

Signals Festival Access Guide

Saturday 12 June 2021

Crich Tramway Village, Crich, Matlock, Derbyshire, DE4 5DP

1. Introduction

Welcome to SIGNALS festival, a one day event held deep in the beautiful Derbyshire countryside. We want everyone to experience the wonderful programme of music, film and entertainment we have planned, so we have put together this guide to help you understand what to expect. Our access team have undergone training with Attitude with Everything, an award winning organisation that improves access for deaf and disabled people to live music. We recommend reading this full access guide before buying a ticket.

2. Contact us

If you'd like this guide in a different format or would like any further information about access to the festival, please contact our Access Officer on access@signalsfestival.co.uk.

Please provide us with your name and a telephone number if you'd like a call back. We will respond to all access related enquiries within five working days.

3. Site Information

The festival site is set within the grounds of the Crich Tramway Village. The terrain is hilly with some steep inclines but there are hardstanding, ramped paths connecting the different areas of the site. All areas of the actual Tramway Village and museum are on hardstanding ground, but some have flagstones or small cobbles. One of the Victorian trams has been adapted to carry wheelchairs and their users. Crich Tramway Village is open year round and have their own access statement which can be downloaded here: [Access Statement for Crich Tramway Village](#)

The festival performance areas are mainly in the open grass fields and wooded clearings of the site which can get muddy when wet. There are hardstanding paths connecting the main areas within the site, but access into the areas is often by dirt or grass paths which can be muddy when wet. There are five main areas to the festival site

1. Labyrinth (main) Stage

Open with no cover, largely flat, grass field, surrounded by trees. Standing audience.

Approximately 450m from the main entrance.

Pathway leading to the area is hardstanding with steep upwards incline.

Nearest accessible toilet, approximately 130m.

Raised stage with amplified music, haze and lighting effects.

2. Tim Peaks Diner

Large open sided marquee on largely flat, grass area, surrounded by trees. Standing audience.

Approximately 320m from the main entrance.

Pathway leading to the area is hardstanding with steep upwards incline and grass/dirt section as you enter the area.

Nearest accessible toilet, approximately 90m.

Marquee will contain a small stage with amplified music, haze and lighting effects.

3. Film Tent

Small enclosed marquee on flat, grass area. Seated audience.

Approximately 140m from the main entrance.

Pathway leading to area is initially hardstanding, leading to dirt then rubber matting over grass. The route passes the Bandstand.

Nearest accessible toilet, approximately 120m.

Cinema style with screen, projector and amplified sound.

4. Bandstand

Traditional opensided bandstand surrounded by dirt walkways and grass. Can be viewed and heard from a large hardstanding area within the main entrance.

Approximately 75m from the main entrance.

Pathway leading to the area is initially hardstanding, leading to dirt then grass.

Nearest accessible toilet, approximately 70m.

Raised circular stage with amplified music and lights.

5. Tramway Village

Recreated Victorian village and museum run as a tourist attraction all year round. Hardstanding with some flagstones and cobbles.

Approximately 320m from the main entrance.

Nearest accessible toilet, approximately 100m.

No amplified music or lighting effects. Museum exhibits may have audio and visual elements.

The maximum distance from one end of the site to the other is approximately 800m (not including the Woodland Walk which adds another 300m each way)

The distance from the blue badge parking to the site entrance is approximately 70m.

4. Bookable Access Facilities

- Ticket for personal assistants. We offer disabled individuals one free ticket for a personal assistant which can be booked through our [tickets page](#). Once you've received your ticket reference number, please email us quoting this and send a copy of your DLA/PIP award letter showing you are registered as disabled to access@signalsfestival.co.uk . You'll also need to bring this to show on entry to the Festival. Requests must be received a minimum of 4 weeks before the Festival.
- The main Labyrinth stage will have a dedicated viewing area which will be available on a first come first served basis, but you will need a wristband to access it. If you would like to register for this service please email us at access@signalsfestival.co.uk . We will then issue you with a wristband on arrival and tell you how to access it. We will also issue a lanyard for any ticket holder you want to accompany you into this area. The nearest accessible toilet to the viewing area is approximately 130m.
- Blue badge parking is available and free of charge with a valid blue badge pass. Please book this through our main [tickets page](#) and have your blue badge ready to show on arrival at the car park.
- Tram ride. There are Victorian trams that run from the Tramway Village to the main Festival site and then onwards on a return journey into the countryside. Some of the trams have been adapted to be suitable for wheelchair users and subject to availability, can be pre-booked. Please email us at access@signalsfestival.co.uk to find out more and enquire about booking a space. Spaces are limited.

