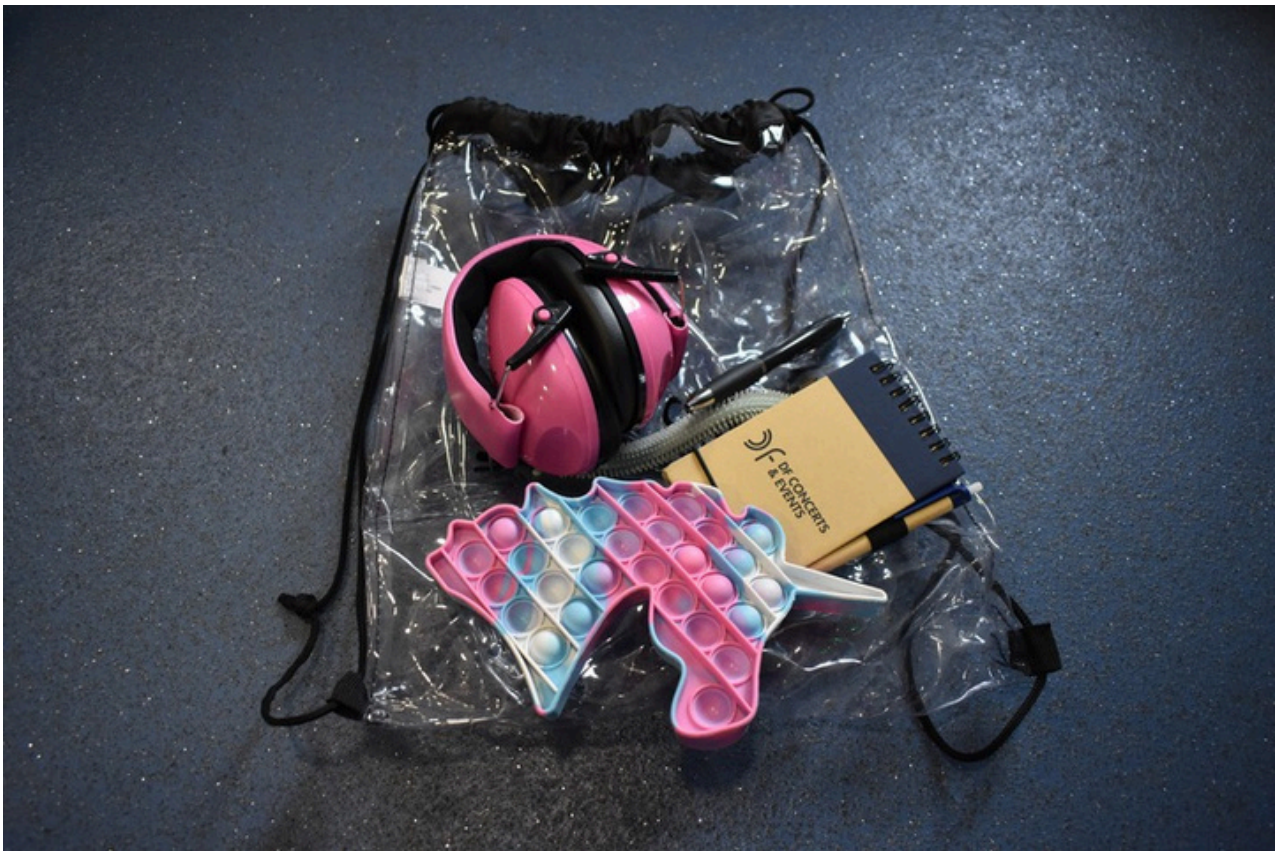
Please note that this service ends at 10PM. After this point, you or your companion will have to get any food and drink you wish to purchase. All products are subject to availability.



Sensory Backpacks

We have sensory backpacks that you can borrow while you are at the event. They contain ear defenders, sensory/fidget toys, a notepad and pen. Please ask a member of staff if you would like to use a sensory backpack and they will ask you for some details to sign one out. Please ensure you bring this back before you leave the event!

If you prefer foam earplugs, these can be provided by the platform staff.



Sensory Tent

We're thrilled to have a Sensory Tent at Glasgow Summer Sessions this year! This space is ideal for anyone who needs a short timeout from the busy crowds and will be based at the Raised Accessible Platform. It will have a variety of sensory tools. The sensory tent is wheelchair accessible and it will be supervised by the Welfare Accessibility Support Team.

Please note that the sensory tent has limited space, and there may be a short wait to enter.

Other Facilities

Hearing Loops



A **portable hearing loop** is installed at all box office locations.

Assistance Dogs



We welcome assistance dogs at Bellahouston Park as long as they have been specifically trained to assist you, only use the toilet in a designated spending area and behave in a way that is appropriate around other customers. If you require a dog spending area on site, please email your request within a reasonable time frame to accessgla@smmrsessions.com.

