



## **SLAM DUNK FESTIVAL NORTH 2025 ACCESS GUIDE**

Hello, thank you for joining us for another Slam Dunk Festival! We are very excited to welcome you all back to Temple Newsam on Sunday 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 2025 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://www.seetickets.com/content/support-centre>

**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, entry 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.



If you have been granted a PA ticket this will be collected when you arrive at the event, this will NOT show on your See Tickets Wallet app.

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

**Please note if you have booked tickets via Big Green Coach 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 confirmation you received when we confirmed your access requirements should 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 Main Stage East and Main Stage West. 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 19<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. For any customers wishing to have a taxi collect them, please ask your driver to follow the event signage for the accessible pick-up and drop-off point.

### **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 (Main Stage East and Main Stage West) 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 / Wristband Collection

Please see below for a parking and entrance site map:

This map can also be viewed [here](#) (high res)



Please follow the instructions on your pick-up + drop off / parking pass – **do not use any postcodes previously issued!**



Please approach the site using TEMPLE NEWSAM ROAD where stewards will direct you to the accessible parking area which is on hard-standing concrete as this is in the existing car parks at the rear of the Estate House.

From here tarmac drives provide access to the event site at which point the rest of the site is on grass. **Please note – ELM TREE WALK will be CLOSED for the duration of the event so do not try to gain access to the event this way – Use TEMPLE NEWSAM ROAD ONLY**

**Whilst we will aim to park all accessible customers in the available hard standing car parking areas – we do have an overflow accessible car park (labeled Access Car Park 3 on the above map) which may be in use and this will be on level grass.**

**The blue badge / access car park and the standard car park will both open at 9am**

Please note that the pick-up and drop-off area for accessible customers is separate from the accessible car park this year. Please follow the arrival instructions for the car park and then when you are near the event there will be signs for Access Car Park 3 which is where the pick-up and drop-off is located.

NB: Do not follow signs for the Orange or Blue Event Car Parks as these will not take you to the accessible parking.

If you have booked a **standard** car park ticket (orange or blue car park), 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.

### **Shuttle Buses**

#### **Shuttle Running Times**

Leeds City Centre to Temple Newsam

Pick-up Point – Sovereign Street

**8.45am – 3pm**

Temple Newsam to Leeds City Centre

Drop-off Point – Eastgate (what3words - ///maps.trend.erase)

**8pm – 1am**

PA's travel on the shuttle bus service for free of charge.

If you require any assistance, please make yourself known to the Big Green Coach staff at the pick-up points and they will be more than happy to assist.

All access customers are entitled to use the queue jump system if needed – again please let Big Green Coach staff aware.

If you are getting a shuttle bus back to Leeds City Centre after the event – please note there is now a dedicated access bus stop on the roundabout on Temple Newsam Road. This is highlighted on the map further down this document and will be signposted on the night.

### **Onsite Terrain**

Mainly level with undulations and a slope to the rear of Main Stage West. As previously mentioned, and the whole 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 Main Stage East Accessible Viewing Platform and the Main Stage West Accessible Viewing Platform. If you have a facilities only wristband you can still access the Changing Places Unit

### **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 all Slam Dunk Festival merch stands.

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.



### Exiting the Festival

Please exit via the same Accessible entrance that you used when you arrived, you can then either turn left to go down to the public car park, or turn right for the access car park / pick up and drop off, shuttle buses, national coaches and taxis / Ubers.

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.

If you are going to the accessible pick-up and drop-off / access parking 3 area after the event, please note you will be able to exit via the access entrance / exit and then follow the light pink route and go between the amphitheater and Temple Newsam Park Café.

### Slam Dunk Festival North Afterparty

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

**The Key Club** - The Original Slam Dunk Club Night (Old school pop-punk, punk + ska) + live music from **THE 900**

**Belgrave Music Hall** > Room 1 - Hosted by Facedown- Pop-punk + emo anthems + a live covers band (upstairs) Room 2 - Room 2 – Slam Crunk - Pop, R&B + hip-hop (downstairs)

**The Social** > VIP + Guest Bar (also open for access customers)

**Santiago** > Metal and Hardcore

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 afterparty.



### Afterparty Venue Accessibility Information

**The Key Club** > <https://www.thekeyclubleeds.com/access>

The Key Club is situated underground and is accessed by the main entrance which has 26 steps down to ground level. There is an accessible step free entrance into the venue – if you require to use this – please ask security upon your arrival and they will escort you.

There is one disabled access toilet at The Key Club, which is operated by a radar key.

The disabled access toilet is in the second room to the right of the main venue and is on one level, this is also our gender neutral toilet.

**Belgrave Music Hall** > <https://www.belgravemusichall.com/site/wp-content/uploads/2020/01/BelgraveAccessibilityDoc.pdf>

To access the ground level (Room 2 for the Slam Dunk Afterparty) of Belgrave Music Hall there are 6 steps into the building. There is also a step free entrance, please let security know should you need to use this and they will escort you.

To access the 'performance space / gig room' at Belgrave Music Hall there are 22 steps up to the first floor.

There are two accessible toilets within the building – one is directly outside of the performance space – the other is on the ground floor.

**The Social** > <https://www.instagram.com/thesocialleeds>

The Social has step free access into the bar area and a step free accessible toilet available. **This venue is ONLY open for accessible customers, VIPs and guests.**

**Santiago** > <https://www.facebook.com/santiagobarleeds>



The entrance for Santiago contains one step up into the bar area and then to the right, two steps down to the seating area. The toilets are upstairs and there is no accessible toilet on the ground level.

**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 2025!**

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)