

Accessibility

We want our festival to be easily accessible for everyone. That is why this year during the festival we have our festival tested for accessibility by Marianne Dijkshoorn from consultancy firm “Welkom Toegankelijkheid & Evenementen”. We also want our catering to be accessible to everyone. Therefore we offer a diverse range of food and beverages and aim to have included a variety of suitable options for those who have any of the common allergies. All the measures we have taken to improve accessibility can be found here below.

Bars and food trucks

Bars and food trucks at our festival tend to have counters at shoulder or eye height which may be impractical for some visitors. For these visitors, for example for wheelchair users, we ask our employees to provide extra service.

We have also taken other measures for visitors with disabilities. As such, there are for example biologically degradable straws for visitors with reduced hand function available at all bars. Also, at each bar there are enlarged menus available which visitors who are hard of hearing or have a speech impairment can use as a communication card to indicate their order.

Guide and assistance dogs

We are not in favor of bringing a guide or assistance dog to the festival, even though this is legally allowed. In our opinion, the sound volume and crowds together with a dog is not a beneficial combination. This opinion is in line with the advice of the Royal Dutch Guide Dog Foundation (*KNGF Geleidehonden*). They indicate that a dog is no longer able to successfully perform its duties in places with crowds and loud noises, and will therefore lose its function as guide/ assistance dog. Moreover, we also find it important to take into account the wellbeing of the dog.

Bicycles

The bicycle parking can be used to park all kinds of bikes, for example regular bicycles, e-bikes, tricycles and cargo bikes. It is a walk of approximately 150m from the bicycle stand to the festival entrance.

Entrance

One widened wheelchair accessible entrance gate has been created at the entrance. It is on the left-hand side of the entrance and it is indicated with a sign showing the wheelchair symbol. This entrance is 90 centimeters in width and can be used by all visitors.

“Kiss and ride” area

A “kiss and ride” area has been created for the purposes of this festival. It is indicated with traffic signs and is around 400 meters away from the festival entrance. In case you would need to be dropped off closer to the entrance, you could best get in touch with the organization in advance to discuss any other possible options.

Medication and/or diet

Mystic Garden Festival & Dockyard Festival has invited a diverse range of caterers to the festival in order to ensure that we can meet general dietary requirements. Should you need to bring your medication or diet food, this will be allowed. Upon arriving to the festival entrance you will need to show the medical certificate from your doctor together with the medication/ diet food in its original packaging.

Accessible toilets

There are 4 portable accessible toilets on the festival site. We are aware that a portable accessible toilet might not be the most ideal option, but in absence of a sewage system on the terrain it is the best solution at this moment. In all our accessible toilets there is a toilet support arm attached to the wall and the toilet bowl is 46 centimeters in height. On the festival site there is one accessible toilet per toilet group. Accessible toilets are situated at the side of the women's toilets. There is also one portable accessible toilet at the first aid station. Should you need any assistance, please use this accessible toilet at the first aid station. Our first-aid providers will be able to assist you there any time.

Purchasing festival coins

Upon entering the festival site there are several coin machines. With these coins you can purchase food and beverages at the festival. For wheelchair users there is one coin machine that has been placed at a lower height. There are also staffed coin sales units where coins can be purchased with the help of a staff member.

Emergency exits

Almost all emergency exits are wheelchair-friendly. This means that there are for example no stairs or other not-movable obstacles. These wheelchair-friendly emergency exits are indicated with an accessible exit sign, which is green and shows the symbol of the running man together with a person using a wheelchair quickly moving through an exit door.

Surface of the festival terrain

The terrain has paved paths but with grit. Due to this surface, it's not easy for wheelchair users but it's doable. There are also large areas of grass (some covered with wooden flooring) which are well drained and partly due to this they are also easily accessible for wheelchair users.

Foldable stool

Visitors who have mobility impairments or for other health reasons would need to have a seat close at hand at all times are allowed to bring a foldable stool.

Parking

All visitors who arrive by car can park at the regular parking lot for visitors. You can pay for parking pre-arrival via our website or pay at the parking lot upon arrival. Fully electric cars can park for free. If you arrive in a fully electric car and want to make use of our free parking offer, you will however need to show the vehicle registration certificate so that the traffic controller can check that your car is fully electric. We have also reserved several parking spaces for persons with disabilities which can be used upon showing your disabled parking card. Or in consultation with the traffic controller. These

parking spaces have ample space to place a wheelchair next to the car. From these parking spaces you are able to head towards the festival site via a paved path. It is about 400 meters to the entrance via this path.

Shuttle bus transport

Shuttle bus transport is organized from Sloterdijk Station and is also accessible for wheelchair users. At the station there is pavement to get to the bus stop and upon arrival to the drop-off point near the festival site there are trackway panels on the grass to ensure an accessible drop-off area. The direct route to the entrance is 850 meters.

Wheelchair platforms

There are no separate wheelchair platforms on the festival site as the entire festival site has been made accessible for wheelchair users, for example with paved paths and wooden flooring in front of most stages.

Mobility scooters and electric wheelchairs

Mobility scooters are not allowed to enter the festival site as according to Dutch law mobility scooters are seen as a vehicle rather than a mobility aid. Moreover, mobility scooters constitute a safety risk due to the average speed of this type of vehicles. Electric wheelchairs are allowed.

Admission tickets

Every visitor must be in possession of a valid admission ticket. This also applies to personal assistants.