



All Points East Access FAQs 2023

Luno Presents All Points East aims to create an inclusive festival for Deaf, disabled and neurodivergent audiences and those with long-term physical and mental health conditions. We work closely with Attitude is Everything and are proud to hold their Live Events Access Charter Gold Award. In order to make everyone's visit as enjoyable as possible, we have a number of accessible facilities available on site for those who need them. For more information, visit the [Access Facilities section of our website](#).

Luno Presents All Points East is a standing only festival. Seating is available at the Main Stage Viewing Platform and the Ground Level Viewing Area for those with pre-booked tickets only. If these areas are sold out at the time of booking it will not be possible to upgrade on the day.

Access Downloads

[Download an Easy Read PDF version of the Access FAQs here](#)

[Download a PDF version of the Access Map here](#)

Ticket Types & Pass Collection

There are two dedicated accessible viewing areas at Luno Presents All Points East:

1. Viewing Platform at the Main Stage
2. Ground Level Viewing Area

Access to these areas is available only for those with pre-booked tickets and valid proof of disability. Tickets are subject to availability.

These areas are both open air with very little shade so please bear this in mind when booking your tickets and remember to come prepared for all weather conditions.

As space in these areas is limited, we prioritise them for guests with long term disabilities. Therefore, they are not generally available for those with temporary conditions, such as pregnancy or broken limbs. For any issues around access that arise on the day please speak to our Access Manager, who is based at First Aid & Welfare.

1. Viewing Platform at the Main Stage

This raised platform is designed for wheelchair-users and those with disabilities for whom the Ground Level Viewing area is not suitable, and a PA if required.

Ticket includes:

- A Personal Assistant Pass at no extra cost (one per paying customer)
- A reserved space on the Viewing Platform at the Main Stage
- An unreserved space on other stage Viewing Platforms (subject to availability)

- General Admission entry through the dedicated accessible lane at the main entrance
- Access to an extensive range of bars, food concessions in the main arena.
- Use of the accessible toilets.
- Chairs on the platforms are provided as a priority for customers that require them.
- Your customer and PA Pass providing access to the above can be collected at First Aid & Welfare on arrival. You will need to present your ticket and proof of disability. The PA Pass is interchangeable during the event, so if customers come in a group it can be swapped with other members of the party so they can gain access to the viewing areas in turn.

Proof of disability is required to book this ticket type. Once you have booked your tickets, you have the opportunity to submit your supporting documents in advance of the show. The deadline is four weeks prior to the show. Please visit the [Valid Proof of Disability & Submitting Documents in Advance](#) section of our website for full instructions. You will need your order number to complete this process.

2. Ground Level Viewing Area at the Main Stage

This is a hard standing area for customers with disabilities who wish to stand for the event, but need a less crowded area and/or the option of sitting for short periods of time, and a PA if required. Please be aware that there will not be an unrestricted sight line of the Main Stage when seated in this area, as there will be customers in front of the Ground Level Viewing Area who are likely to be standing up.

Ticket includes:

- A Personal Assistant Pass at no extra cost (one per paying customer)
- An unreserved space in the Ground Level Viewing Area at the Main Stage
- An unreserved space on other stage Viewing Platforms (subject to availability)
- General Admission entry through the dedicated accessible lane at the main entrance
- Access to an extensive range of bars, food concessions in the main arena
- Use of accessible toilets
- Chairs on the platforms are provided as a priority for customers that require them
- Your customer and PA Pass providing access to the above can be collected at First Aid & Welfare on arrival. You will need to present your ticket and proof of disability. The PA Pass is interchangeable during the event, so if customers come in a group it can be swapped with other members of the party so they can gain access to the viewing areas in turn.

Proof of disability is required to book this ticket type. Once you have booked your tickets, you have the opportunity to submit your supporting documents in advance of the show. The deadline is four weeks prior to the show. Please visit the [Valid Proof of Disability & Submitting Documents in Advance](#) section of our website for full instructions. You will need your order number to complete this process.

3. Personal Assistant Pass for Any Other Ticket Type

If the accessible areas above are sold out for your chosen show, or if you do not require tickets for either of the accessible viewing areas and wish to book a ticket + PA Pass at no extra cost for any other ticket type, such as Luno VIP, you always have this

option (subject to availability) but please note that this can only be done via phone or email using the contact details below.

1. Viewing Platforms (Other Stages)

There are also raised viewing platforms at the North Arena and at the West Stage. Space on these platforms is **unreserved** and is for those with pre-booked Viewing Platform or Ground Level Viewing Area tickets only (subject to availability and valid proof of disability).

Ticket Booking Process

To book Viewing Platform at the Main Stage or Ground Level Viewing Area tickets + PA Passes, [please visit our ticketing page](#).

