

ACCESS INFORMATION 2025

The 2025 Glastonbury Festival will take place from Wednesday 25th – Sunday 29th June.

Glastonbury Festival is committed to being an event accessible to all which is why we have been working with Attitude is Everything since 2005 to ensure we can achieve this.

Attitude is Everything is a charity set up to help improve D/deaf and disabled people's access to live music. Glastonbury Festival is currently signed up to their 'Live Events Access Charter'.

For information on how to buy tickets, plus the access facilities available to festival goers please read the following sections.

If you have any further questions, please email the festivals Access Team - accessibility@glastonburyfestivals.co.uk

If you would prefer to speak with someone, please email us with your name and a contact number and we will happily give you a call.

Please be aware that the Access Team is currently working part time, so at busy periods please allow up to 7 days for us to respond to your enquiry.

- 1. Ticket Information**
- 2. Registering for the Access Facilities**
- 3. Personal Assistant/ PA Ticket Scheme**
- 4. Accessible Campsite**
- 5. Campervan & Caravan Spaces**
- 6. Viewing Platforms**
- 7. Accessible Toilets**
- 8. Festival Short Cuts**
- 9. Deaf Customers**
- 10. Blind & Visually Impaired Customers**
- 11. Wheelchair Hire**
- 12. Sensory Calm Spaces**
- 13. Assistance Dogs and Guide Dogs**
- 14. Travel & Arrival**
- 15. Accessibility for Crew, Performers and Volunteers**
- 16. Site Layout & Ground Conditions**
- 17. Temporary Impairments**

1. Ticket Information

There are no separate weekend tickets for festival goers with access requirements. Anyone wanting to attend the festival must register and book tickets in one of the upcoming ticket sales.

General Admission full weekend tickets (valid from Wednesday 25th June to Sunday 29th June) for Glastonbury 2025 cost £373.50 + a £5 booking fee.

Combined Coach Tickets – Ticket + coach travel options went on sale at 6pm (GMT) on Thursday 14th November 2024.

General admission tickets – Tickets went on sale at 9am (GMT) on Sunday 17th November 2024.

Tickets for the Festival are sold exclusively at glastonbury.seetickets.com.

You could book up to 6 tickets per transaction by paying a deposit of £75 per person when tickets went on sale (plus the coach fare, if you were booking a ticket + coach travel option). The remaining balance will then be payable in the first week of April 2025 (from 09:00 BST Tuesday 1st April – 23:59 BST Monday 7th April) when it should be possible to add car parking passes and cancellation protection to your booking.

Ticket Resale

There will be a resale of cancelled Festival tickets in the spring. Further details on this sale will be released towards the end of March/ beginning of April.

Registration

Everyone, aged 13 or over, who wishes to attend the Festival must be individually [registered](#) before they can try for a ticket in the ticket sales.

Online registration is free of charge and only takes a few minutes. We recommend completing your registration well in advance of attempting to book tickets, as registration usually closes for several weeks around each ticket sale, and you will need to allow time to re-submit your registration if you need to. Once registration closes there will be no opportunity to submit/re-submit a registration until after the ticket sales.

You will need to provide basic contact details and to upload a passport-standard photo. Registration will be temporarily suspended before and during the main ticket sales periods so please allow time for your photo to be approved.

Please ensure all your details are correct, and that your photo is in jpeg format, of a suitable size (min 900 pixels wide x 1350 pixels tall), of portrait orientation and passport standard before submitting your details.

More information about how to edit or crop your registration photo, can be found by going to glastonbury.seetickets.com/registration

2. Registering for the Access Facilities

All Festival-goers (including children 12 years and under) needing to use any of the access facilities, including the PA ticket scheme, must complete the Festival's online access application form, and have either a valid [Nimbus Access Card](#) or the [digital Nimbus Glastonbury Access Pass](#).

Access to the facilities will be provided to customers based on the symbols on their Nimbus Access Card or digital Nimbus Glastonbury Access Pass.

