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 Resale 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 Resale Information

A very limited number of tickets for which the balance was not paid, will be made available via ticket resales, which will take place at 6pm (BST) on Thursday, 24th April (Ticket + Coach travel options) and 9am (BST) on Sunday, 27th April (General Admission tickets).

Any cancelled accommodation options (Worthy View, Sticklinch, Campervan/Caravan passes) will be made available after General Admission tickets on Sunday 27th April. Campervan/ caravan passes for Wicket Ground Accessible Campervan Field and the forward reserved area in the East Campervan Fields have now all sold out.

Full information about tickets for the 2025 Festival can be found on the Festival website.

What Is The Ticket Resale?

Following the ticket balance payment window, we will be selling a very limited number of tickets for which the balance was not settled. These will consist of General Admission tickets and Ticket + Coach travel options.

When Is The Resale?

Ticket + Coach travel options – Thursday 24th April, 6pm (BST).

General Admission tickets - Sunday 27th April, 9am (BST).

Accommodation options – Sunday 27th April, after General Admission tickets.

Where Can I Buy A Ticket?

The resale will only be available at **glastonbury.seetickets.com**.

Do We Need To Be Registered For The Resale?

Yes. Everyone for whom you are booking must be registered.

If you are not registered, we advise registering by Friday, 18th April to allow for the registration to be processed and resubmitted if needed.

If you are already registered you can use your existing registration number and do not need to reregister. We advise you check your details online prior to registration closing, in case you need to provide any new details.

Registration closes at 5pm BST on Wednesday 22nd April, and will not reopen until after the resale.

How Much Do Tickets Cost?

Tickets cost £378.50 (including a £5 booking fee per ticket) plus postage and packing at £10.25 per order (£2.75 per order for coach tickets). A list of coach prices can be found here (you'll need to add the price of the Festival ticket too).

UK tickets can now be purchased with a UK debit card or Visa or Mastercard credit cards. International tickets can only be bought by Visa Credit Card or Mastercard Credit Card. Depending on your device settings, you may be offered other payment methods such as Google Pay and Apple Pay. It is your responsibility to ensure you are set up with the relevant service ahead of the resales to be able to use these methods. Please note American Express is not accepted.

Do I Need To Pay The Full Balance In The Resale, Or Can I Just Pay A Deposit?

Tickets bought in the resales must be paid for in full at the time of booking.

How Many Tickets Can I Buy In The Resale?

In the General Admission resale on Sunday 27th April, you may purchase up to 4 tickets per transaction. You will need the registration number and registered postcode for each person you are buying a ticket for.

The Ticket + Coach travel options sale on Thursday 24th April will be limited to 2 tickets per transaction, to reflect the limited number of seats available per coach. Again, you will need the registration number for each ticket you are booking.

How Many Tickets Will Be In The Resale?

As in previous years, the exact number of tickets in the resale will not be announced. But it is a very limited amount.

What Does 'All Available Tickets Have Now Been Allocated 'Mean?

There are only very limited numbers of tickets available in the resales, so once orders are being processed for all the tickets that are available, it will no longer be possible to access the booking page, and you will see a message that 'All available tickets have now been allocated'. If you see this message, please refresh the page, as any orders which cannot be processed will be released back to sale.

Once all ticket purchases have been processed, the website will display a 'SOLD OUT' message and no more tickets will be released back to sale.

Which Towns And Cities Are Covered By The Ticket + Coach Travel Options?

The Ticket + Coach travel options are provided by See Tickets. Please note the prices indicated are for the coach travel only – you will need to add the cost of the Festival ticket to this to create the total price. NB: Coach travel to the Festival is also available from National Express for all ticket holders.

RETURN SEE COACH FARES							
Bath Birmingham Brighton Bristol Cambridge Cardiff Edinburgh	£73 £47	Lincoln Liverpool London	£110 £74	Norwich Nottingham Oxford Plymouth Reading	£109 £66 £57 £59 £54		£58 £75 £55 £52 £47 £79 £118
SINGLE SEE COACH FARES Bath £24 / Bristol £24 / London £40 / Reading £35 / Taunton £29							

There will be a limited number of tickets available in the resale.

