TRNSMT

ACCESSIBLE INFORMATION GUIDE 2023

WELCOME!

Thank you for purchasing tickets for our award winning TRNSMT Festival. We are delighted to be returning to Glasgow Green to host our sixth year with an incredible line up. We genuinely can't wait to see you all again and are busy putting together the final preparations to make it a weekend to remember. We hope you find the information in this guide is useful and it helps make your experience more enjoyable.

TRNSMT Festival are proud to have been awarded the Gold level of Attitude is Everything's Charter of Best Practice and work all year round to improve our accessible facilities and services on site, fingers crossed all our hard work pays off!

Please ensure you fully read this Accessible Information Guide and General Event Information available HERE.

THE LINEUP

DAY	DATE	MAIN ARTIST	GATES OPEN*	ARENA CLOSES*	VIP CLOSES*
FRIDAY	07 JULY	PULP	12PM	11PM	12AM
SATURDAY	08 JULY	SAM FENDER	12PM	11PM	12AM
SUNDAY	09 JULY	THE 1975	12PM	11PM	12AM

*Times are subject to change

*Please note artist set timings are variable and subject to change right up until the day so will not be announced in advance of the festival weekend. This will be available on the TRNSMT app. If you have purchased VIP tickets, then please note that this area is open until midnight.

DOWNLOAD THE OFFICIAL APP "TRNSMT 2023" (IOS/Android)

Download on the App Store | GET IT ON Google Play

FOR FURTHER INFORMATION VISIT
www.trnsmtfest.com

@TRNSMTfest

attitude is everything

Please note this information is correct at time of publication but may change. For the most up to date information please download the official TRNSMT App.

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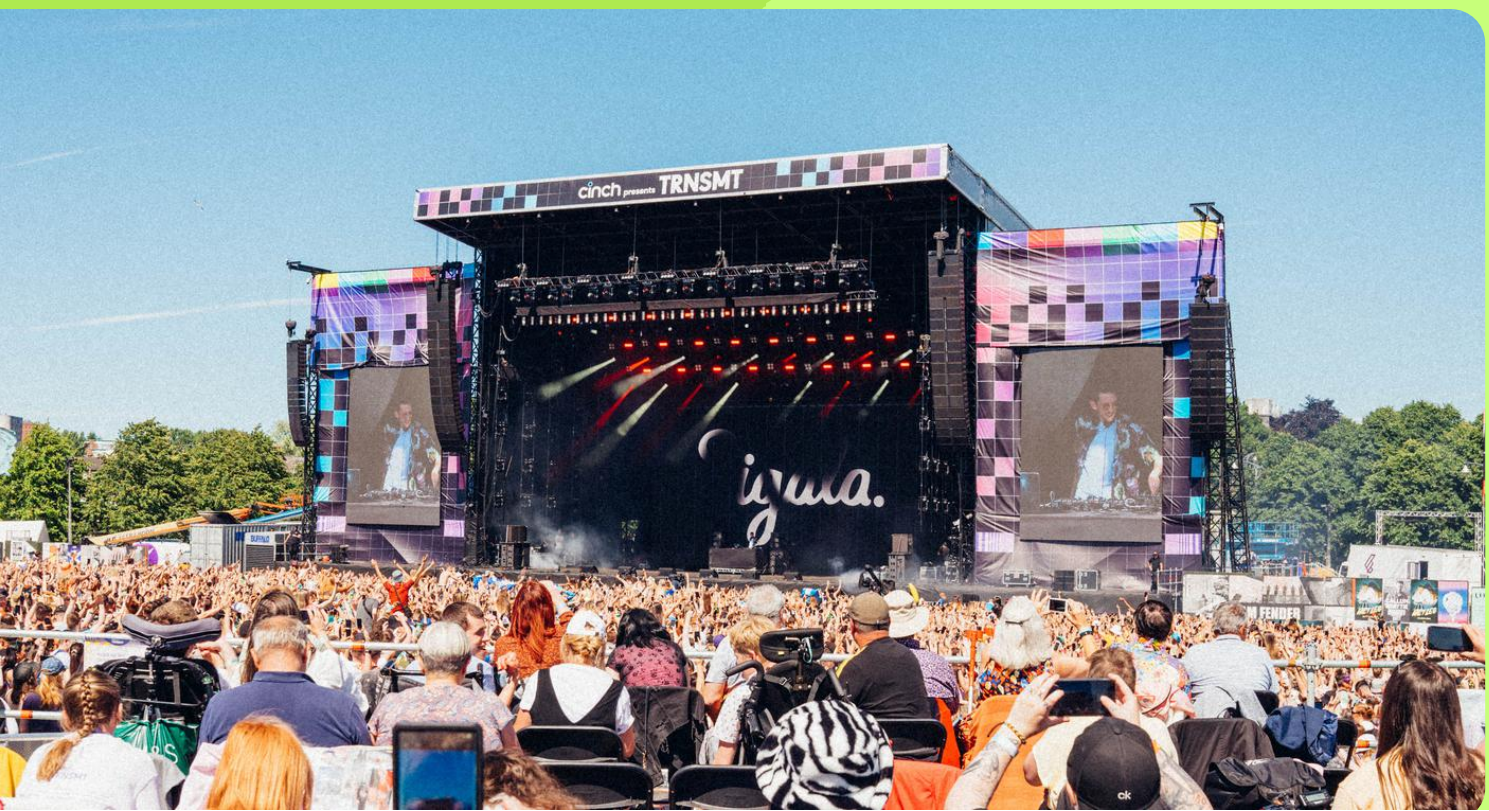
TOP 10 THINGS TO KNOW BEFORE YOU GO