You will need to confirm two tickets (1 x ticket + PA pass at no extra cost) The tickets are sold in pairs and both are listed at half the price of the full price ticket.

You will need to submit proof of disability to book these ticket types. Once you have booked your tickets, you have the opportunity to submit your supporting documents in advance of the show. The deadline is four weeks prior to the show. Please visit the [Valid Proof of Disability & Submitting Documents in Advance](#) section of our website for full instructions. You will need your order number to complete this process.

Please note that if the accessible areas above are sold out for your chosen show, or if you do not require tickets for either of the accessible viewing areas and wish to book a ticket + PA Pass at no extra cost for any other ticket type, such as Luno VIP, you

always have this option (subject to availability) but please note that this can only be done via phone or email using the contact details below.

Contact Us

If you require further assistance with booking tickets, or if the information you are looking for cannot be found on the website, you can contact us here:

By phone: Accessibility Booking + Information line: 0344 581 0909. Opening hours are Mon - Fri, 9am - 5.30pm.

By Live Chat: You can contact us through AXS 'Live Chat' function in the help section on AXS website. To locate this, please go to www.axs.com/uk, travel to the bottom of the website, and click on the Help Centre link.

By email: You can also contact us by email on access@allpointseastfestival.com. We aim to respond within 5 working days.

Valid Proof of Disability and Submitting Documents in Advance

You will need to submit proof of disability when booking tickets for the Viewing Platform at the Main Stage, the Ground Level Viewing Area or when applying for a PA Pass at no extra cost for any other ticket type.

Once you have booked your ticket, please complete the [Access Facilities Supporting Evidence Form](#).

The following are recognised as valid proof of disability:

- Front page of DLA letter (no specific rate required)
- Front page of Attendance Allowance letter (no specific rate required)
- Receipt of Personal Independence Payment (PIP)
- Evidence that registered severely sight impaired (blind)
- CredAbility Access Card – + 1 category requirement
- Recognised Assistance Dog ID card
- Evidence of War Disablement Pension
- Audiogram

We will review an application without the recommended evidence on a case-by-case basis.

The closing date for submitting evidence in advance is four weeks prior to the show. If you have not submitted evidence by this date you will be required to show evidence once you reach the event. If you submitted evidence for a Luno presents All Points East show in 2021 and agreed to join the access database then you will not need to resubmit evidence until 2024. Evidence provided in 2018 and 2019 will need to be re-submitted.

Blue Badge Car Parking

There is a Blue Badge Car Park available at Luno presents All Points East for customers with pre-booked Blue Badge Parking tickets only. A Blue Badge Parking ticket is only available to buy at the time of booking your event tickets and is provided at no extra cost.

Please note that Blue Badge Car Parking tickets are subject to availability. Spaces are limited and may sell out quickly.

Important:

- A Blue Badge Parking ticket is only valid with presentation of a Blue Badge, matching Photo ID and event ticket on arrival. If you arrive without this documentation you may be refused entry to the car parking area.
- **Please note due to safety road closures at the end of the event, you will not be able to exit the car park between approximately 21:00 - 23:45 (Fri & Sat) and 20:30 - 23:30 (Sun & Mon).**
- The Blue Badge Car Park is located off Grove Road - please follow signs for Red Gate.
- Please note the car park is on a grassy field, there is however a hard-standing route from the car park to the Main Entrance.

If Blue Badge Parking tickets are sold out, you can find information on other Blue Badge Parking locations in the surrounding area via the [Tower Hamlets website](#) and the [Hackney website](#).

Travel Info

Luno presents All Points East takes place in Victoria Park. It is located in the borough of Tower Hamlets in the East End of London.

ADDRESS: All Points East Festival, Victoria Park, Grove Road, London E3

The central London location of our event means that we are well served by the public transport network. There are strictly no parking facilities at the event or in the immediate vicinity of Victoria Park, so please do not bring your car unless you have a

pre-booked Blue Badge Parking Ticket. Please use public transport or walk or cycle to the venue where possible.

Train & Tube

The nearest step free station is Hackney Wick, which is served by the Overground - 321m

See the Luno presents All Points East [Hackney Wick Station Wheelchair Route](#)

Cambridge Heath is served by the Overground (no step free access) - 804m

Mile End Station is served by the District, Central and Hammersmith & City lines (no step free access) - 1609m

Bethnal Green is served by the Central line and Overground (no step free access) - 1127m

Bus

Buses 8, 277, 309, 339, 388, D3, D6 all pass close to the park. Please be aware that some buses may be diverted due to road closures at the end of the event. All TFL buses have level access and are able to accommodate one wheelchair user.

