



## **SLAM DUNK FESTIVAL SOUTH 2024 ACCESS GUIDE**

Hello, thank you for joining us for another Slam Dunk Festival! We are very excited to welcome you all back to Hatfield Park on Saturday 25<sup>th</sup> May.

Please take the time to read this guide as we have implemented some changes for the site this year. Please also send this to your PA or anyone that is accompanying you to Slam Dunk Festival so they have all the information they need for this year's event.

### **Ticket Information – See Tickets**

All tickets for Slam Dunk Festival 2024 are now digital! All tickets should now be showing in your See Tickets Wallet app. If they are not or something is wrong, please head here - <https://support.seetickets.com/App-Information/?Website=main>

**Please note this does not include access parking passes / general parking passes – these are sent by post.**

Should you have ANY issues or queries with tickets / the See Tickets Wallet app, See Tickets will be onsite to assist you. The See Tickets team will be based at the BOX OFFICE.

For any ticket queries or issues prior to arrival please log in to your See Tickets account here – [www.seetickets.com/customerservice](http://www.seetickets.com/customerservice) and then contact the team from there.

As we are now digital, all tickets need to be shown from within the See Tickets App, please ensure that you have all tickets loaded and ready in your See Tickets Wallet app BEFORE leaving for the festival.



You do not need signal to access your tickets ONCE they have been downloaded into your See Tickets wallet.

Your PA ticket should now be added to your wallet if you have requested one, please contact us on [access@slamdunkmusic.com](mailto:access@slamdunkmusic.com) with your order number as soon as possible if this isn't the case.

### **Ticket Information – Other Outlets**

**Please note if you have booked tickets via Ticketweb, Big Green Coach, AXS or Eventim, then your e-tickets you have received are valid and you do not need to try and access them via the See Tickets Wallet app. We will have you noted on the system when you check in that you are also collecting a PA wristband when you arrive, these will not be sent to you in advance.**

### **Arrival + Wristband Collection**

The email you receive with this access guide will contain a check in number for you to give to our access staff upon arrival – this will allow the team to check you in and wristband you efficiently. You will be issued with the wristbands / PA lanyard as per what has been approved on your application. Once you have arrived, please head straight to the Accessible Entrance which is highlighted on the map further down in this document.

For customers who have been issued a PA ticket and purchased either a wheelchair viewing platform ticket or ambulant viewing platform ticket – Your PA's will be issued their standard entry wristband this year, alongside a PA lanyard. This is to allow for access customers to change PA throughout the day should they wish. Please note, the lanyard is your PA's responsibility, and should they lose it or be caught using it inappropriately (ie attempting to get extra people on to the platform) you may be asked to leave the site.

Only customers (and their PA's) that have been issued platform access (either ambulant or wheelchair) will be permitted into the platform compounds, this



includes access to the facilities at the platforms. This is to ensure that the facilities within the compounds do not get overwhelmed. This does not include access to use the two Changing Unit (Mobiloo) we have onsite this year – these are located at the Slam Dunk Stage and the GoPro stage. Should you need to use the Changing Spaces Unit but DO NOT have a platform wristband, please let the staff on the platform entrance know and they will escort you.

If you have been issued a facilities only wristband, there are access toilets in their own security guarded compound at each standard toilet block as well as at every Information Point for your use, these are highlighted on our public maps.

### **Access Parking Pass / Pick up + Drop Off Pass**

If you have requested a parking / pick up and drop off pass these are being dispatched via See Tickets. If your pass hasn't arrived by Monday 20<sup>th</sup> May please let us know on [access@slamdunkmusic.com](mailto:access@slamdunkmusic.com)

Please ensure that you bring your pass with you on the day and that it is visible on your dashboard upon arrival for security to check.

If someone is picking you up / dropping you off please make sure they remember to bring the pass with them when they pick you up later in the evening! Or if you are planning on having a taxi collect you from the event, please see full pick-up instructions later in this document.

### **Viewing Platforms**

Although the capacity for the platforms has been strictly monitored this year, the space is still at a first come first served basis. There are no reserved seats on any platform and it is prohibited for customers to use personal belongings to reserve seats for others.

Please note unless prearranged and in exceptional circumstances only (which we will have already pre-agreed via email) we will only allow one companion



per viewing platform user. This is to make sure we can provide facilities for as many customers who need them as possible.