1	The **Accessible Entrance** will be at the **East Entrance** of the Festival.
2	**Accessible parking** will be available on Templeton Street and will have limited spaces operated on a first come first serve basis. The recommended **accessible drop-off and pick-up** location is at the Accessible Parking area.
3	**Know what your wristband includes** - check your emails from access@trnsmtfest.com to check what you have been approved for and if you will have access to the Accessible Platform.
4	**Accessible Platform and Accessible Facilities Wristbands** and **PA/Companion ticket** (if applicable) will be available for collection at the **Accessible Box Office** at the **East Entrance for GA ticket holders** and at the **VIP Accessible Lane for VIP ticket holders**.
5	Your PA/Companion ticket (if applicable) has been issued to you on the basis that the **PA/Companion will not become intoxicated**. In such circumstances and for your own safety you and your PA/Companion will **require to leave the site**.
6	**Seating location on the Accessible Platform will be allocated on a first come first serve basis**, regardless of ticket type (e.g. GA, VIP,...).
7	**Any aggression or abuse, physical or verbal directed towards our staff will not be tolerated.**
8	**One person will be allowed one PA/Companion on the platform** unless otherwise pre-agreed due to accessibility requirements.
9	This event is completely **cashless**. All vendors will accept **card payments only.**
10	Your main contacts on site for any questions or if there are any issues are the **Accessibility Manager Nina** or the **Access Assistant Holly.** Please ask to speak to them if you have any questions or concerns.

MORE HELPFUL HINTS

- On arrival at the **Accessible Entrance**, please show your ticket to the Stewards who are supervising the entrance.
- Please ensure to **pick up your PA/Companion ticket and Accessible Facilities or Accessible Platform Wristband** at the **Accessible Box Office**, located at the East Entrance. Staff will have a list of everyone who has been approved for the PA/Companion ticket and use of accessible facilities or platform. **Please ensure you have any confirmation email from access@trnsmtfest.com with you.**
- Please note that for safety reasons, we advise customers on the Accessible Platform to **remain on the platform when the show ends** for a short period of time to ensure that pathways are clear when exiting.
- **Stewards and the Customer Access Team** will be able to assist and direct to the Accessible Platform.
- You and your PA/Companion will be **applicable to search on entry**, which may include your wheelchair.



- Please **don't bring a bag unless it is absolutely essential.** Bags larger than 30cm x 21cm (the size of a sheet of A4 paper) will NOT be permitted. Those who need to bring bags may be separated into bag search lanes, and could be delayed as a result of longer queues. If you need to bring a larger bag for medical purposes, please contact us at access@trnsmtfest.com
- The **platform is not covered** so please dress appropriately for the ever-changing Scottish weather!
- **Umbrellas** are not permitted.
- If you have an **'Can't Wait' card** please present this to the Stewards for quick access to the toilets.
- Please **report any spillages** on the Accessible Platform to Stewards.
- Please feel free to bring your own **Ear Plugs.** However, Ear Plugs will be available on the Accessible Platform should you require them.
- Please be aware that unacceptable behaviour will have an impact on the experience of other Customers. **Any aggression or abuse, physical or verbal directed towards our staff will not be tolerated.**
- **Fresh water points are available around the arena**, so please only bring 500ml empty plastic water bottles with you. Sealed or full bottles or back pack hydration packs will not be permitted in the arena and will be confiscated and not returned.