Please [click here](#) to be taken to a document that explains what the different Access Card symbols mean and the guidance set by Nimbus on what facilities at the Festival these would give access to.

The deadline for Access Applications for Glastonbury 2025 is the 30th April, however we would recommend people submit their Access Applications as early as possible after the ticket sale to avoid missing out on facilities.

When you have paid your ticket deposit, email the Access Team to request the link to the festival's online access application form.

The Nimbus Access Card

Glastonbury is proud to partner with Nimbus Disability and The Access Card, one of the largest disability accreditation organisations who are now helping the Festival improve and protect our access provision. Nimbus Disability is Queen's Award-winning Social Enterprise, and an organisation run by and for disabled people and is recognised as a lead authority in accessibility.

Festival-goers wanting to apply for **any** of the Festival's access facilities, including the Festival's PA Ticket Scheme, must now have either a digital Glastonbury Access Pass or be a current Access Card holder.

Applications for the digital Glastonbury Access Pass will be undertaken and submitted through Nimbus Disability. The digital Glastonbury Access Pass is a free pass that will be valid for 3 years, so you will be able to use this at subsequent Festivals. There is also the option to upgrade to an Access Card for £15 which you will be able to use across live music venues, events, and tourist attractions across the UK and beyond!

Existing Access Card holders do not need to re-apply; you will just need to supply your card ID number with your Glastonbury Festival Access Application.

The team at Nimbus Disability will process Glastonbury Access Pass applications within 72 hours and you will be provided with a unique reference number which can then be used to complete your Glastonbury Festival Access Application Form.

Nimbus Disability operate this scheme for the majority of the UK's entertainment, ticketing, and leisure venues in the UK and worldwide, as such, they will handle all your details and information securely and safely.

To apply for the free digital Glastonbury Access Pass please click [here](#).

3. Personal Assistant/ PA Ticket Scheme

Festival goers unable to attend the Festival without the support of a Personal Assistant (PA), can apply to use the PA Ticket Scheme, which includes a complimentary ticket for your PA at no extra cost.

Festival goers must have the +1 requirement on their Access Card or their digital Glastonbury Access Pass. The scheme is not run first-come first-served.

You must pay the ticket deposit on your own ticket, before you complete the Festival's Access Application Form. You will be asked to include your Access Card / digital Glastonbury Access Pass ID number in the form.

Your PA must be registered with the Festival and you must include their details in the Festival's Access Application form, so that the PA complimentary ticket can be printed with your PA name and their festival registration number. It is then available for collection when you both arrive together at the Festival.

The closing date for applications is 30th April.

PA Ticket Scheme Terms and Conditions

- Festival goers wishing to apply for a PA ticket must have paid for their ticket before applying.
- Only festival goers that would be unable to attend the festival without the support of a PA should apply for the scheme.
- PA tickets are provided on the basis that the PA is willing and able to assist the access customer with the access application process (if required), as well as throughout their entire stay at the festival.
- PAs must arrive and leave the festival with the access customer they are supporting.
- PAs must be able to perform all requirements as needed by the access customer, including assistance during an evacuation or other emergency.
- The PA ticket scheme is only available to ticket holders, so children under 13 are not eligible.
- Those attending on PA tickets should be over 18 unless otherwise agreed with the Access Team.
- People attending on PA tickets must have a valid festival registration.
- A PA must be able to perform all duties as required by the access customer. They must have experience in that role to allow them to support the person they are coming with.

4. Accessible Campsite

The Accessible Campsite is in Spring Ground which is on the west side of the Festival site next to the Woodsies Tent. It is a calm, friendly space stewarded 24/7 throughout the Festival. You will find the following facilities within this campsite:

- Wheelchair accessible and standard unisex toilets
- Wheelchair adapted showers for use by our access customers **only**. PAs' and other members of your group will not be able to use these showers. The showers are prioritised to those with the Access Wristbands who require them for medical/ health reasons.
- Charging facilities for wheelchairs and medical equipment
- Changing Places unit featuring a changing bed, toilet, sink and hoist. Please note that hoist slings will not be available. If you wish to use this unit please bring your own slings.
- Accessible sinks and freshwater points
- Fridge for secure medication storage
- Hot water for cooking and drinks
- Waste disposal point
- Rubbish points, including separate medical waste and separate sharps bins.
- Campsite HQ
- Communal campfire

The Campsite Hub is also based in the accessible campsite and is a space for customers to take some time out when needed and shelter from the sun or rain. A support desk provides advice and information to access customers. A team of volunteer practitioners also offer free daily taster treatments such as massage, reflexology and reiki which you can book to fit in with your Festival schedule.