If you choose a departure town, and then see a message that says "Tickets not available", this means all the seats that were available on that coach have already been requested by another booker. Please select a different departure point, to check for availability on another coach.

We would strongly advise you only book a Ticket + Coach travel option which it is feasible for you to travel on, as bookings cannot be transferred, and your Festival tickets will be reliant on you travelling on the correct coach.

Combined Coach Tickets Terms & Conditions

Travel on your chosen coach is mandatory. Please do not book a Ticket + Coach travel option unless you are certain you will be able to travel on the coach you have selected.

For Ticket + Coach travel options you will only be sent your coach tickets in advance – your Festival entry tickets will be handed out on the coach.

Before booking in the ticket + coach travel sale please consider the following:

- Do you have a disability or existing health condition that could make travelling by coach an unsuitable or difficult option for you?
- Are you able to sit on a coach for the required length of time without having the option of taking regular breaks when you want to.
- All the coaches will be full, please consider whether you will be comfortable being on a busy coach in close proximity to other passengers.
- Coaches will have at least one toilet on board, however, please note these will not be wheelchair accessible and will not be regularly cleaned during the coach journey.
- If you intend on applying for a PA ticket and your application is successful, this person must travel with you on your designated coach.
- If you buy a ticket with coach travel, you cannot then purchase a campervan ticket in either the accessible campsite or general campervan fields.
- Tickets with coach travel cannot be changed to general admission tickets. If you buy a ticket with coach travel, you must travel on your designated coach.

Can I Book Ticket + Coach Travel Options From Different Destinations At The Same Time?

No, you can only book Ticket + Coach travel options from one destination in one transaction.

Can I Book A Coach Seat For My Child Or Accessibility Pa To Travel With Me If They Don't Have A Festival Ticket?

It will **not** be possible to book additional coach seats for children under 13 or personal assistants during this sale. If you are successful in purchasing a ticket you must contact accessibility@glastonburyfestivals.co.uk as soon as you booking is complete to request an additional seat for your PA (NB: standard fares apply)

See Tickets cannot guarantee all coaches will have wheelchair access and storage facilities. If you require wheelchair access or wheelchair storage please contact coachtravel@seetickets.com and accessibility@glastonburyfestivals.co.uk upon completing your ticket booking.

Access Facilities & How To Apply

Accessible campervan & caravan spaces are now sold out. Please do not buy a ticket in the resale if you require space in the accessible campervan field or forward reserved area in East.

Customers wanting to apply for any of the other onsite access facilities or the PA ticket scheme can request the access application once you have secured your ticket in one of the resales by contacting – accessibility@glastonburyfestivals.co.uk

The deadline for all access applications is Wednesday 30th April.

If you click on this sentence, you will be taken to the access information on the Festival website.

Nimbus Access Card

Customers wanting to apply for any of the Festivals access facilities, including the Festivals PA Ticket Scheme, **must** have either a Nimbus 'Glastonbury Access Pass' or be a current Nimbus Access Card holder.

If you click on this sentence, you will be able to apply for the Nimbus Access Pass.

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.

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 have secured 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.

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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 - Tickets For This Area Are Sold Out

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.

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

East Campervan Field - Tickets For Our Reserved Area In The East Campervan Field Are Sold Out.

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.

There will be a limited number of standard campervan tickets available in the accommodation resale. These tickets will not give you access to our reserved area. These spaces have now all been allocated.

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.

There will be a limited number of standard campervan tickets available in the accommodation resale.

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 2025.

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.

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.

New For 2025!

We are excited to offer ticket holders with visual impairments, the opportunity to try a 'wearable assistive technology headset,' at the Pyramid Stage.

The headsets work similarly to a virtual reality headset, they use a high-quality camera to capture the user's surrounding environment and display an enhanced image inside the headset. Users can customise the image to suit their sight profile, making it easier to see faces and experience the theatrics of the artists performing on the Pyramid Stage.

Festival-goers who want to use the headsets must complete the Festival's Access Application Form before the deadline at the end of April. This application form can be requested from the Festival's Access Team —accessibility@glastonburyfestivals.co.uk

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

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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.

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.