HIDDEN DISABILITIES

We understand that **a hidden disability is not immediately apparent**. If you would like support or advice inside TRNSMT 2023 our **Access Manager Nina** or our **Access Assistant Holly** will be the main point of contact and are based at the Accessible Platform. Or please contact us in advance with your questions via access@trnsmtfest.com

We welcome all disabilities at our event and on our accessible platform.

PROHIBITED LIST

*Please refer to event T&C's on our website for more information
https://trnsmtfest.com/info-item/essentials

TRNSMT
7-9 JULY 2023 | GLASGOW GREEN
WEST ENTRANCE
WEST BOX OFFICE
DUKE STREET PICK UP / DROP OFF
BUCHANAN BUS STATION / MERCHANT CITY
PLEASE RESPECT THE LOCAL COMMUNITY
WHEN WALKING TO AND FROM THE EVENT
BROOMIELAW
PICK UP / DROP OFF
CITY CENTRE /
WEST END
LONDON ROAD
PICK UP /
DROP OFF
LONDON ROAD
5 MIN WALK TO EAST ENTRANCE
FROM GLASGOW CROSS
N
W
E
S
KEY
McDONALD'S
3CHARGING BY THREE
FOUR LOKO
PEPSI MAX
BOX OFFICE
BOOGIE WONDERLAND
BOOGIE BAR
BARS
BIG FEED ON TOUR
ARTISAN FOOD AREA
VIP AREA
FOOD
FESTIVAL & ARTIST MERCHANDISE
WELLBEING
FREE DRINKING WATER POINT
TOILETS
URINALS
ACCESSIBLE TOILETS
ACCESSIBILITY PLATFORM
INC. ACCESSIBLE TOILETS
HELP & INFO POINT
WELFARE
IF YOU REQUIRE SUPPORT DURING THE EVENT, PLEASE VISIT WELFARE
FIRST AID
MAINSTAGE PEN INFO
FIRST COME, FIRST SERVED
NO ADDITIONAL TICKETS REQUIRED
PEN 1 ENTRANCE & EXIT
PEN 2 ENTRANCE & EXIT
The Boogie BAR
Boogie WONDERLAND
BAR
BAR ONE
PEN ONE ENTRANCE & EXIT
PEN ONE
PEN TWO
BIG FEED
BAR THREE
RIVER STAGE
BAR TWO
PEN TWO ENTRANCE & EXIT
BAR FOUR
BOTHY BAR
VIP ENTRANCE & EXIT
VIP
VIP BAR
VIP ULTIMATE
VIP ENTRANCE
VIP BOX OFFICE
KING TUT'S STAGE
ACCESSIBLE ENTRANCE
EAST BOX OFFICE
EAST ENTRANCE
EAST CARRIAGEWAY
ACCESSIBLE PARKING
ACCESSIBLE CUSTOMER ROUTE
RIVER CLYDE
BACARDI
MAX
four
BUSES & COACHES
PICK UP / DROP OFF

DISTANCES TO KEY AREAS

Accessible Parking to Accessible Entrance	**400 metres**
East Entrance to Main Stage Accessible Platform	**200 metres**
Main Stage Accessible Platform to King Tut's Accessible Platform	**200 metres**
Main Stage Accessible Platform to VIP	**150 metres**
Accessible Platform to Welfare	**550 metres**
East Entrance to West Entrance	**600 metres**
Main Stage Accessible Platform to River Stage	**250 metres**
Main Stage Accessible Platform to Boogie Bar	**375 metres**

ENTRY TO THE SITE

Here's how to get into Glasgow Green!

All Box Office Locations will have a lowered window.