If an electric power supply is required for a medical device, you must request this in the Access Application Form and provide documentation that confirms why this is essential.

Group & Tent Size In The Accessible Campsite

- Due to limited space and the demand on the facilities in the campsite, access customers staying in the accessible campsite can have a maximum of 3 other people stay with them. This number includes PAs' and children 13 years and over. Children 12 and under are not included in this number but are of course welcome to stay with you in this field.
- If you want to camp in a larger group, you can do this in one of the public fields near to the accessible campsite and still be given access to the facilities within this field if required.
- We appreciate some customers might need to use a larger tent for access reasons but friends/family staying with you cannot bring oversized tents. If this happens there is the danger, we will run out of space in the campsite. **We ask that a group of 4 brings a maximum of 2 tents.**
- Please note gazebos are **not** allowed in the accessible campsite. If they are put up, they will be removed.

5. Campervan & Caravan Spaces

Wicket Ground

Wicket Ground accessible campervan field is located next to Spring Ground accessible campsite. Spaces in this field are limited and are reserved for Festival-goers that are not able to camp due to their disability. Wheelchair-accessible toilets and charging facilities for wheelchairs and medical equipment are available in this area. Access customers can also use the facilities in the Spring Ground accessible campsite.

Campervan & caravan tickets for Wicket Ground can only be requested via the Access Team by completing the online Access Application Form.

Please attempt to purchase a ticket in the Accommodation sale on the 28th November at 12 noon (GMT).

These spaces always get allocated very early so customers are advised to complete their access application form as soon as it becomes available in early December.

Only campervans/caravans under 8m long can be accommodated in the Accessible Campsite.

East Campervan Field

We have a reserved accessible campervan area in the East Campervan fields for Festival-goers with access requirements. Wheelchair accessible toilets and charging facilities for wheelchairs and medical equipment is available in this area.

Festival-goers wanting to apply for an East Accessible Campervan space must firstly secure a standard East Campervan ticket when they go on sale on Thursday 28th November at 12 noon (GMT).

Once you have secured this East standard ticket you can then request for this to be upgraded to an East Accessible Campervan space.

Only campervans/caravans under 8m long can be accommodated in the East Campervan Fields, including the reserved accessible area.

Bath & West Showground

Campervans/caravans that are both under 8m and over 8m and over in length can be accommodated at the Bath & West Showground. Charging facilities are not available at the Bath & West Showground.

Bath & West campervan tickets will go on go on sale on Thursday 28th November at 12 noon (GMT).

6. Viewing Platforms/ Viewing Areas

- There will be viewing platforms at all the main stages. **These raised platforms are solely for Festival-goers that need to be seated to be able to watch the performances, plus one accompanying person.**
- Festival-goers that require access to these platforms will need to apply for a Viewing Platform (VP) pass. This can be requested through this application form.
- The viewing platforms get very busy so can be overwhelming for customers who find crowded spaces difficult.
- Festival-goers using electric scooters will be asked to park these at the bottom of the ramps in a designated space so that more space is available on the viewing platforms.
- Chairs are not provided on any of the platforms, however access customers and 1 accompanying person can bring their own chairs to use on these.
- Every viewing platform has a team of Access Stewards checking wristbands and ensuring customers are using the space safely. Viewing Platform are run on a first-come first-serve basis, once these are at capacity stewards will close the platform and revert to a one off/one on system.
- Wheelchair charging points will be available on some of the viewing platforms.
- Wheelchair accessible & standard toilets will be available at all viewing platforms.
- Smoking is not permitted on any of the viewing platforms.
- Anyone found to be misusing the viewing platforms or behaving in an unacceptable manner will be asked to leave the platform. If necessary, VP and PA passes will also be removed from offending customers.
- At some stages/tents there will also be ground level designated viewing areas.
- Information on the location of all viewing platforms and viewing areas will be made available closer to the Festival.

