

# Big Festival

Alex James' Farm, The Cotswolds

## WELCOME!

Taking place on Alex James' idyllic Cotswolds farm, Big Festival brings together music from the UK's biggest artists, Michelin star chefs, award-winning street food and an exciting array of family activities, in an action-packed weekend with an unrivalled programme of entertainment.

Contact Us .....	2
Ticketing .....	2
Site Description .....	2
Level Access.....	3
Accessible Map.....	3
Lighting.....	3
Accessibility in the Main Arena .....	4
Accessible Campsite .....	4
Medical Facilities.....	5
Food and Drink .....	5
Assistance Dogs.....	6
Arrival at Big Festival.....	6
Cook Schools.....	7

## Contact Us

**Event Organiser Email:** [enquiries2@thebigfeastival.com](mailto:enquiries2@thebigfeastival.com)

**Event Organiser Phone:** 020 8233 5400

**Ticketing Contact:**

<https://bigfeastival.seetickets.com/customerservice>

**Event Information:** <https://help.thebigfeastival.com/hc/en-gb>

**Accessibility Information:** <https://help.thebigfeastival.com/hc/en-gb/sections/5706330968861-Accessibility>

## Ticketing

Free of charge tickets will be provided for essential companions for standard adult ticket holders who require additional assistance.

These tickets can be booked online via our website:

<https://thebigfeastival.com/tickets>

Find more information about our Essential Companion scheme [HERE](#)

## Site Description

All our entrances are accessible and step free. We are working to make Big Feastival as accessible as possible. However, Big Feastival is an outdoor event in fields that could pose problems for mobility (particularly in wet weather).

Please visit our photo gallery [HERE](#) to see what the terrain is like around Feastival, and for some images of our accessible facilities.

## Level Access

All our entrances are accessible and step-free. We are working to make Big Feastival as accessible as possible. There is level access from the main entrance to:

- Ticket Desk
- Information Point
- Food and Drink Traders
- Accessible Toilets
- Chill Zone
- Campsite/Campsite facilities

If you require any further information regarding evacuation procedures for individuals with access requirements, please contact our Customer Service team who will be able to assist.

## Accessible Map

Once our 2025 event map has been released, we will have a version highlighting accessible facilities [linked here](#). Check back soon!

## Lighting

Please be aware that there may be use of strobe lighting on the main stage during some performances and some parts of the venue have low lighting.

Please note some of our other stages may use strobe lights. Head over to the Information Point for any further information needed!

## Accessibility in the Main Arena

- Portable ramp and handrail at Main Stage viewing platform.
- Essential Companion/Plus 1 scheme on viewing area (subject to availability)
- Hearing Loop at Main Stage by the viewing platform, Big Kitchen demonstrations, Day Visitor Box Office, and Information Point
- Accessible toilet by Main Stage viewing platform.
- Wheelchair and mobility scooter hire by Event Mobility:  
<https://www.eventmobility.org.uk/>
- Wheelchair charging area at the main stage viewing platform.
- Accessible toilets at all toilet blocks in the festival.
- Low Sensory/Chill Zone within the Main Arena.
- HDU/Changing places unit is between Village Green and accessible campsite for day and camping visitors.
- Medication storage with TLC Welfare
- Large print menus at the Information Point
- It is advised that you bring your own ear defenders
- Lowered windows at Box Office
- Wheelchair-accessible benches

## Accessible Campsite

- Accessible toilets, showers, and water points.
- 1 accessible camping pitch can accommodate up to 6 people
- HDU/Changing places unit is between village green and accessible campsite for day and camping visitors.
- Charging point at the accessible campsite.
- Accessible Welcome Tent.
- Hearing Loop at Welcome Tent
- Buggy shuttle service between Accessible Camping and Village Green entrance (subject to availability, schedule TBC)

- Accessible Parking (you will need to have your Blue Badge on display).
- Please note: Only campervans will be able to enter the Accessible Campsite – cars are not permitted to drive into the campsite, and will need to remain in the car park.

## Medical Facilities

We have first aid medical facilities onsite. If you need urgent medical attention, please contact any member of staff.

Our Welfare team, located in the festival arena, will be able to store medication upon signature of a waiver. This will be kept in a lockable fridge and supervised by the team. Please note that this service is only available during the festival arena opening times and is not available for overnight or campsite storage. Medicine must be collected every evening. If any medicine is not collected, this will remain in the fridge but is not supervised overnight.

## Food and Drink

We aim to cater for as many of our guests as possible to ensure that they are able to enjoy Big Feastival to its fullest!

Whilst some of our food vendors will have noted dishes without certain allergens, the guidelines surrounding stating that a dish is allergen free are very specific and all elements must be prepared in a strict controlled condition that is unfortunately not possible at Big Feastival as it is a temporary event. Please speak to any of our food vendors at the festival should you have any questions about allergens.

If you require any specific food due to dietary requirements, please notify a member of our security team at the gate when you arrive who will allow a small amount of food to be brought in. Please note you may be required to show medical documentation to confirm your requirements.

## Assistance Dogs

Big Feastival is committed to making sure the event is as inclusive and accessible to all and we understand that some customers will rely on an assistance dog to attend our events. Big Feastival can be crowded and at times loud, creating an unpleasant environment for animals. For these reasons, we do not permit our customers to bring non-assistant animals with them.

Big Feastival reserves the right to turn away dogs at the gate who do not comply with Assistance Dogs UK guidelines surrounding assistance dogs.

In order to ensure the smoothest entry possible, we would ask customers to contact our customer service team so that they can help facilitate your entry at the festival and provided necessary information regarding the venue [enquiries@thebigfeastival.com](mailto:enquiries@thebigfeastival.com)

## Arrival at Big Feastival

The main entrance has level access, however there is a slope up to our main wristband exchange points.

If you find queueing difficult and require a faster entry to the festival upon arrival with your Essential Companion, please make yourself known to a steward at the gate who will be able to fast track your entry.

Please have your tickets ready upon arrival at the main entrances to the festival, as you will receive your wristbands upon arrival.

From the main entrances, there is level access to our Box Office should you have any questions upon arrival.

Please note that there are bag searches in operation at all our entrances.

## Cook Schools

Please note the BBQ Cook School is not currently wheelchair accessible. If you have any queries do contact our Customer Service team at the link above via the 'Accessibility Information' form.