As mentioned earlier, PA's who are accompanying customers who have platform access will now be issued a lanyard so you can change who accompanies you on the platforms throughout the day should you wish. Please do not try to use the lanyards to try and grant access to the viewing platforms for multiple people. The access and security teams will be present on the platforms and if you are found on the platform without the correct wristbands or lanyard you will be asked to leave.

The platforms at the two main outdoor stages (Slam Dunk Stage and GoPro Stage) are split into two levels which make up the wheelchair viewing platform and the ambulant viewing platform.

The platforms at the other stages (Kerrang! Stage, Monster Energy Stage and The Key Club Stage) are on a single level. Anyone with EITHER a wheelchair platform viewing wristband or an ambulant viewing platform wristband will be able to use the platforms at these 3 stages.

**Please be mindful of those around you when using the single level platforms.**

Slam Dunk Festival has a positive attitude to people with invisible disabilities and as such we are working to ensure that facilities are available to anyone who might need them. All customers are approved on a case by case basis and documentation must be provided for the Slam Dunk Festival Access Team to review. Please do not pass judgement on other customers who may have different requirements than yourself.

There will be dedicated members of our Access team situated at each platform alongside security. Please make them aware if you have any issues or queries on the day. The team will be easy to spot as they will be wearing Yellow staff t-shirt.



### **Foldable Chairs**

Anyone entering the festival on an accessible wristband will be able to bring in their own foldable chair for you to use around the site as we understand not everyone wishes to spend the event on the viewing platforms but also may need a seat to make their visit as comfortable as possible.

Please be mindful if using any foldable chairs in the general admission areas, setting up chairs in the middle of a lively crowd could injure yourself and others around you.

### **Bringing Medicine / Food Onsite**

You will be able to bring medicines into the site and any food you might need for medical reasons, please make security aware before they carry out their searches on the way in. Security may ask for medics to attend for a second opinion on medication/food etc. before it is allowed inside. This is completely routine, and you should not feel alarmed.

We ask for only the amount of medicine needed for the duration of the event to be brought in.

### **Parking / Arrival Information**

Following from feedback for previous years, we changed the parking + pick-up / drop-off location in 2023 and this was met very positively so this will remain the same for 2024.

Please see below for arrival map:





To access the access parking + pick-up / drop-off when ARRIVING to the festival, please use Old Hertford Road

What2Words - <https://w3w.co/basin.policy.author>

Google Maps - <https://goo.gl/maps/4LXTL9X4VRcUrKCp7>

When approaching the festival, please follow the PINK SQUARE on the event road signage.

When you arrive, please show your blue badge or access parking / pick up and drop off pass upon entry. Please note that parking is on grass, as is the whole site. This route is highlighted in PINK on the above map.

If you have booked a **standard** car park ticket, these will be arriving by post and contain VERY important arrival instructions for you to follow depending on which colour car park you have booked – follow these instructions ONLY.

Once you have arrived, please head to the accessible entrance and our Access team will scan your tickets, issue you your wristband and then check your details on the system for your requirements then issue your PA wristband / facilities wristbands.

**Following feedback from previous years, there is now a dedicated separate accessible entrance which is labelled on the map above.**

If you are arriving by train the site entrance is directly opposite Hatfield train station. There is a hardstanding path which takes you part of the way to the festival site. The entrance to the festival is then a short walk through some grassy areas, if this is an issue there is an alternative route on hardstanding path which is labelled (the red route highlighted on the map above) which will take you straight to the access check-in.

The pick-up and drop off point for taxis (private hire) / shuttle buses and national coaches is in a carpark as highlighted on the map as the section circled in yellow, please then follow the hardstanding path to the festival entrance.



### Leaving the Event

You are welcome to either use the access entrance you came in through to leave to take you straight out to the access car park / pick up and drop off point or you can use either of the main exits to head to the shuttle bus service, Uber pick up location, train station or national coach pick up point.

Please be patient when exiting the festival, whilst all the necessary precautions and procedures are safely in place to ensure everyone can get to and from the festival safely.

### Accessible Pick Up Point After the Event

Due to the high volume of people leaving the event at the end of the show, a road closure is in place on Great North Road (the road that Hatfield Train Station is on)

#### The pick-up location can only be accessed by Hertford Road

There is a road closure in place on the junction between Hertford Road and Great North Road however the Traffic Control staff are under strict instruction to allow anyone who is in possession via screenshot or print out of the accessible parking / pick up and drop off pass through to access the pick-up point.

