

NOCTURNE
LIVE AT BLENHEIM PALACE
OXFORDSHIRE

ACCESS INFORMATION PACK

This document has been prepared to provide information to guests that require assistance to access this year's Nocturne Live concerts.

We are committed to ensuring that all visitors can enjoy Nocturne Live and we hope that this document provides relevant details about accessibility at the event. If you have further questions please email access@nocturnelive.com.

This document provides information on:

- CAR PARKING
- ENTRY AND MAP
- ACCESSIBLE VIEWING AREA AND SEATING
- VISITING THE PALACE AND STATE ROOM DINING PACKAGE
- ACCESSIBLE TOILETS
- MEDICAL SERVICES
- LIGHTS AND SPECIAL EFFECTS

- GUIDE DOGS
- EVENT SPACE AND SITE

CAR PARKING

Follow Blue Badge signs for the Blue Badge Car Park.

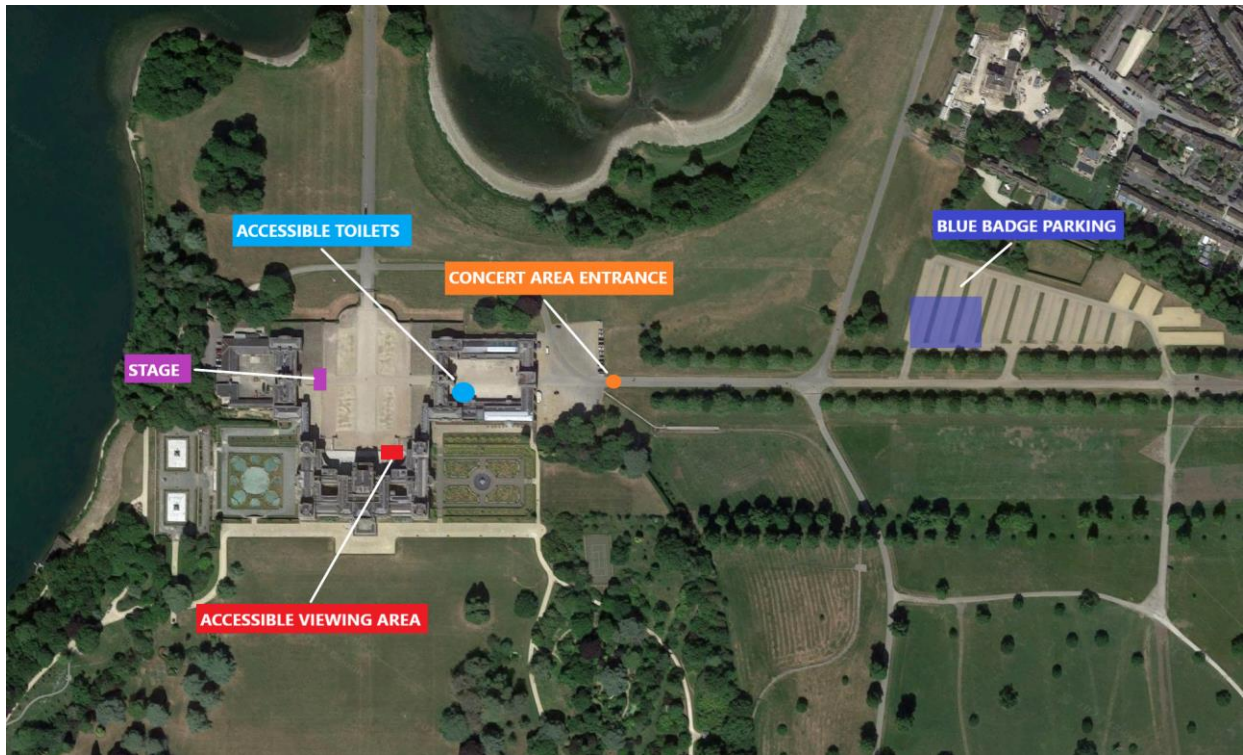
Please note, if you are a Blue Badge holder and want to park in the Blue Badge Car Park, you will need to purchase a Car Park Pass in advance. If you arrive without a Car Park Pass you will be directed to an area within the main car park where you can pay by card.

The Blue Badge Car Park is on hard standing. There is a tarmac and grass route from the car park to the Main Entrance. The route is approximately 350 metres.

The Blue Badge Car Park is reserved to Blue Badge Holders only. If you have mobility issues but don't have a Blue Badge, please talk to the stewards on arrival and they will do their best to help you park as close to concert entrance as possible with the main car park. The main car park is also on grass.

ENTRY AND MAP

There is a well-lit tarmac and gravel path to the Nocturne Concert Area entrance.



ACCESSIBLE VIEWING AREA AND SEATING

All seating is reserved through allocated tickets. Stewards will be able to assist with the storage of wheelchairs if required.

There is an Accessible Viewing Area provided on-site, please see map below. The area is accessed via fine gravel pathways and the area is not under cover.

As Accessible Viewing Area space is limited, please check in advance if you would like more than one companion to join you.

To book these tickets please select Accessible Tickets on the ticket page.



PERSONAL ASSISTANTS

Those requiring the assistance of a personal assistant must purchase an Accessible Ticket on the purchase page of the desired show. This ticket includes a free Personal Assistant (PA) ticket.

Accessibility Tickets are only available to those with eligible accessible requirements. After you

have purchased an Access Ticket, See Tickets will ask you to supply one of the following forms of supporting documentation:

- Front page of PIP
- Front page of DLA
- Deaf or Blind Registration
- CredAbility Access Card

Other forms of documentation will be considered on a case-by-case basis.

VISITING THE PALACE AND STATE ROOM DINING PACKAGE

There are 22 wide steps to access Blenheim Palace and State Rooms. If you require wheelchair access to this separately ticketed activity, you will be escorted to the platform lift by Blenheim Palace stewards or temporary ramps will be available.

Manual wheelchairs, mobility scooters/electric wheelchairs (not exceeding 350kg) are able to use the platform lift, as well as guests with other mobility issues.

If you are intending to visit the Palace before the concert starts, please view the accessibility information displayed on their website [HERE](#)



Palace Steps



Platform Lift



TRAVELLING TO BLENHEIM

All information regarding getting to Blenheim palace can be found on the Nocturne Travel Info page [HERE](#). If travelling by bus, all buses are accessible to wheelchairs, disabled buggies and approved mobility scooters.

BARS

All bars at Nocturne will provide lowered bar service as well as larger font menus upon request.

ACCESSIBLE TOILETS

Accessibility toilets are located in the East Courtyard upon approach to the Great Court. This is marked on the above map.

MEDICAL SERVICES

The First Aid tent will be located near the main event entrance. The tent will be able to supply refrigeration for medication as well as charging facilities for mobility vehicles.

LIGHTS AND SPECIAL EFFECTS

Due to the nature of the event and the type of performance there will be flashing and moving lights throughout.

GUIDE DOGS

Guide dogs are permitted on site. Water points will be provided near the bar and food areas.

EVENT SPACE AND SITE

The event is in the grounds of Blenheim Palace which is a UNESCO world heritage site featuring historical architecture and landscaping. As such, some of the gravelled areas and cobbles are

uneven in certain areas. Care should be taken when using a wheelchair or other mobility aid. Please ask if you require assistance.



Example of uneven surface