GENERAL ADMISSOIN TICKETS

Go to East Entrance → **Go to East Entrance Box Office** → **Accessibility Window**

Accessible Box Office /// gentle.renew.adults

Give your name to staff → **Receive Accessible Platform/Facilities Wristband + PA/Companion ticket (if applicable)** → **Enter via Accessible Entrance**

Accessible Entrance /// bride.fruit.fits

VIP TICKETS

Go to VIP Accessible Entrance (Templeton Street) → Go to the VIP Accessible and Ultimate Lane → Go to Accessible Check-In

Give your name to staff → Receive Accessible Platform/Facilities Wristband + PA/Companion ticket (if applicable) as well as VIP wristband

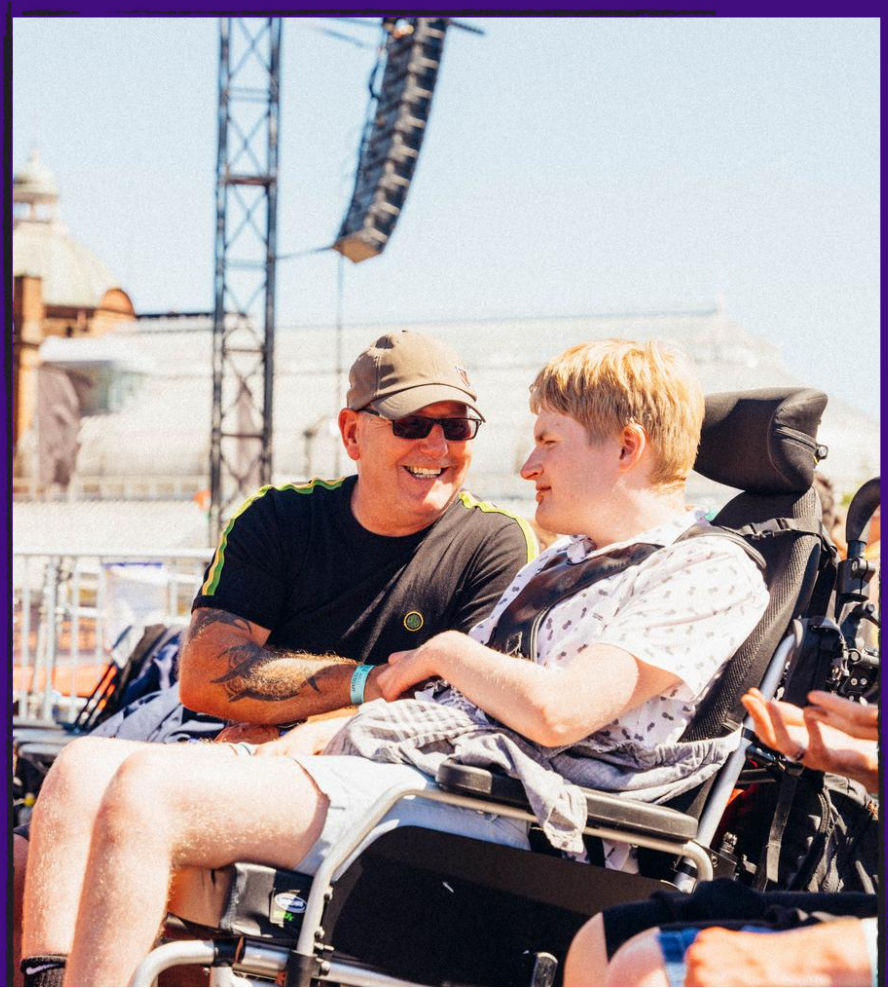
VIP Box Office and Entrance

/// loving.care.asking

WHAT YOUR PA/COMPANION NEEDS TO KNOW

YOUR ROLE AS PA/COMPANION

- Familiarise yourself with this **Accessible Information Guide and its contents**.
- Make yourself **aware of the access team and stewards** on the platform in case you need any assistance.
- Make sure to **check the weather** before attending and ensure yourself and the access customer are ready for the ever-changing Scottish weather.
- Please note the PA/Companion ticket has been issued to you on the basis that the **PA/Companion will not become intoxicated**. In such circumstances and for the access customer's safety both they and their PA/Companion will be required to leave the site.
- You are attending TRNSMT to accompany and assist the person who chose you as their PA/Companion. We have the **right to eject you** from this event should it become apparent you are not carrying out this role.



WRISTBANDS

BEFORE YOU GO: Know which wristband you applied for and what you have been approved for. You can find this out from the confirmation email you received from access@trnsmtfest.com

If you have been approved for the Accessible Platform Wristband your confirmation email will say ...