Lowered Counters

There will be **lowered counters where possible** at bars, merchandise stands, and some food outlets. Provisions will be made where lowered counters are not available.

Accessible Bar Lane



There will be an accessible lane at all main bars with a lowered counter. This will be the same lane as the exit queue. You should show your accessible wristband to use this lane. Please look out for signage and ask stewards for assistance if required.

Accessible Bar



There will be an exclusive accessible bar in the accessible compound next to the Raised Accessible Platform and Ground Level Viewing Area. This will be signposted on the day.

Wheelchair Charging



There will be a standard outlet available for wheelchair charging on the Raised Accessible Platform. If you require this, please let us know in advance of the show or speak to a member of the team on the day. You will have to bring your own charging cable to use this.

Alternative Access to Performances

Visual

British Sign Language Interpretation



We provide British Sign Language Performance Interpreters upon request at our events. This will be available at Teddy Swims and will be located in the accessible area. If you require this at Teddy Swims and haven't already requested it, please email us to let us know at accessgla@smmrsessions.com.

Live Captioning



We provide Live Captioning upon request at our events. This will be available at Teddy Swims, Alanis Morissette, Pitbull and My Chemical Romance, and will be located in the accessible area. If you require this at Punk All Dayer and haven't already requested it, please email us to let us know at accessgla@smmrsessions.com.

Audible

Audio Description



We provide Audio Description upon request at our events. This will be available at State Fayre presents The Lumineers, Alanis Morissette and My Chemical Romance, and will be located in the accessible area. If you require this at any of the events listed and haven't already requested it, please email us to let us know at accessgla@smmrsessions.com.

Your Teams

Summer Sessions Accessibility Team

We are made up of Accessibility Managers, Nina and Louise and Accessibility Assistant, Holly. We're responsible for all things accessibility at the events, so you can come to us with any issues or questions you may have. We'll mainly be based at the Raised Accessible Platform, but you might see us at other accessible areas. We'll be wearing yellow hi-vis vests with 'DF Concerts & Events' on them.

Stewards and Security

Their job is to keep you safe and assist you around the site.

There will be a team on the Raised Accessible Platform who may issue you with chairs, and there will be hundreds more around the site. They will also be wearing yellow hi-vis vests or jackets with security company logos and numbers on them.



Volunteers

Our lovely Volunteer Accessibility Team from the **Prince & Princess of Wales Hospice** will be there for you throughout your time at the show. Whether they're welcoming you at the entrances, giving you directions or fetching you food and non-alcoholic drinks once you get to the accessible area, they'll be a friendly face you can speak to at any time! They'll be wearing T-Shirts and high-vis with their logo, so you'll have no trouble spotting them if you have any questions or simply want to have a wee chat!



The **Prince & Princess of Wales Hospice** is a leading palliative care charity based in Bellahouston Park, Glasgow. They offer a compassionate place of care for people who have been diagnosed with life-limiting or life-shortening conditions. They offer comfort and peace of mind to patients and their families and carers and treat everyone with kindness, respect and dignity. They aim to ensure that they are providing care to those who need it, in the way they need it.

Find out more about them on:

<https://www.princeandprincessofwaleshospice.org.uk/>

First Aid and Medical

In the unfortunate event that you're injured or require medical attention, the first aid team will be roaming the festival. There will also be a medical tent on-site.



pat.barks.adults

Welfare Team

The TLC Welfare team is there to provide assistance and comfort. They can help you find your friends, give you sun cream or give you a break from the crowd. They wear purple hi-vis vests, so they're easy to spot. Their locations are on the cartoon map.



leaves.many.script



Get in Touch

We want our customers to enjoy their visit to our shows, but we appreciate that we may not cover everything you need or wish to know about the event. If you have any questions, then please don't hesitate to get in touch prior to the event with our Accessibility Manager by emailing accessgla@smmrsessions.com.

Please note that on show days, our emails will **not** be monitored as we will be working operationally on site. However, if you need assistance when you arrive at the event, please approach a steward, supervisor or a member of the Summer Sessions Accessibility Team for assistance and they will do their best to help you.

We're always looking at ways to improve accessibility at our events. That means listening, learning, and continuing to evolve how we deliver inclusive live experiences. We welcome and encourage all feedback from our attendees. If you need support at any time, please speak to a member of our team. We are here to help and will always do our best to resolve any issues quickly and effectively, so you can focus on enjoying the event.

We will be sending out a post-event survey to get your thoughts on our accessible facilities, as we want to make our events as accessible as we can. However, if you want to get in touch, please email us at accessgla@smmrsessions.com We hope you have a fantastic time at Glasgow Summer Sessions and don't forget to tag/mention us in your photos from the concert on social media or send them across to us via email.

   @smmrsessions

We're looking forward
to seeing everyone.
Don't forget to say hello!

Best Wishes,
Nina, Louise and Holly

Summer Sessions
Accessibility Team

