

Access - FAQs - Mighty Hoopla 2022

Customers with Access requirements are welcome at all festivals across the Brockwell Live series. There are a number of facilities available on site to make sure your visit is as comfortable and enjoyable as possible, including the provision of free Personal Assistance Tickets. Access Customers will be sent an Accessible Information Pack and Access Site Map prior to the event.

If you have an Access requirement, please fill out our [Access Booking Form](#).

Contact

Please contact us in advance via access@mightyhoopla.com if you have high dependency needs, questions around accessing performances, or any other enquiries which are not answered below. You can also contact us via any of our social media networks. If you'd like to speak to someone in person, please send us an email and we will arrange a callback.

Personal Assistance Tickets

A Personal Assistance ticket is made available to customers requiring assistance in order to attend the event. If you require a PA ticket please purchase your own ticket first and then apply for your PA ticket by filling out the [access booking form](#). Proof of eligibility is required to provide you with your PA ticket. The event organisers will adopt the Attitude Is Everything policy for proof of eligibility. The following forms of copied evidence make an individual 'automatically eligible':

Front page of DLA / PIP letter
Front page of Attendance Allowance letter
Evidence that registered severely sight impaired (blind)
Recognised Assistance Dog ID card
Credability's Access Card showing you require a +1/+2 to accompany you.

Transport

The festival site is located in Brockwell Park. The address is

Brockwell Park, Norwood Road, London, SE24 9JU

Brockwell Park is well served by numerous bus routes and two major public transport hubs, both with step free access.

- Herne Hill overground station - 0.3 miles

Herne Hill is the closest station to the event site, situated to the north-east of Brockwell Park. The station is approximately 500 metres away from both the Brixton and Herne Hill entrances of the festival site and involves crossing two roads to access the park. Staff help is available at this station with ramps for train access and step free access coverage.

[More information on the National Rail website](#)

- Brixton Underground Station and Brixton Rail Station - 1 mile

Brockwell Park is approximately 1 mile away from Brixton Underground Station. Visitors can travel by train from the nearby Brixton Rail Station to Herne Hill, which is a 2 minute train journey. The distance between Brixton Underground Station and Brixton Rail Station is approximately 130 metres by roadside pavement and involves crossing a road once.

There are also several bus routes from the underground station to outside of the park.

There is step-free access at Brixton Underground station.

[More information on the TFL website](#)

- Buses

The following routes all serve the area: 2, 3, 37, 68, 196, 322, 432, 468, 690 and all have accessible access.

The closest bus stops located outside of the show site are on Dulwich Road and Norwood Road. Both bus stops are located approximately 130 metres (2 minute walk) away from the Herne Hill entrance to the park

Blue Badge Car Parking

A Blue Badge car park will operate at the events. Spaces within the blue badge car park are limited, must be pre-booked, and will be allocated on a first come first served basis. To apply please fill out the [access booking form](#).

Please note that Blue Badge parking spaces for City Splash on 29th May and Jubilation on 2nd June are now full.

If you have missed out on a space and must drive to the event, Lambeth will allow Blue Badge holders to park in bays marked 'Disabled' or 'Pay and Display' for an unlimited time.

[More information on Blue Badge parking in Lambeth](#)

Event Space and Site

The show takes place in Brockwell Park. The area is predominantly grass, with limited hard standing pathways. All activities and stages are situated on the grass fields of the park.

Such terrain can become muddy in wet weather and this can limit access or make mobility more difficult. The weather can have a big impact on how easy it is for people to move around the site so please take this into consideration when planning your day.

Although there are some tarmac tracks on the festival site, these do not run into the stages (which all stand on grass). All road systems leading to the centre of the park from the entrances run up a slight gradient.

Accessible entrance

Both General Admission entrances at all Brockwell Live events have dedicated Access Lanes, both 1.2m wide or greater.

Viewing Platforms

Viewing platforms are available at the **Stage 1: Main Stage**, **Stage 2: House of Love** and **Stage 3: Pleasure Palace**.

The viewing platforms are designed for wheelchair users and others for whom the standing area is not suitable, plus one companion or PA ticket-holder if required, and will be available on a first come first served basis. A wristband will be required to gain access to the viewing platforms. To apply for access to the viewing platforms, please fill out the [access booking form](#). On arrival, please collect your wristband from the Welfare Tent.

Please note that the Main Stage viewing platform is uncovered, so please prepare for all weather conditions.

Accessible toilets and wheelchair charging points will be available at each viewing platform.

Charging Points

Power points are available at the Welfare Tent and at each Accessible Viewing Platform.

Accessible Toilets

Accessible toilets are located at each Viewing Platform, the Welfare Tent and at each toilet block except the Main Stage, where the main accessible toilet is located at the accessible viewing platform. These will be clearly indicated on the Access Map.

Lowered Bars

There are seven main bars at the event and lowered counters will be available at each.

Please note that some of our sponsored bars are not able to provide lowered counters so where possible they will offer an alternative serving policy.

Please ask our staff for help.

Bringing Food

Food cannot be brought into the festival. If you have specific Dietary Requirements please let us know by emailing us at info@mightyhoopla.com and we can provide you with an exemption letter so you are able to bring food onto site, enough for your own consumption only.

Medication Storage

If you need to store medicine, you can store it in the fridge in the Treatment centre, please go to the Welfare tent where someone will be able to assist you.

Seating

All the Brockwell Live shows are standing only. There is some seating across the site however this is limited and is within picnic areas only. Personal chairs and stools are not permitted. If seating is compulsory to your enjoyment of the event due to medical circumstances, you may apply for access to our viewing platforms via the [access booking form](#). Please note that seating is limited on the accessible viewing platforms and will be granted on a first come first served basis. All access customers are permitted to use the fast track access entrance lane, located at both public entrances.

Lights

Due to the nature of the event there will be flashing lights and strobe effects on all stages. Lasers may be used for some performances.

Quiet Space

This is a space that people can use when they need to get away from the crowd for a while. It is located in the Welfare Tent.

Assistance Dogs

We welcome assistance dogs to the event, 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 are planning to bring your assistance dog, we ask that you let us know by completing the online [access booking form](#) in advance so we can give you any necessary information and to enable us to plan to ensure you have the best experience possible

Hidden Disabilities

We understand that a hidden disability is not immediately apparent. If you would like support or advice once inside the festival our Access Manager will be the main point of contact and is based at the Welfare tent. Or please contact us in advance with your questions access@mightyhoopla.com

Hearing/Induction Loops

Hearing loops will be available at the Box Office, the Accreditation Office, the Welfare Tent and at Bar 2 (located next to the Welfare Tent).

Deaf Access

Registered BSL Performance Interpreters, provided by Performance Interpreting, will be available at the Main Stage for all performances, situated to the left hand side of the stage as you view it from the main arena. If you wish to be escorted to the main arena in order to get a good sight line of our Interpreters, please head to the welfare area where someone will be able to escort you closer to the stage. Deaf and Hearing volunteers will be on site to assist you and can be found at the welfare tent.

BSL Interpreters will be available for the following performances, times tbc:

Friday 3 June

Katy B

Macy Gray

Self Esteem

Jessie Ware

Sugababes

Saturday 4 June

Oscar & The Wolf

Mae Muller

Natalie Imbruglia

Anastacia

Steps