Taxi

A designated taxi and private hire pick up area will be available at the end of the event, please follow signage. The taxi pick-up point is the nearest location that vehicles can access outside of the road closures. It is approximately 500m away from the exit with step free access from the exit. Please follow signs for the quickest route from the exit to the taxi pick-up point.

Use TFL's Journey Planner at www.tfl.gov.uk and check which entrance applies for your ticket type closer to the event.

What to Expect at the Event

Site Layout & Ground Conditions

- Luno presents All Points East takes place on the east side of Victoria Park. Information about the location of the event in Victoria Park can be found on the [Tower Hamlets council website](#), as well as further information about the park itself.
- Access to the event entrance is along level hard standing paths.
- The event area is predominantly grass and although there are some hard standing pathways, these do not run to the stages, which all stand on grass.
- In the event of bad weather, it is likely that mud and puddles will form and this can have a big impact on how easy it is to move around the event site. Please take this into consideration when planning your day and deciding on what equipment to bring with you.
- In the event of hot weather there will be minimal shade so please take this into consideration when planning your day. Free water points are available across the event site if you need to fill up a water bottle. Remember to stay hydrated.
- Please note all distances are approximate and event areas are subject to change.

Distances around the site

- From the Accessible Entrance to the East Stage Viewing platform = 530m

- From the Accessible Entrance to the West Stage Viewing platform = 480m
- From the Accessible Entrance to the Cupra North Arena Viewing platform = 300m

Strobe Lighting & Pyro Pre-Warning

Please note that it is likely that most acts performing on the Main Stage will use strobe lighting and pyrotechnics as part of their performance. Please ask at First Aid & Welfare for an idea of when there may be fireworks or sudden loud bangs.

Arriving at & Leaving the Event

Arriving at the Event:

- On arrival, head to the main entrance located on entry to the park at Crown Gate, on Grove Road.
- There is a dedicated Access Lane at 1.2m wide or greater for those who require it.
- There will be a soft ticket check before your ticket is scanned so please have your ticket ready before you enter the queue. Remember there is no readmission once you have entered the event.
- If you have a bag with you, please expect it to be searched on entry. Remember We will not allow large bags, suitcases or luggage into the venue but you will be permitted to take small bags and handbags in with you. We class small bags as no larger than 29cm x 21cm x 21cm (Height 297mm (11.7 inches), Width 210mm (8.27 inches), Depth 210mm (8.27 inches), or roughly no bigger than A4.
- Chairs and seats, including camping chairs, inflatable seats and seat sticks are not permitted at the event. Please do not bring these items with you as you will

be asked to leave them at the entrance and we do not accept liability for any left items. [For a full list of prohibited items please head to the Restrictions & Prohibited Items section of our website.](#)

- Food & Drink cannot be brought in to the event, with the exception of an empty reusable water bottle to fill up on site or water in unopened plastic containers of up to 500ml.
- If you need to bring food or drink with you for medical reasons, you will need to request an exemption letter via access@allpointseastfestival.com
- Once inside the venue, head to First Aid & Welfare which also serves as our Info Point for any Access queries, and is where our Access Manager is based. If you need to collect your PA Companion Pass or an Accessible Toilet wristband, you can do so here.
- The event is likely to be very busy, with loud music, strobe lighting and pyrotechnics used during performances. There may be queues for toilets, food traders and bars, particularly during the changeover between acts on the main stage. Please consider these conditions and whether the event is suitable for everyone in your party.

Leaving the event:

- The majority of concert goers will leave the event at the same time, just after the headline act has finished. This means that leaving the event at this time is likely to be very busy, and may be overwhelming for some customers.
- If this is the case, we recommend waiting until the main crowd has dispersed, or try leaving a little early. If you are on one of the viewing platforms, you may wish to wait for 10 minutes until things have quieted down and a member of our Welfare team can assist you in finding the right exit should you require it.

- On leaving the venue, please keep to the left hand side of the exiting crowd and make yourself known to a supervisor or steward if you require assistance. They can escort you safely to the gate.
- Please note there is no shuttle service from the event exit gates to the park gates or public transport hubs so please factor these distances in when planning your journey home after a long day.
- There will be some toilets for public use located externally to the event.

Access Facilities

Accessible Entrance

There is a dedicated accessible lane (1.2m wide) at the main entrance to the event. The main entrance is located on entry to the park at Crown Gate, on Grove Road.

Box Office

A lowered counter will be available at the box office. A hearing loop is located here too.

Access Manager

Our dedicated Access Manager will be based at First Aid & Welfare, which also serves as our main Info Point for any access queries and is located near the main entrance. First Aid & Welfare will be clearly signposted on site and highlighted on the event map. The Access Manager will also be contactable on radio during the event.

