

# Silverworks Island

## ACCESSIBILITY INFORMATION PACK

**SILVERWORKS ISLAND** is dedicated to being inclusive and accessible.

Please get in touch if you have any questions.

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# HOW TO BOOK

We have a range of accessible facilities onsite and offer complimentary Personal Assistant (PA) tickets.

To get a free PA ticket, or to use our accessible facilities you must complete our 'Accessibility Request Form' and upload a supporting document [HERE](#).

## Supporting documentation we accept:

- Front page of DLA / PIP letter
  - Front page of Attendance Allowance letter
  - Evidence that registered severely sight impaired (blind)
  - Recognised Assistance Dog ID card
  - Credibility's Access Card showing you require a +1/+2 to accompany you.
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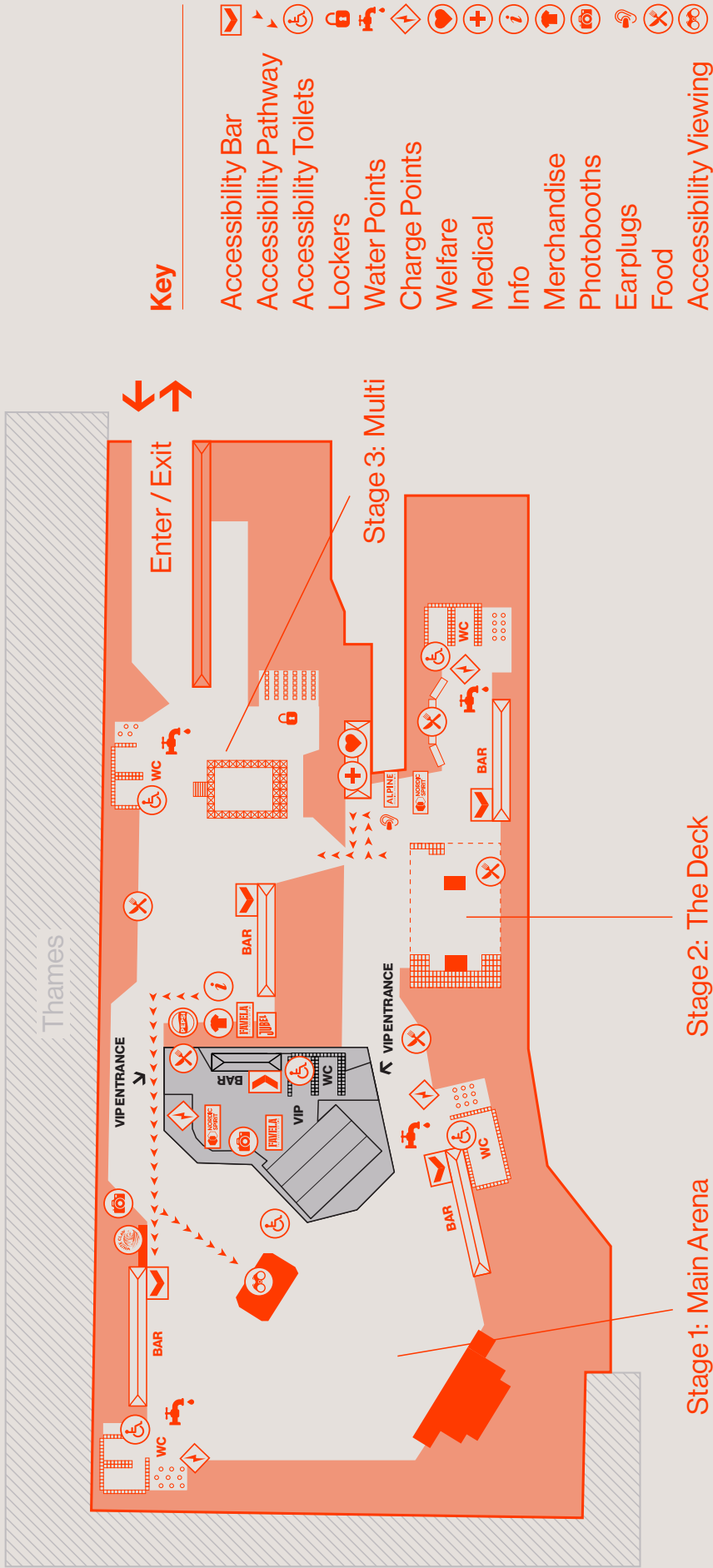
## **CARER/ PERSONAL ASSISTANT TICKET**

If you are applying for a PA ticket, please don't purchase one for your PA as it is free of charge and will be sent to you when we have approved your request.

