



PA PASS FAQs

Customers requiring assistance throughout the festival are entitled to apply for one free pass for their Personal Assistant or Companion.

We will also accept evidence of customers requiring 2:1 support.

Please note, the person requiring assistance must have a valid ticket before applying.

WHO CAN APPLY FOR A PA PASS?

Documents we will accept as proof of disability or additional needs include:

- Middle or Higher rate DLA for care and/or mobility
- Receipt of Personal Independence Payment (PIP)
- Armed Forces Independent Payment
- Evidence of being severely sight impaired
- Medical summary of additional needs from a clinician or GP
- SENCO or SEND statement from a school or college
- Access Card, DID or CredAbility Card or Nimbus Card
- Blue Badge (for Accessible Parking)
- A recognised Assistance Dog ID Card or proof of training

If you require support at the festival but do not have any of the above evidence, please contact us explaining your requirements, and we will consider each application on a case by case basis.

WILL APPLICATIONS FOR PA PASSES CLOSE BEFORE THE FESTIVAL?

Applications for customers with weekend tickets will close on Thursday 1st August 2024 (three weeks before the festival).

Customers with day tickets can apply for PA Passes until Thursday 22nd August 2024 (one day before the festival).

We cannot guarantee that late applications will be received or processed.

All applications must be completed before arriving at Camp Festival, you cannot request a PA Pass on arrival or submit an application on site.

If the festival sells out and you have not yet applied for a PA pass, please don't worry. If you have a valid festival ticket we will ensure a PA pass is made available to you.



WILL I RECEIVE MY PA PASS BEFORE THE FESTIVAL?

Any tickets you have purchased will be available to download as e-tickets from your Ticketmaster account.

If you are approved for a free PA pass, this will not appear in your Ticketmaster account and will not be sent to you as an e-ticket, PA passes can only be collected on site at the festival.

HOW CAN I COLLECT A PA PASS?

PA Passes can be collected at the Box Office closest to your campsite, when the person named as your PA on the Access Application presents their ID.

A full list of collection points will be in the Accessible Facilities Information Pack, which will be online a week before the festival and will be sent to all access customers via email.

We will not issue any PA passes on site without a photo ID (passport or driving licence, work ID or travel card).

If you have any concerns about bringing original documents to the festival, we will accept copies of ID supported by a bank card showing the full name of the PA.

Please note, we do not require ID for the person needing support, only for the person collecting the PA pass.

WHAT DOES THE PA PASS LOOK LIKE?

The PA Pass is a laminated card attached to a lanyard.

The pass does not need to be worn at all times but it should be visible when using access facilities like toilets and viewing platforms, to indicate to staff and other customers that the Personal Assistant is with someone who requires additional support.

I HAVE ALREADY BOUGHT A TICKET, CAN I BE REFUNDED IF A FREE PA PASS IS APPROVED?

Please contact the Accessibility Manager with your full booking reference, and the name and email address of the lead booker to request a refund for any General Weekend Camping Tickets or Day Tickets that have been replaced by a free PA Pass.



CAN THE FREE PA PASS BE USED TO STAY ON ANY CAMPSITE?

The PA Pass replaces a General Weekend Camping ticket and entitles the PA or Companion to camp on any of the General Campsites.

If you have Backstage Camping tickets, the free PA Pass will not entitle your Personal Assistant or Companion to camp in Backstage unless they have also purchased an upgrade before arriving at the festival.

The PA Pass upgrade is a discounted concession rate ticket, less than 50% of the full price ticket, and can be booked online with a unique code.

Please contact our Accessibility Manager to upgrade PA Passes for Backstage camping.

CAN I CHANGE THE NAME OF MY PA BEFORE THE FESTIVAL?

If the PA named on your application is no longer attending, please contact the Accessibility Manager before arriving at the festival to confirm a name change for your PA.

CONTACT

Please contact our Accessibility Manager, Amy, by emailing shropshireaccess@campfestival.net with any questions.