Viewing Platform (Main Stage)

This raised platform is designed for wheelchair users and other groups for whom the Ground Level Viewing Area is not suitable; and their PAs if required. Space on the

Viewing Platform is only available for customers with pre-booked Viewing Platform tickets (subject to availability and valid proof of disability).

Ground Level Viewing Area (Main Stage)

This is a hard standing area for disabled customers who wish to stand for the event, but need a less crowded area and/or the option of sitting for short periods of time. Please be aware that there will not be an unrestricted sight line of the stage when seated in this area, as there will be customers in front of the Ground Level Viewing Area who are likely to be standing up. Space at the Ground Level Viewing Area is only available for customers with pre-booked Ground Level Viewing Area tickets (subject to availability and valid proof of disability).

Viewing Platform (Other Stages)

These are raised platforms at other stages. Space on these platforms is unreserved and is for those with pre-booked Viewing Platform or Ground Level Viewing Area tickets only (subject to availability and valid proof of disability).

Accessible Toilets

Accessible toilets are available at each toilet block, at First Aid & Welfare and at the Viewing Platforms.

There are two accessible toilets in the Luno VIP area. One of these requires a radar key - please speak to the bar manager at the bar closest to the toilet block, or any supervisor in the area, and they will provide the key for you.

Changing Places Unit

There will be a Changing Places Unit (HDU) situated at the sanitation point behind the Main Stage Viewing Platform.

Charging Points for Powered Chairs

Charging points are available at the Main Stage Viewing Platform and at First Aid & Welfare.

Lowered Counters

There will be lowered counters where possible at bars, merchandise stands, and some food outlets. Provisions will be made where lowered counters are not available.

British Sign Language (BSL) Performance Interpreters

BSL Performance Interpreters are available on request for all Main Stage (East Stage) performances. The deadline for requests has now passed for the 2023 event. The interpreters will be situated on a raised platform next to the main stage facing the audience, on the right hand side of the stage if you are facing it.

Hearing (Induction) Loops

These are located at one of the Box Office windows, First Aid & Welfare and at limited bars locations. They will be identified by a sticker.

Merchandise

Merchandise can be produced in alternative formats within a reasonable time frame. Please email your request to access@allpointseastfestival.com

Chill Out Space

This is a space that people can use when they need to get away from the crowd for a while. It is located at First Aid & Welfare.

Hidden Disabilities

We understand that not all disabilities are immediately apparent. If you would like support or advice inside Luno presents All Points East our Access Manager will be the main point of contact and is based at First Aid & Welfare, near the main entrance.

Otherwise, you can contact us in advance with your questions via

access@allpointseastfestival.com. We aim to respond within 5 working days.

A Dog Spending Area for Assistance Dogs

There is a spending area space reserved for assistance dogs, with water available for them as well. Access staff will be able to direct you to this space. Please speak to our staff if your dog is sensitive to sudden noises. If you are planning on bringing an assistance dog with you, please email the request within a reasonable time frame to

access@allpointseastfestival.com

Other Questions Around Accessibility?

If you have other access requirements which are not covered here, please contact us in advance via access@allpointseastfestival.com and we shall make every effort to make a reasonable adjustment and meet your needs where possible. We aim to respond to emails within 5 working days.

Medication

Please bring any medication that you would normally take, but no more than you would personally expect to take over the duration of the event. Tell your friends about any allergies you have. All medication must be clearly labelled as prescribed and the name on the prescription label must match that of the ticket holder. Medication can be safely stored and refrigerated at First Aid & Welfare if required. Please remember that all medication must be self-administered.

Attitude is Everything

Attitude is Everything improves Deaf and disabled people's access to live music by working in partnership with audiences, artists and the music industry.

Having begun as a pilot project in 2000, Attitude is Everything is now a fully independent charity and part of Arts Council England's National Portfolio of Organisations. They encourage event producers to go beyond the legal obligations set out in the Equality Act and implement best practice, providing a fair and equal service to their Deaf and disabled customers.

Attitude is Everything support the music industry to understand Deaf and disabled people's access requirements at music venues and festivals by building equality into the strategic process using a Charter of Best Practice. The ethos of the Charter is that Deaf and disabled people should be as independent as they want to be at live music events and over 100 venues and festivals have already signed up.

www.attitudeiseverything.org.uk

www.twitter.com/attitudetweets

www.facebook.com/attitudeiseverything

Become an Attitude is Everything Mystery Shopper

The Attitude is Everything Charter of Best Practice encourages live venue promoters to publicly show their commitment to improving access, and is assessed by a nationwide team of Mystery Shoppers. To become a Mystery Shopper, you can visit the Attitude is

Everything [website](#) or email mauro@attitudeiseverything.org.uk to request the form and more information.