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Silverworks  
Island

Accessibility Site Map



# TRAVEL GUIDE

The Accessible entrance is located at:

## **Silverworks Island**

## **Silvertown Square, Royal Victoria Dock E16 2BU**

Link to what3words location: [///candy.undulation.leaned](https://www.what3words.com/candy.undulation.leaned)

If you do arrive at an alternative entrance, please look for someone in a hi-vis and ask for the accessibility team

### **Train and Tube:**

#### **Royal Albert DLR Station (Step-Free) – 10-minute walk (0.4 mile)**

This station is served by trains running from Canning Town, Shadwell and Stratford. All DLR stations and trains offer step free access from street to train.

**Shuttle Bus:** There will be a customer shuttle running from Canning Town Station to **Dockside Road** – There is then a 8-minute walk (0.3 mile) to the entrance

**Bus:** By bus, the numbers 129, 473 and 474 stop near the venue. All TFL bus routes are served by low-floor vehicles, with a dedicated wheelchair space and an access ramp. They can also 'kneel' to reduce the step-up from the pavement.

**Air:** London City Airport is a short drive from Silverworks Island and has connections between major UK and European cities like Amsterdam, Dublin, Berlin and Manchester.

**Taxi Drop-Off:** Please use our designated drop-off and pick-up point at:  
**Dockside Car Park, Dockside Road, London E16 2QT**

This carpark is the closest place to drop off to the festival. There is then a 8-minute walk (0.3 mile) to the entrance

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## **PARKING**

There is no onsite parking available at these events

# WHAT TO DO WHEN YOU ARRIVE

When you arrive, there will be fencing and might be a queue once you are inside. There will be security stewards directing the queues; if you require priority access, please make yourself known to one of these stewards who will be able to contact the duty manager on your behalf.

There will be several security staff as well as other team members that will be available to help with any queries you may have, as well as a dedicated Information Point within the festival site for help with queries on the day.

On entry, a member of the access team will:

- Scan your ticket
  - Give you a wristband to give you access to the accessible facilities
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# ACCESSIBLE FACILITIES

## ACCESSIBLE TOILETS

These are located across the site and can be found; at each toilet block, at Medical and Welfare, next to the Accessible Viewing Platform

These toilets will be locked using RADAR keys as we find this helps ensure that only guests that need them are using them. **Please do bring your own RADAR key if you have one, otherwise you can loan one from us using a £5 cash deposit from the INFO point.**

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## ACCESS AREA

We have a designated viewing platform located with a view of the main stage. This area is a sectioned off area away from the main crowd with seating. There will be a dedicated platform supervisor on hand to assist, and to ensure only valid attendees are able to access the platform.

Please note, due to limited spaces guests that have booked the access area can only be accompanied by one other person in the viewing platform area. If not booked in advance, we may not be able to accommodate on the day.

When using this area, please be considerate to those around you who may not be able to see if you are positioned directly in front of them.

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## MEDICAL REQUIREMENTS

We understand that our guests may need to bring medication and / or medical equipment to take care of a medical condition. If you have any concerns regarding being allowed entry with any items, please get in touch with us via email [access@silverworksland.com](mailto:access@silverworksland.com) in advance of your booked event.

For all of our events, we have a fully trained medical team situated on site. Please use this facility if at any time you feel you need to do so.

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## WELFARE

The welfare team will be able to assist you throughout the whole event if you require it. They can offer a quiet space away from the crowds if needed.

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## **VISITORS WHO ARE DEAF OR HARD-OF-HEARING**

If you require captioned or signed facilities, please do get in touch with us beforehand and we can confirm if we are able to arrange this.

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## **VISITORS WHO ARE BLIND OR VISION-IMPAIRED**

If you have a form of vision impairment, our staff will be happy to assist if you require. Should you require braille or large print material please let us know in advance.

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## **ASSISTANCE DOGS**

We allow guide dogs and assistance dogs at the festival, please email us in advance so we can advise the procedure to follow if you require assistance at an event.

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## **STROBE LIGHTING**

Please be aware that some of the acts will feature flashing lights and Strobe lighting may be in operation. Lasers may be used for some performances.

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## **LOWERED BARS**

Please see the map for lowered bar locations.

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## **CHARGING POINTS**

Wheelchair charging will be available on the Accessible Viewing Platform. This is limited so please be considerate to others who may also need to use the power here.

# CONDITIONS

## TERRAIN

At the festival site, the ground is a mix of small stones and gravel, concrete and the viewing platform will be made with wooden staging. Some areas of the site have uneven surfaces.

We will have trackmat laid out to make accessible pathways where possible.

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## HEAT

It may be very hot. We will be allowing customers to bring 100ml bottles of suncream with them. We will have suncream available at welfare.

There will be free drinking water points across the festival.

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# CONTACT

For all access-related enquiries, please email [access@silverworksland.com](mailto:access@silverworksland.com)

Please specify whether you would like us to reply to you via email or if you'd like us to ring you. If the latter, within your email please include your contact number and your preferred time for us to call. For all access requests please complete our [Accessibility Request Form](#).

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**We aim to make your experience as enjoyable as possible. If there is anything we have not mentioned above, please do not hesitate to get in contact with us via the access email.**