I am happy to confirm your application has been processed and accepted for the use of the Accessible Platform and Accessible Facilities ...

If you have been approved for the Accessible Facilities Wristband your confirmation email will say ...

I am happy to confirm your application has been processed and accepted for the use of the Accessible Facilities ...

- **Wristbands (and PA/Companion tickets) will be available to collect at the Accessible Box Office** at the East Entrance of the site (see page 5), or at the **VIP Box Office** (see page 6) for VIP customers. Box Office staff will have a customer list and information regarding the number of PA/Companion tickets that are required per customer.
- We have a **set capacity** that we need to adhere to on the Accessible Platform due to Health and Safety regulations. **Only those with Accessible Platform wristbands will be able to gain access.**
- Please note: **1 PA/Companion will be issued with 1 wristband** in order to ensure fairness and accommodate as many people with accessible requirements as possible on the platform. We are not able to provide more than one PA/Companion ticket per person unless required for medical reasons which been previously communicated and agreed by the Accessibility Manager in advance of the show.

WHAT'S INCLUDED IN YOUR WRISTBAND?

	ACCESSIBLE PLATFORM WRISTBAND	ACCESSIBLE FACILITIES WRISTBAND
Access to Accessible Toilets around site and at the Main Stage Accessible Platform	✓	✓
Access to the Main Stage and King Tuts Accessible Platform	✓	✗
Blue Badge Parking (if applied for and approved in advance)	✓	✓
PA/Companion Ticket (if applied for and approved in advance)	✓	✓

If you are having any **trouble gaining access** to the above facilities, **obtaining your correct wristband** or encounter **any other issues** while attempting to use the accessible facilities **please request to speak to the Accessibility Manager Nina or the Access Assistant Holly** and they will do their best to assist in resolving the issue.

EMERGENCY INFO

- The PA/Companion ticket is provided on the expectation that your PA/Companion is **willing and able to assist you** throughout your visit, and would be available and able to help you in the event of an evacuation.

- In the instance of a site evacuation please ensure that your **PA/Companion is aware that they are your main point of assistance** in an emergency evacuation. Crowd management personnel located near the Accessible Platform will assist in moving everybody to a place of safety.

EXIT

Please note for safety and security reasons we ask that all customers remain on the Accessible Platform at the end of the show as directed by stewards. This is to allow a safe exit from the arena. Stewards will then provide an escort from the Accessible Platform to the parking/pick up location at the blue badge parking area on Templeton Street, if this is required.

PLAN YOUR TRAVEL

ACCESSIBLE PARKING

- **Accessible Parking** is going to be available on Templeton Street.
- As this road is closed for public access during the festival, please be **prepared to be stopped** by stewards and present a form of identification (passport/driving licence) as well as your Blue Badge.
- Please be aware that Accessible Parking at TRNSMT does have **limited spaces** and we will be operating this on a **first come first served basis.** Because of this we **cannot guarantee a spot** and do recommend that customers are **aware of alternatives** in the event that the car park is already full upon your arrival.
- We have asked in the accessible application for your car registration number to **register your interest** in using this area and confirming your eligibility.
- What 3 Words address /// rivers.minds.ranged

ACCESSIBLE DROP-OFF - CAR/TAXI

- If you are being **dropped off**, please follow the directions above to the Accessible Parking area.
- **Advise the steward at the gate that you are there for Accessible Drop-Off.** They will allow your car or taxi to come in, drop off and leave from this area.
- Please **bring this information with you** to present to the stewards.

PICK UP/TAXI AFTER EVENT

- Pickups should be arranged for the **Accessible Parking area**.
- We would recommend that you **pre-book your taxi collection** and the stewards can direct them to the Accessible Parking area (Templeton Street).
- The taxi driver should be **prepared to be stopped by stewards** and may have to explain that they are collecting an Accessible customer.
- Please be aware that if you have someone picking you up at the end of the night that they **will not be able to enter the Accessible Parking area when there are vehicles leaving** to avoid any congestion in this area. Vehicles will only be able to enter once it is safe to do so. **Be prepared to expect a delay.**

LOCAL TAXIS

- Glasgow Taxis (https://www.glasgowtaxis.co.uk/)
- GlasGO Cabs (https://glasgocabs.co.uk/)
- Saltire Private Hires (https://saltireprivatehire.co.uk/)

Please note that we are not responsible for your travel and transport to and from the event and we are not in control of private entities such as taxis. The above is merely to help those not local to Glasgow with who to contact to pre-arrange a taxi pick-up.