For customers wishing to get a privately booked taxi from the access pick up point (not Uber) please follow the same instructions above and please ask your driver to let the staff know at the road closure that they are picking up an access customer and they will let them through the road closure. Then the driver needs to follow the route which is indicated by a PINK SQUARE on the Yellow Event road signage.

We apologise for the extra intricacies with the pick-up location however, we feel it was the best decision as it has allowed us to move the access parking / pick up and drop off point a lot closer to the event and it is now its own area





rather than being part of the main car park which can get very busy and overwhelming.

### **Onsite Terrain**

Mainly level with 200m of 1:12 gradient on entrance, the site is on grass.

As with any grassy terrains it can have its challenges in adverse weather so, please plan accordingly for your visit. Should you have any mobility issues whilst on site please let security know and they will do their best to assist you.

### **Assistance Dogs**

Assistance dogs are welcomed on site.

### **Strobe Lighting**

Strobe lighting will be used on all stages across the site

### **Accessible Toilets**

There will be accessible toilets at all main toilet blocks, there will also be located at every accessible viewing platform and every info point. There will be a mixture of accessible toilets and standard toilets at each platform.

We also have two Changing Places units (Mobiloo) onsite – these are located at the Slam Dunk Stage Access Platform and the GoPro Stage Access Platform.

### **Bars**

There will be a lowered serving counter at each main bar across the festival site. These can be easily spotted by the wheelchair symbol which will be above the serving point.



### Onsite Food and Merchandise

There will be various catering outlets at each site that aim to cater to a wide range of dietary requirements. If you have any serious allergies, you are welcome to bring food along with you as we cannot guarantee cross contamination free preparation zones for all traders.

All traders will be aware of the accessibility wristbands / PA lanyards that have been issued and there will be a queue jump system in place for those who need it. There will also be customer facing signage stating this so those around you are aware of the situation.

There will be an access queue at the Slam Dunk Festival merch stand inside the main arena.

If you wish to enter the artist merch tent (located in the Festival Village) please make yourself known to security and they will assist you.

### Signing Tent

There will be a system in place with security members stationed at the signing tent queues. Should you wish to attend a signing session but are unable to join the standard queue, please let security know and they will assist you.

### Onsite Issues and Assistance

If you come into any difficulties during your visit to Slam Dunk Festival, then please speak to a security **supervisor**, Access team member (located at every viewing platform in Yellow staff t-shirts) or go to one of the 3 information points on site who will be able to assist you. When reporting any instances that involve members of staff, please try and note what colour their hi-vis was, any identifying staff number and the location that they were deployed.



The staff at the info points and viewing platforms are the lovely team that have been running all access correspondence this year so they will be able to assist with any questions or issues you may be having.

### **Slam Dunk Festival South Afterparty**

This year the Official Slam Dunk Festival South Afterparty is a Camden Take Over. The venues that are included in the afterparty are as below:

Electric Ballroom > Hosted by Facedown- Pop-punk, emo anthems and a live covers band - <https://electricballroom.co.uk/>

The Underworld> Hosted by Camden Rocks – Rock, Alt + Indie - <https://www.theunderworldcamden.co.uk/>

Dingwalls > Hosted by Hang The DJs – Dance, pop + guilty pleasures - <https://www.facebook.com/dingwallslondon/>

The Black Heart > Hosted by Trauma Room – Metalcore + Hardcore - <https://www.ourblackheart.com/>

There will also be a shuttle bus from Hatfield Train Station to Camden, tickets can be booked for this from here (travel and car parking tab) - <https://slamdunk.seetickets.com/event/slam-dunk-festival-2024-south/hatfield-park/2808024#op6>

If you are planning on taking the shuttle bus to the after-party, please let staff know at the shuttle bus pick up point and they will ensure that you are on the next suitable vehicle. PA's are permitted to travel on the shuttle bus service free of charge.

If you have purchased your own after party ticket and have also been granted a complimentary PA ticket for the festival then your PA will also gain free entry to the aftershow



**We would like to take this opportunity to thank you for your support and we can't wait to see you onsite again for Slam Dunk Festival 2024!**

All other information regarding the festival can be found at  
[www.slamdunkfestival.com](http://www.slamdunkfestival.com)

If you have any questions, please email us on [access@slamdunkmusic.com](mailto:access@slamdunkmusic.com)

We hope you enjoy the festival!