

## **ACCESSIBILITY**

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

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

Accessible facilities are not for the use of people with temporary impairments or circumstances such as broken bones, healing wounds or pregnancy. Customers concerned with any of these points can contact the Access Team.

**Please remember to check general event information in addition to the specific accessible information provided in the accessible information section.**

### **Contact our Access Team**

We want our customers to enjoy their visit. 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.

**Email:** [accessstir@smmrsessions.com](mailto:accessstir@smmrsessions.com)

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

**Phone:** 0141 674 9444

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

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

On show days [accessstir@smmrsessions.com](mailto:accessstir@smmrsessions.com) 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 Customer Access Team for assistance and they'll do their best to help.

## **Bookable Access Facilities**

### **PA/Companion Ticket**

- If a fan is unable to attend Stirling Summer Sessions without the support from a PA/Companion, we will provide a ticket for them at **no extra cost**.
- Each access customer will be allowed one free PA/Companion ticket unless pre-agreed with the access manager due to their requirements. If you need more than one PA/Companion, please contact us on [accessstir@smmrsessions.com](mailto:accessstir@smmrsessions.com).

### **Accessible Platform**

The Accessible Platform is built to a specific **capacity**. After capacity is reached, you won't be guaranteed a spot, and you will be added to a **waitlist**.

As spaces fill up quickly, we recommend that you complete your application as soon as possible once you have purchased your tickets to avoid disappointment. Details on how to apply are below.

### **Accessible Toilets**

- Use of accessible toilets all around the site.
- Use of the accessible toilets is controlled by wristbands.
- There will be a steward at each location to ensure that only access customers can use these.
- The main accessible toilet block will be at the accessible platform. If you require more information about the type of toilets, please reach out to the access team.
- 'Just Can't Wait' cards and other medical IDs are also accepted.

## **Additional Access Facilities and Information**

### **Performance Interpreting Services**

BSL Performance Interpreters, Audio Description and Live Captioning are available on request. Please send advance requests to [accessstir@smmrsessions.com](mailto:accessstir@smmrsessions.com). **At least 60-days' notice is advised.**

### **Assistance Dogs**

We welcome assistance dogs at Stirling Summer Sessions. If you require a dog spending area on site, please email your request within a reasonable time frame to [accessstir@smmrsessions.com](mailto:accessstir@smmrsessions.com).

## **Large Print**

Large print Accessible Information Guides, programmes or running times are available if requested in advance.

## **Medical and Welfare**

Medical, Welfare and our Wellbeing area are available to all customers at Stirling 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**

**Please note, flicker, laser, strobe, and other lighting effects** may be used during the performances at all stages. Anyone affected by these should bear this in mind.

## **Accessible Information Guide**

A downloadable Accessible Information Guide will be sent out via email prior to the event to all confirmed applicants which will include arrival information, access maps, distances, information on accessible facilities and more.

## **Applying for Accessible Facilities and PA/Companion ticket**

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

1. [Buy a ticket here for yourself](#). You do not need to buy a ticket for your Personal Assistant/Companion.
2. Once you have bought your ticket, [complete the Accessible Application form here](#) to apply for your free PA/Companion ticket and/or access to the accessible facilities you require.
3. Include a piece of supporting documentation when you are filling out the application form or email it to us on [accessstir@smmrsessions.com](mailto:accessstir@smmrsessions.com). We must receive supporting documentation within 14 days of filling out the form. If we do not receive this, the application will not be processed.
4. We will process applications within 4 weeks.
5. You will receive confirmation by email.

If you have a question about 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 [accessstir@smmrsessions.com](mailto:accessstir@smmrsessions.com) or post to 272 St Vincent Street, Glasgow, G2 5RL.

If this is your first time applying for access or you have not applied within the last 3 years, you are required to send supporting documentation with you application.

If you have applied within the last 3 years and have 'opted in' 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. All files are password-protected documents with limited access by a small number of personnel for operational reasons only. [Please find the link to our Privacy Policy here.](#)

## **Site Description**

**Stirling City Park** is an outdoor, public park in Stirling. 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 customers with mobility issues**.

## **Accessible Travel**

**Stirling City 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 [accessstir@smmrsessions.com](mailto:accessstir@smmrsessions.com).