7. Accessible Toilets

There are both wheelchair accessible and standard toilets that are locked throughout the Festival site so that only registered access customers can use them. Customers who require quick access to toilets due to having conditions such as IBS or IBD can apply to have access to these toilets.

Applications for access to these locked toilets for Glastonbury 2024 must be submitted by the 30th April 2024.

Please note the access toilets are not flushing toilets and are not all located by hand washing stations. There will however always be the option of hand sanitizer in these toilets.

Changing Places Toilet

There is a Changing Places toilet located in the Accessible Campsite. This high dependency toilet unit contains an electric raised bed with a hoist above. Please note that hoist slings will not be available so should be brought by customers.

8. Festival Short Cuts

To reduce distances for Festival-goers with mobility issues/ wheelchair users, we do have some short cuts available.

These routes are within busy working areas and do not provide a quieter, less crowded space. The short cuts are only available to the access customer plus 1 accompanying person. Please note the short-cuts do not offer easier access to toilets.

9. Deaf Customers

BSL Provision

There will be a team of BSL Interpreters at the Festival offering a free service to our D/deaf customers. Bookings can be made both in advance of the Festival, and during the event, for this service. There will also be interpreters based at some of the spoken word stages throughout the event.

We ask that anyone wanting to use this service does complete the Access Application Form so that we can ensure they receive all the relevant information on this service before the festival.

Induction/ Hearing Loops

There will be induction loops installed at the Cabaret Tent, Astrolabe, Big Top Circus Tent, Cinema Tent and Leftfield Tent. There will also be a mobile loop system located in the Accessible Campsite HQ and the Information Tent located at the Meeting Point.

10. Blind and Visually Impaired Customers

Sighted Guides

There will be a team of sighted guides available during the Festival to aid blind and visually impaired Festival goers.

11. Wheelchair Hire

Both electric and manual wheelchairs will be available to hire in advance of the Festival. More information on how to book one of these will be available in the Access Application Pack.

Wheelchair charging will be available at different locations across the Festival site.

12. Sensory Calm Spaces

The Festival wants to be a safe and happy place for everyone to enjoy. However, the size of the site and the large crowds mixed in with all the different sounds, lights, smells and experiences can be overwhelming especially for customers with mental health, emotional and sensory issues.

There will be Sensory Calm Tents located in different locations within the Festival. The aim of these spaces will be to provide a safe, low-level stimulation and recalibration zone for our neurodivergent Festival-goers. This will be created by using adjustable lighting, textures, and sounds. There will also be weighted blankets and ear defenders that people can use whilst in the spaces.

The spaces will be managed by a mixture of Autism specialists and neurodiverse volunteers who are passionate about the importance of calm spaces in busy, vibrant, and loud festival environments.

There will also be Welfare Centres providing experienced, caring and confidential help for all kinds of practical and personal problems. The Festival Branch of Samaritans are also onsite offering 24-hour emotional support from the Green Fields.

13. Assistance Dogs and Guide Dogs

The festival recognises accredited guide dogs & assistance dogs which have been trained by a member of the International Guide Dog Federation (IGDF) or Assistance Dogs International (ADI).

We request that festival goers wanting to bring their accredited guide dogs and assistance dogs can show they have the 'Assistance Dog' symbol on their Access Card/ Pass.

Glastonbury is a very large site where dogs would experience dense crowds, high levels of noise, lasers, strobes and pyrotechnics. We ask that festival goers fully consider these points and think about the welfare of their dog and whether they can handle this environment for up to 5 days.

