

## Margate Soul Festival Accessibility Policy

### Introduction

Margate Soul Festival is committed to providing an inclusive and enjoyable experience for all attendees, including those with disabilities. We strive to ensure our events are accessible and accommodating, allowing everyone to fully participate and enjoy the festivities.

Designated accessible parking spaces are available close to the festival entrance. Please display a valid disabled parking permit to use these spaces.

All entry points to the festival are accessible. We provide clear signage and ramps where necessary to ensure ease of access. Pathways throughout the festival grounds are designed to be navigable for wheelchair users and those with mobility aids.

Accessible viewing platforms are available at main performance areas. These platforms are reserved for attendees with disabilities and their companions. Space on the platforms is limited, and access is provided on a first-come, first-served basis.

Attendees who require assistance are entitled to a free companion ticket. This ticket allows one companion to attend the event to provide necessary support. Accessible restrooms are strategically located throughout the festival grounds. These restrooms are equipped with appropriate facilities to ensure convenience and comfort.

Service animals are welcome at Margate Soul Festival. Please ensure they are easily identifiable and remain on a leash or harness at all times. First aid stations are available and clearly marked. Our medical team is trained to assist attendees with disabilities and address any health concerns promptly. Our staff and volunteers are trained in accessibility awareness and are available to assist with any needs or concerns.

Information about the festival, including maps and schedules, is available in accessible formats upon request.

To book accessibility tickets, including companion tickets, please contact our ticketing team directly. We recommend booking a minimum of 30 days in advance to ensure availability and to inform us of any specific requirements. For any questions or to request additional accommodations, please reach out to our accessibility coordinator:

Email: [access@magatesoulfestival.co.uk]

We welcome feedback to help us improve our accessibility services. If you have suggestions or experienced any challenges during the festival, please let us know so we can make necessary improvements