TRAIN

The nearest train station to Glasgow Green is **Bridgeton**, which is approximately a **850 metre (10 minute) walk from Glasgow Green.** We recommend that Customers wishing to travel by train are aware that **trains will be very busy heading to and from the gig**, and you may not be able to board your first choice of train.

What 3 Words address /// beam.riches.ranks

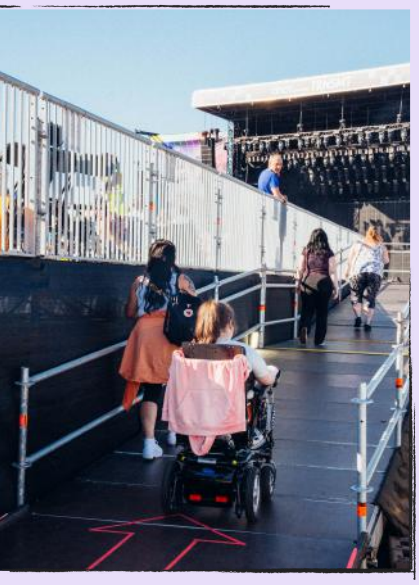
There may be last minute cancelations and limited rail services across Scotland at the time of the event. Please plan ahead and check the ScotRail website for the latest information, and look at alternative travel options. If you have no other way of travelling, please be aware you may need to leave the event early to catch the last available train.

For more information on how to get to Glasgow Green, please click this link
https://trnsmtfest.com/info-item/essentials

ACCESSIBLE FACILITIES

ACCESS MANAGER

Our **Accessibility Manager Nina or our Access Assistant Holly** will be the main points of contact for all customer access queries. They will primarily be **based at the Accessible Platform** but will be back and forth from the Box Office and other Access Facilities throughout the day. Nina and Holly will also be contactable on radio during the event.



MAIN STAGE ACCESSIBLE PLATFORM

- WC Accessible Toilets
- Wheelchair/Mobility Scooter Charging facilities (Limited)
- Food & Drink Service available to Accessible Platform
- Merchandise Service available to Accessible Platform
- /// glow.rank.prices

KING TUTS ACCESSIBLE PLATFORM

- Unreserved Smaller Viewing Platform
- WC Accessible Toilets
- /// glow.rank.prices

Please note that the Food/Drink/Merch service and Wheelchair charging facilities will not be available at the King Tut's Platform.

RIVER STAGE

No Viewing Platform at the stage

Picnic Benches placed on a grassy slope

WC Accessible Toilets - refer to cartoon map

Alert a steward for any access help

PLATFORM POINTS TO NOTE

- **One person will be allowed one PA/Companion** on the platform unless otherwise pre-agreed due to accessibility requirements.
- The **platform is seated only**. This is to prevent restricted view for other customers. If you wish to **stand/dance** you can do so **at the back** of the platform.
- **Walkways on the platform must be kept free** for Health and Safety reasons. There will be **no standing/dancing allowed in these areas** and stewards may ask you to move elsewhere.
- For the comfort and enjoyment of all customers using the facility, **no smoking/use of e-cigarettes** is permitted on the platform.
- **No abuse of the PA/Companion wristband** or this wristband will be revoked.
- Please be aware that unacceptable behaviour will have an impact on the experience of other customers. **Any aggression or abuse, physical or verbal directed towards our staff will not be tolerated.**
- Stewards will provide you with a **seat and position you on the platform** upon arrival. This will be operated on a **first come first serve basis**.
- Please note that **if you are leaving the platform for an extended period of time** it is advised you inform stewards or those around you that those seats are taken.

ACCESSIBLE TOILETS

There will be be **accessible plastic units located at the Accessible Platform** and around the event site for the use of accessible customers. These facilities are cleaned regularly. If you have any **issues regarding functionality or cleanliness** of toilets, please **alert a member of staff** so we can get them operational as quick as possible.

If you require quick access to the toilet, then please alert the nearest steward who will be able to assist you. Please **refer to the cartoon map (see page 4) to make yourself familiar** with the locations of accessible toilets around the site before attending the show.