If you are authorised to bring a guide/ assistance dog to Glastonbury Festival, you would be required to camp in the accessible campsite or accessible campervan field. You would receive information on dog spending areas and waste disposal. You would be responsible for managing the hygiene of your dog whilst onsite, which includes clearing up their waste.

14. Travel And Arrival

Accessible and Blue Badge Parking

The Accessible Car Park is located via the Yellow Gate on the west of the site. This car park is only for festival goers with access requirements who have completed the online Access Application Form.

Parking tickets for the Accessible Car Park can only be purchased via the festivals Access Team.

Parking in this area is limited, so friends and family arriving in separate vehicles will not be able to use this car park.

Wheelchair Accessible Shuttle Bus

There will be a wheelchair accessible shuttle bus service running during the festival. This will initially run from the accessible car park taking access customers to the accessible campsite with their camping equipment. It will also then run through the Festival from the accessible campsite to various drop off/pick up points around the site.

The shuttle service is only available to access customers plus 1 accompanying person.

Arriving by Coach

The Festival Coach Station is located by Pedestrian Gate A. An accessible shuttle bus will be available to transport registered access customers arriving into the Festival Coach Station to the Access Arrivals Tent. Access customers can request further information on this when completing the Access Application Form.

Getting to Worthy View and Sticklinch

Festival goers staying at Worthy View will be able to use the Worthy Shuttle to get from the Festival Coach Station to this campsite. Please note there is not a Festival bus running to Sticklinch from the Festival Coach Station. Festival goers must make their own way to Sticklinch on foot via Pedestrian Gate A.

15. Accessibility for Crew, Performers and Volunteers

If you are attending the Festival as a volunteer, member of crew or as a performer and you need to use the Festival's access provision you will need to complete the Festival's Crew Accessibility Application. Please contact crew.accessibility@glastonburyfestivals.co.uk in the New Year to request this. We ask that you do not make an application until your position at the Festival has been confirmed.

16. Site Layout & Ground Conditions

Glastonbury Festival is an outdoor event taking place on 1500 acres of farmland in Somerset. The main festival site is within a grassy valley, which does mean there are hills, and the terrain is uneven in places. There are a mixture of stone and gravel paths throughout the site as well as some temporary trakways used to create temporary roads.

It is important to remember that the weather can have a massive impact on the ground conditions. During inclement weather some parts of the site may become muddy or water-logged. In hot weather some parts of the site may also become dusty.

The majority of the festival site is in the open air, so it is important that festival goers come prepared for all weather conditions.

There are different areas for customers to enjoy throughout the Festival site, below are details of the distances between these different areas and the accessible campsite.

ACCESSIBLE CAMPSITE TO -	
Accessible Car Park = 900m	Festival Bus Station = 700m
Pyramid Stage VP1 = 900m	Pyramid Stage VP2 = 750m
Other Stage VP = 1km	The Park = 1.8km
Theatre & Circus Area = 1.8km	West Holts VP = 1.8km
Deafzone Tent = 1.3km	Green Fields = 2km
Late Night Area = 2km	Kids Field = 1.2km
East Campervan Field = 1.6km	Big Ground Medical = 950m
THEATRE & CIRCUS SHUTTLE BUS DROP OFF TO -	
Late Night Area = 200m	Green Fields = 800m
Acoustic Tent = 550m	West Holts VP = 400m
Deafzone Tent = 670m	Leftfield Tent = 600m
Kids Field = 500m	Pyramid Stage VP1 = 950m
East Campervan Field = 700m	Big Ground Medical = 1.3km
PARK GROUND SHUTTLE BUS DROP OFF -	
The Park VP = 550m	Green Fields = 950m
Other Stage VP = 350m	West Holts VP = 1.2km
Leftfield Tent = 900m	Silver Hayes = 420m

17. Temporary Impairments

Please note the access facilities are not for people with temporary impairments such as broken bones, healing wounds or woman who are pregnant.

Unfortunately, the Festival cannot offer closer parking, reserve camping or assistance getting on/ off and around the site to people with temporary impairments.

Please refer to the [medical and first aid information](#) if you have concerns about attending the Festival with a temporary impairment.