

Elrow Town promotes equality of opportunity for people with disabilities and to take the necessary steps to meet their requirements and access to live music.

This guide is designed to inform everybody who comes to elrow Town what to expect on arrival. The event is situated in an outdoor space of Queen Elizabeth Olympic Park in London,

Stratford, which describes itself as being the most accessible park in the UK.

We hope that this information gives you the chance to familiarise yourself with the venue and our procedures, so that you get the most out of your day and have the most enjoyable time.

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# PERSONAL ASSISTANCE TICKETS

If you wish to purchase a ticket to elrow Town and you have personal assistance, we will give your assistant a free ticket. All you need to do is contact us at [info@lwe.events](mailto:info@lwe.events) with a copy of your ticket (or a confirmation e-mail) and

the name, surname and e-mail address of your assistant. They will then be sent a barcoded guest ticket which they will need to provide on entrance to the festival. Don't be alarmed if the ticket doesn't come through immediately – we usually collate all the information up until the day before the event and only then send the guest tickets out.

Please be aware, that a large part of the festival is set on grass. The ground tends to get soft and muddy in case of wet weather on the day or ahead of the event. We understand that this makes it particularly difficult for wheelchair users, hence we will offer a free ticket to a person accompanying you even if you don't require assistance due to your medical condition.

# **GETTING TO THE FESTIVAL SITE**

London Way  
Queen Elizabeth Olympic  
Park  
Stratford  
E15 2EE

## **CARS**

Blue Badge holders  
parking is available at no  
charge at the Here East  
car park just across the

road from the festival site. Please make your way there and park in the designated slots.

## **TAXIS**

**DROP OFF** The taxi drop off point is on Copper Street. Use the post code E20 3HB to get there and then follow the event signage or ask our friendly member of staff to direct you to the festival entrance.



PICK UP There will be a black cab taxi rank outside the venue as well as a dedicated private hire and Uber taxi waiting area. Please follow the signage at the end of the night or get help from our staff. Your taxi should be able to get there easily by using the post code E20 3HB and following the road signage.

**UNDER/OVERGROUND**

Stratford station is 15 mins walk away from the station and it has a step free access.

## **BUSES**

Please check TFL to plan your journey

<https://tfl.gov.uk/plan-a-journey/>

# **CUSTOMER JOURNEY**

## **ENTRANCE**

Please access the venue via the main entrance, signage is provided to distinguish between VIP, guestlist and standard ticket holders' lanes.

Once you've been searched by our security team, you will see that there is an Info Point on your right-hand side

(under the same tent as the search tables). The friendly staff there can answer any questions you may have throughout the day. You will also be handed in a booklet which contains set times and a festival map.

## **LOCKERS**

Further down on the left hand side you will see lockers area – it's our version of a cloakroom where you can leave your

stuff and come back to them throughout the day. You can pre-purchase your locker on our ticketing website. They are easily accessible.

## **TOKENS**

We operate a cashless site – which means you will need to purchase tokens to be able to buy drinks on the bars. The tokens booths are just in front of the main entrance.

## **THE TOWN**

Ahead of you is the main street of elrow Town which also leads to the stages with music. Enjoy its various shops and spaces, contents of which we are yet to reveal!

## **FOOD**

Before you hit the Town entrance, on your right, there is our food village with a seating area –

perfect place to come back to and relax if it all gets a little bit too much. And we have some tasty food on offer which caters for allergies and various dietary preferences.

## **FIRST AID / WELFARE**

This is located next to the food vendors. You can come here whenever you will need time out, a friendly person to talk to

or any type of medical assistance.

## **THE UPTOWN**

The VIP area, also known as The Uptown is at the far end of the site, between the two stages. There is a tarmac path leading to it all the way from the Town.



# **FACILITIES**

## **TOILETS**

There are two toilet locations on site, each one is equipped with a disabled toilet. There is also one in the VIP area. Please refer to a festival map to find these.

## **EVACUATION POLICY**

All of our security are trained to know how to

assist you in case of an emergency.

## **MEDICINE**

If you need to bring any medicines, food or drink to manage a medical condition, or medical equipment you are welcome to do so. Please email to outline your requirements and we will ensure our staff are briefed and introduce you to our medical team.

## **ROUTES & PATHWAYS**

As mentioned before, majority of the event area is on the grass, however there is a wide tarmac path going across the whole site – it will ease access for wheelchair users.

## **VIEWING FACILITIES**

There is no disabled access viewing platform at elrow Town, however wheelchair users will be allowed to access the

stage pit area at each of  
the stages.

# CONTACT

We hope that this covers majority of the questions you might have but don't hesitate to drop us a line if you need further information. We want to make sure you enjoy the Arcadia London experience.

[info@lwe.events](mailto:info@lwe.events)