To gain access to accessible toilets you require an Accessible Facilities Wristband (see page 8). You can collect this from the accessible box office if you have been pre-approved for this. You can also get a wristband at the Accessible Platform, however, this will require some form of supporting documentation. In addition to this stewards will accept **'Just Can't Wait'** cards. Please note we do not issue these cards but you can find out more about the 'Just Can't Wait' card and how to get one HERE).

CHANGING PLACES TOILET

We are very happy to have Pamiloo on board for TRNSMT, providing customers with changing places and hoist toilets in the General Admission and VIP areas.

- It is **not the responsibility of PAMIS staff or volunteers to assist people** to use Changing Places toilet facilities. The Pamiloo is intended for use by accessible people who require the assistance of a PA/Companion to use the toilet or have their continence pad changed.
- The **hoist is not for independent use**. Anyone wishing to use the Pamiloo/Mobiloo should be **accompanied by a PA/Companion** who is familiar with the disabled person's needs and with the use of specialist equipment including hoists and changing benches.
- If a person is in any doubt how to use the equipment, they will not be admitted to use the facility. Users may be asked to self-declare that they are familiar with the use of equipment, either verbally or in writing, before access is granted.

For more information for Pamiloo check out the below.

https://pamis.org.uk/campaigns/pamiloo/

FOOD AND DRINKS SERVICE ON ACCESSIBLE PLATFORM*

We will have **designated members of our Customer Access Team who will take orders for food and non-alcoholic beverages** and bring them to you. Please ask a member of the Customer Access Team if you require this.

TRNSMT will have food vendors that provide **vegan, vegetarian & gluten-free dietary options**. For those with special dietary requirements beyond the concert food service, please contact us at for further information.

MERCHANDISE SERVICE ON ACCESSIBLE PLATFORM*

We will have **designated members of our Customer Access Team who will take orders for Merchandise** and bring them to you. Please ask a member of the Customer Access Team if you require this.

*Please note that the food/drink/merch service will be limited and ends at 9PM.

CUSTOMER ACCESS TEAM

Our **Customer Access Team are there to assist you.** The team will consist of **Volunteers from Street Soccer Scotland.** We will have members at the Accessible entrance and on the Accessible Platform. **They will be wearing Street Soccer Scotland branded T-Shirts**, so they will be easily identifiable should you require any assistance. The Customer Access Team are a friendly bunch there to ensure you have a great time at the event.

To **find out more about Street Soccer Scotland** and what they do please follow the link below: **https://streetsoccerscotland.org/about/**

STREET SOCCER

HEARING LOOPS

A portable **hearing loop** is installed at all box office locations (at the East, West and VIP entrances).

ASSISTANCE DOGS

We **welcome assistance dogs** to Glasgow Green. If you require dog spending area on site please email your request within a reasonable time frame to access@trnsmtfest.com

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.

STAGE EFFECTS

Flickering light effects, lasers, strobing, pyrotechnics and other effects may be used during performances. Some of these will look and sound very similar to fireworks. Some will have no visual element but will make a very loud crack or bang noise. **Foam ear plugs** can be provided on request from the Accessible Platform staff. Stewards on the platform can advise on effects used during the set.

MEDICATION

You can bring any medication that you require. If it is not easily recognisable (e.g. Asthma inhalers, Nurofen, EpiPens) please bring a prescription or a Doctor's letter with you. Customers with a medical condition who require to bring Food/Sugary drinks are welcome to contact us in advance to allow us to make suitable arrangements for you. Alternatively, you can present yourself to a Security Supervisor on the day of the show who will be able to assist you further.

If you need to store your medication in a fridge, please let the Access Co-ordinator know before the show on access@trnsmtfest.com. If you are not able to let us know beforehand you can present yourself to a Security Supervisor on the day of the show, who will contact First Aid to make suitable arrangements for you. Please note that delays may occur due to bag searching, so we request that all customers be patient with Security.

GROUND CONDITIONS

As Glasgow Green is a greenfield site, there are sections of the arena that could have **uneven ground.** This means that access to certain areas of the site may not be practical, especially in bad weather conditions. The event arena floor will be uneven and consist of a combination of grass, gravel and limited tarmac pathways and terra-plast trackway. We ask customers to prepare for all weather and ground conditions.

