



ACCESSIBILITY FAQs

Am I eligible for a PA ticket?

Shambala will provide a free PA ticket and a free PA car pass for those who:

- receive Middle or Higher Rate DLA
- receive Personal Independence Payment (PIP)
- receive Attendance Allowance
- have a Nimbus Access Card with a +1 symbol
- have a recognised Assistance Dog ID Card
- have a certificate of visual impairment
- are registered as d/Deaf

PA's must be able to perform all support needed by the disabled person, including assistance during an evacuation or other emergency.

Please do not buy your PA's ticket or car pass in advance.

You can apply for the free tickets by filling in the form on our website. You also need to send a copy of your eligibility paperwork to accessibility@shambalafestival.org.

We recommend that you apply for your PA ticket as soon as you buy your ticket.

We are unable to provide free car passes for PA's who apply after the 1st July.

Is my child (under 18) eligible for a PA ticket?

Under 18s are not entitled to a free PA ticket unless the child has very complex needs and the family has to bring an extra adult whose attendance is only to fulfil the role of a necessary additional / paid carer. Please be aware that we do not classify parents as second carers. This ticket is offered to mitigate the extra costs that bringing an additional carer may place on a family. Please contact accessibility@shambalafestival.org to discuss eligibility.

Can I camp in the Accessible Camping Area?

The Accessible Camping Area (ACA) is intended for disabled, neurodivergent and d/Deaf people, or those with long term health conditions who would find it difficult to camp in the main public camping areas, crew campsite or trader's pitches.

You do not need to 'prove' eligibility in order to apply to camp in the ACA.

You can apply for a space in the ACA by filling in the form on our website.

The deadline for applying for a space in the ACA is 1st July 2027. Any applications received after this date will be put on a waiting list in case of people cancelling their space.

Non-disabled friends can camp with you, but we ask that they are respectful of the facilities provided for disabled people and don't bring large tents. We ask that a group of 4 brings a maximum of 2 tents.

If you are planning to camp in a campervan please don't buy your campervan pass in advance: we will send you a specific ACA campervan payment link once you have applied to camp in the ACA.

Disabled people coming in cars can park up in the ACA car park after unloading their things at their tent pitch.

If the disabled person in the booking is coming by car, please don't buy their car pass in advance: we will send you a specific ACA car pass payment link once you have applied to camp in the ACA.

I need electricity to my tent - what do I do?

We offer electrical hookups for essential medical equipment which needs to run inside a tent, such as CPAP machines and manual hoists.

Please apply to camp in the ACA by filling in the form on our website. Please also send a medical letter to accessibility@shambalafestival.org which confirms that you need to use the equipment in question.

There is a recharge tent in the ACA for all accessibility aids, so electricity will only be run to a person's tent if they would not be able to attend without the use of a machine which needs to be plugged in whilst being used.

Can I book a pre-pitched tent in the ACA?

Yes. Please mention that you have booked a pre-pitched tent on your Accessibility Application Form.

Please also tell the pre-pitched tent provider that you would like it pitched in the ACA.

Do I have to camp in the ACA if I am disabled?

Absolutely not! It is your choice where you camp.

The ACA is set up as a hub for all of the facilities that disabled people often need. Please be aware that the extra facilities such as accessible toilets and showers, charging points for accessibility aids and marked pitches with exits onto a path will not be available at other campsites. This includes the Dragonfly campsite.

Having said that, if you want to camp elsewhere and just pop in to use our facilities you are welcome: please apply for an ACA wristband on our website.

Is there an accessible car park?

Yes. You don't need a blue badge to park in the accessible car park, but it is not for pregnant people or those with temporary injuries.

Please apply for a parking space in the accessible car park on our website.

Please don't buy your car pass in advance: we will send you a specific accessible car park pass payment link once you have applied to park there.

Is there a shuttle service around the festival?

No. Shambala is on a small site. You will need to get yourself around the site during the event. We offer a limited buggy service from the pedestrian entrance to your campsite on arrival at the festival, and to leave at the end.

The arrival buggy is only available to those who can demonstrate one of the following:

- Receipt of the mobility component of PIP or DLA
- Receipt of Attendance Allowance
- The difficulty standing, distance or level access symbols on their Access Card
- A certificate of visual impairment

You can apply for a space on the arrival shuttle by filling in the form on our website. You also need to send a copy of your eligibility paperwork to accessibility@shambalafestival.org.

We can only offer lifts to those who have booked in advance.

Can I use the accessible toilets?

The accessible toilets are for the use of anyone who needs them.

They are all locked with RADAR padlocks. You are welcome to bring your own RADAR key or borrow one from Shambala.

You can apply to borrow a RADAR key filling in the form on our website.

How do I get access to the viewing platforms?

You may need access to a viewing platform if you have to sit down to watch a performance or find crowded spaces difficult.

Please apply using the Accessibility Application Form on our website.

You will be given two wristbands for the viewing platform: one for you and one for a PA/friend. Please note that a lot of disabled people attend Shambala, but we cannot increase the size of viewing platforms any further due to crowd control. We operate a one off one on policy when the platforms are at capacity.

Please also note that viewing platforms often get crowded, especially during headline acts.

I get nervous in crowds / find it hard to wait: is there a queue jump available?

Yes. Please apply using the Accessibility Application Form on our website. You will be given two queue jump wristbands: one for you and one for a PA/friend.

Are there extra facilities put in place if it is a muddy year?

We will do what we can, for example putting down extra woodchip and trackway if available, but there are limits to what we are able to do as an outdoor event.

We recommend that people expect rain, mud and other extreme weather conditions and plan accordingly in advance of the festival.

Who is the Accessibility Team?

We are led by Sophie, who works part time year round. She has been coordinating accessibility services at Shambala since 2010.

Tiger Lily also helps with the admin in the summer months, when the emails are coming in thick and fast.

Most of the onsite team have worked for the Accessibility Team at Shambala for many years. We are a disabled led team and most of us also work in the disability sector in our other jobs. Many of us are staunch disability rights campaigners and our practice is informed by the Social Model of Disability.

Please be mindful that Sophie only works part time. She has to plan all of the logistics as well as answering your emails and applications, so cannot always respond swiftly.

In the week leading up to the event, Sophie and Tiger Lily have to get all of the facilities ready onsite so admin time is extremely limited.

Early applications are recommended. The accessibility pages of the website also have a comprehensive breakdown of what is available and are a good first port of call before emailing with questions.