5. Travel

Coming by car:

- The postcode of the site is DE4 5DP. The accessible parking is located in the main car park, approximately 70m from the Festival site entrance. The car park is hardstanding dirt and gravel. Please display your blue badge on arrival.

Coming by train:

- The nearest train station is Whatstandwell rail station, 1 mile from the festival site and we offer a bus shuttle service (bookable in advance) to the festival site. The last trains leave Whatstandwell mid-evening, but you can book our bus shuttle, which will take you from the festival site back to Belper, Derby, or Matlock. See details below.

Shuttle buses:

- We've teamed up with Slacks, a local bus company to offer a cost-effective and responsible travel option. **If you are booking the Shuttle bus service and are a wheelchair user or have additional access needs, it is essential that you email us at least 4 weeks in advance at access@signalsfestival.co.uk**

The standard buses are not accessible to wheelchairs but please email to discuss your specific needs and we will do our best to help.

Buses will run from Whatstandwell train station to the Festival Site.

Leaving the festival – evening buses will run from the festival site to the train stations at Belper, Derby, and Matlock. (Additional drops-offs are available at Matlock Bath, Cromford, Ambergate, and Duffield on request).

- Bus shuttles must be booked in advance. For prices and times, please visit our [booking page](#)

Coming by public bus:

- Local buses run every day to the festival site, from Matlock, Alfreton, Ripley and Belper. Check out the local public transport timetable for more information.

6. Arrival guide

Site opening times:

The Festival site opens on Saturday 12th June at 10.00am and closes at midnight.

The car park is open from 09.00am.

The Tramway village with all it's attractions is open from 10.00am.

Music will start on the different stages from 11.00am.

Arriving on site:

If you are arriving by car, our car park stewards will welcome you as you arrive and instruct you where to park. If you have booked a blue badge place, please have your blue badge visible on arrival. It is then a short distance (approximately 70m) to the main Festival site entrance.

Arriving at the site entrance, our stewards will ask to see your tickets as you enter. If you are uncomfortable with waiting in a queue, please tell one of our stewards and we will fast track you through the entry process. If you have registered as disabled or hold a personal assistant ticket, please go to our ticket information point at the main entrance. Our stewards can direct you and you will need to show your e-ticket confirmation. Here you will be issued with the accreditation to help make your Festival experience run smoothly.

The security may check your bag on arrival.

If you have any questions, please ask one of our stewarding team and they will be very happy to help you.

7. Toilets

There is an accessible toilet at each of the three main toilet block locations at the site. These are located between the main Labyrinth Stage and Tim Peaks Diner, by the childrens play area/welfare point and at the main entrance.

8. Medical and Welfare

On site there are first aiders at all times. If you are in need of assistance, please contact one of our stewards/security staff who can call help for you quickly.

We have a small welfare tent that is close to the children's outdoor playground. It can also be easily accessed from the main entrance. Signage will clearly mark its location or you can ask any of our stewards.

The welfare tent has access to a fridge available should you wish us to store medication. Please ensure your medication is labelled with your name, contents and your mobile number. The welfare tent is manned at all times but any medication is left at your own risk.

The welfare tent can also act as a quiet space or there are some lovely wooded walks away from the noise of the main Festival site.

If you have any questions or concerns over a specific medical need, please contact us at access@signalsfestival.co.uk

9. Access to the Performance

We do not currently offer any BSL or Audio description for the main stages. However, we will continue to try and improve our access offer for future Festivals.

The QUAD film marquee will offer subtitles on selected films. This information will be available at the information point at the main entrance.

10. Assistance Dogs

We welcome assistance dogs which have been trained by registered members of ADUK. If you will be attending the festival with your assistance dog, please let us know in advance by emailing access@signalsfestival.co.uk We will have a water bowl and dog waste bags available at our welfare point. Please ask one of our Festival team if you need any help with your assistance dog.
No other dogs are allowed on the Festival site.

11. Strobe Lighting

We do not have the final technical plans through from our artists yet so cannot confirm if strobe lighting will be used. If strobe lighting is going to be used in any area/stage, we will have a list of these times/locations available at our information point on arrival. We will also display warning signs as you enter the Festival site.