IN AN EMERGENCY

There are a **large number of Stewards on duty** at our shows, all of which wear **high visibility vests.** For any emergencies please locate a member of staff who will be able to assist or locate the correct assistance. Security stewards and Customer Access Volunteers are on hand at the Accessible Entrance and Accessible Platforms. They have been briefed to offer information, help and support. If you are unwell or require assistance, please approach a member of the Security stewarding Team who are clearly identifiable by their numbered tabards/shirts. In the instance of a site evacuation please **ensure that your PA is aware that they are your main point of assistance in an emergency evacuation.** Security and stewards located on the accessible platform will assist in moving everybody to a place of safety.

SPONSORS

We have a number of sponsors on site who have built activations which will have some form of level access via a temporary or permanent ramp as well as **lowered counters where possible.**

- **McDonalds**
- **Three**
- **Four Loko**
- **BAT**

FIRST AID

There are 2 main customer 1st aid points in the East and West of the festival.

East - next to East Entrance /// counts.range.vase

West - next to Welfare in the West /// leap.darker.rock

First aid staff also patrol the event and entrance lanes during peak times.

MEDICAL FACILITIES

We have a fully staffed and equipped A&E facility onsite managed by a team of qualified and experienced doctors, nurses and consultants.

SAMARITANS

Samaritans will have a team onsite next to the wellbeing area to **provide emotional support** for customers and staff at the event.

WELLBEING AREA

This location at the event allows customers to **remove themselves from the crowd to de-sensitise and chill out** and highly trained wellness and crisis support teams from **Crew 2000**. A safe hub and quiet area – have a chat, chill out, take a break, relax, hydrate and re-energise. Please speak to a Steward, Accessible Volunteers or Access Manager for more information on where to find Welfare or refer to the cartoon map.

WELLBEING HUB

The wonderful team from **TLC Welfare** return with their team of highly experienced workers to provide information and support to customers and staff. For anyone that might find themselves in a **difficult or distressing situation**, Welfare are there to help as part of our safeguarding procedures at the event. They **assist anyone in a vulnerable position**, if they have lost friends or just need to take some time out from the festival. They also work closely with our first aid and medical teams to provide an area for recovery if someone has been provided with medical care whilst at the event.

TThe team also **assist with repatriation** of customers who are looking for a place to meet with friends or family when they become separated. They have emergency supplies of sanitary products, condoms, ponchos and sun cream if the weather permits!

If you are **feeling overwhelmed** at the show and need a short break in a quieter area, please reach out to the team on the platform who can direct you.

All welfare staff are **PVG/Disclosure checked** and have experience outside the festival of working with vulnerable people, young adults and children.

Welfare is positioned at both the **East and West entrances** for anyone who hasn't yet entered the site and requires support. Inside the event Welfare is found next to the West entrance and 1st aid.

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 events 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

attitude
is everything

GET IN TOUCH

We want our customers to enjoy their visit to our shows, but we appreciate that we may not cover everything you need or wish to know about the event. If you have any questions, then please don't hesitate to get in touch prior to the event with our Access Manager by emailing: **access@trnsmtfest.com** or calling 0141 674 9444.

Please note; on show days, **access@trnsmtfest.com** will not be monitored as we will be working operationally on the ground. However, if you arrive at the event then please approach a Steward, Supervisor or a member of the Customer Access Team for assistance and they will do their best to help you.

We aim to **resolve any issues on the day**, where we can. If you have a complaint or positive feedback please tell a member of our access team, the accessibility manager (Nina) or the access assistant (Holly). If you have a complaint or feedback about a member of staff then try to note the below:

- colour of their high-vis
- any number on the high-vis
- location of incident

We welcome and encourage any feedback from our attendees. We will be getting in touch with a post event survey to get your thoughts on our access facilities, as we want to make our events as accessible as we can. However if you want to get in touch, please email us at **access@trnsmtfest.com**. We hope you have a fantastic time at TRNSMT and don't forget to tag/mention us in your photos from the concert on social media or send them across to us via email!

TRNSMT on Facebook, Twitter, Instagram, TikTok and Snapchat:
@TRNSMTfest and #TRNSMT

Remember and download the TRNSMT 2023 app to keep up to date on Show Times, Line up, Map, News, Information, Merchandise, Official Partners, VIP info and much more!

Download the Official App - “TRNSMT Festival 2023”

Download on the App Store

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Looking forward to seeing everyone and don’t forget to say hello!

Best Wishes,
The DF Access Team
Nina & Holly