

Accessible Policy

Grandslam Live Ltd is one of the largest outdoor concert promoters in the UK and it is our intention that our events are fully accessible for all.

If accessible ticketholders have any specific requirements regarding accessible provision, they should make Grandslam Live Ltd aware, at least one month prior to the individual show being attended. Where possible we will make reasonable adjustments to ensure everyone's enjoyment of the event. In terms of Deaf or Hard of Hearing concert goers, this ranges from providing set lists in advance, captioned performances or interpreters, to suit specific requirements.

A large number of Grandslam Live Ltd concerts are situated in outdoor venues, including countryside areas, where concert goers should be aware that the main arena, car park, and surrounding areas can be uneven terrain and at times difficult to navigate. Unless advertised otherwise each outdoor concert will offer standing tickets only. Any form of chair including deckchairs, camping chairs, folding chairs, gazebos, picnic blankets and tents are not permitted into the venues.

Each concert produced and promoted by Grandslam Live Ltd is unique, and therefore reasonable measures will be put in place to assist with the accessibility requirements of concert goers. An uncovered viewing area will be reserved for accessible ticket holders at all Grandslam Live Ltd shows. Where possible, at an additional cost accessible parking will also be offered.

If you consider that because of a disability you are unable to attend a concert alone, you may request a concession ticket for a Personal Assistant, providing you are entitled to the higher level of either disability living allowance, (DLA) or attendance allowance, (A/A), or the enhanced rate of personal independence payment, (PIP).

An ambulant disabled ticket may be offered to concert goers that are entitled to the aforementioned level of disability living allowance, and that may require a Personal Assistant, but that do not require to be in the viewing area.

Where a carer/companion ticket is requested, this will be issued at the same value as the ticket face value in the area where the accessible ticket has been purchased. In cases where the ticket is part of a package (i.e. any hospitality or VIP tickets) only the ticket element will be offered on a complimentary basis – all other package elements will be charged at full price.

Accessible tickets are priced in line with the area of the arena they are situated.

Accessible tickets must be purchased in advance. Anyone turning up on the day without making prior arrangements may not be able to access our facilities. However, we will always try to accommodate any late requests.