

Big Festival

with thanks to **monzo**



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.

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Contact Us

Customer Services Email: BigFestival@marigrp.com

Customer Services Phone: 020 8233 5400

Ticketing Queries: <https://bigfestival.seetickets.com/customerservice>

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

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

Need help at the festival? Visit our Customer Services team at the Information Point – location shown on our Event Map.

Ticketing

Free of charge tickets will be provided for Essential Companions for standard adult ticket holders who require additional assistance (+1).

These tickets can be booked online via our website:

<https://thebigfestival.com/tickets>

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

Please find our Essential Companion ticket booking guide [HERE](#)

If you require +2 Essential Companions, please reach out to See Tickets with the relevant documentation and the team will be able to assist.

Site Description

All our entrances are accessible and step free. We are working to make The Big Festival as accessible as possible. However, The Big Festival 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 Big Feastival, and for images of our accessible facilities.

Arrival to the Festival

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, as your tickets will be scanned and you will receive your wristbands here.

From here, 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.

Level Access

All key areas of the festival are step-free. Please note that the site is on grass and ground conditions may be uneven or muddy depending on weather. There is level access from the main entrances to:

- Ticket Desk
- Information Point
- Food and Drink traders
- Accessible Toilets
- Welfare Space



- Campsites

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.

Please note that the following areas don't currently have step-free/wheelchair access:

- For acts that involve participation on stage, The Outpost and The Exchange stages do not have step-free access.
- The BBQ Cook School sessions do not have lowered counters.
- The Cheese Hub does not currently have an Accessible Viewing area.

Strobe 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 our Information Point if you need any further details.

Viewing Platforms

We have viewing platforms in place at the Main Stage and the Outpost.

You will be able to find the exact location of the Main Stage Viewing Platform on our Event Map. In this area we have a portable ramp and handrail, wheelchair charging area, and nearby accessible toilet facility.

For customers with an Essential Companion ticket, a Viewing Platform Lanyard will be given to your group on entry. This will allow you and one guest to access the Platform.



Accessibility in the Main Arena

- Hearing Loop at Main Stage by the Viewing Platform, Big Kitchen demonstrations, Day Visitor Box Office, and Information Point
- Accessible toilets at all toilet blocks in the festival.
- Welfare Space within the Main Arena.
- Medication storage with TLC Welfare.
- Large print menus at the Information Point.
- Lowered windows at Box Office.
- Wheelchair-accessible benches around the site.

Accessible Campsite Facilities

- Accessible toilets, showers, and water points.
- Charging point at the accessible campsite.
- An HDU/Changing places unit is between Village Green and Accessible Campsite for Day and Camping visitors.
- Accessible Welcome Tent & dedicated Campsite Manager
- Hearing Loop at Welcome Tent.
- Buggy shuttle service between Accessible Camping and Village Green entrance (subject to availability, schedule TBC)
- Blue Badge Accessible Parking (you will need to have your Blue Badge on display).

Please note: Only Live-In Vehicle Pitch ticket holders will be able to enter the Accessible Campsite with their vehicle - cars are not permitted to drive into the campsite and will need to remain in the access car park, which is just outside the campsite area.

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 Main 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 need to bring any specific food with you 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. The event 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 provide necessary information regarding the venue.

Support for d/Deaf & hard-of-hearing visitors

Hearing Loops will be available at our Main Stage Accessible Platform, the Big Kitchen, and our Information Point. Please switch your aid to the T setting to connect to the available audio.

For up to date information on BSL Interpreting at Big Feastival, please see [HERE](#)

Sensory Environment

We understand that festivals can be an overwhelming experience for some of our guests who have sensory concerns or those who find noisy and busy spaces more difficult. At The Big Feastival, you may experience flashing lights, loud sounds, different smell and crowded spaces.

If you have any queries or concerns whilst at the festival, or if you are looking for advice on quieter areas to relax in, please head over to our Information Point, where our team will be able to advise you.

Please visit <https://www.festivalsafe.com/> if this is your first festival experience.



Please find our Sensory Guide [HERE](#)

Accessible Map

Once our 2026 Map has been released, we will have a version highlighting accessible facilities linked here. Check back soon!

