

# Accessibility Guide

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# Event Information

Please note there is no wheelchair hire at the event.

For all event accessibility queries please submit a request to our customer service team here under 'Accessibility Information': [help.windsorilluminated.com](http://help.windsorilluminated.com)

## Site description

All our entrances are accessible and step free. We have made improvements to the trail path and whilst we will always try to be as fully inclusive as we possibly can, Windsor Illuminated is an outdoor event in natural woodland that could pose problems for mobility and is not suitable for wheelchairs, mobility scooters or buggies, and will be particularly challenging in wet weather.

Please ensure your PA can manoeuvre your wheelchair across challenging terrain. Please see below image of the terrains across the site.

If you would like to shorten your visit, please speak to event staff in a hi-vis jacket and they will advise the alternative route/s. Please note that if you take the shorter path, you will miss some of the light displays.

If you find queueing difficult and require a faster entry to the event upon arrival with your PA, please make yourself known to a steward at the gate who will be able to fast track your entry.

Please note that there are bag searches in operation at all our entrances.

**Please see images of terrain, ride access, toilet facilities, food vendors on our image gallery.**

## Lighting and Music

While there is no strobe lighting or intense flashing along the trail, some of the installations pulse. Please see below for more information on each installation.

A limited number of ear defenders are available to purchase from the box office.

1. Festive Village - Music
2. Obelisk Torch
3. Pillars of Light - Loud Music
4. The Windsor Stags - Bright Lights
5. End of the Rainbow - Quiet acapella music, no flashing lights
6. Sign by Vendel & de Wold - Low Music
7. A Winter Walk - Bubbles and smoke. Audio of a poem

8. Sleigh Bells
9. Elf Party - Loud Music. Flashing Lights
10. The Hart - Bright Lights
11. Immersion - Loud Music. Flashing Lights
12. Laser Symphony - Loud Music. Flashing Lights
13. Middle Woods - Flashing Lights
14. Hungry Elves' Rest Spot
15. The Singing Tree - Loud Music. Flashing Lights
16. Cathedral of Light - Twinkling Lights
17. The King's Carriage - Calm Music
18. Great Park Glow - Loud Music. Flashing Lights
19. The Windsor Water Ballet - Loud Music. Flashing Lights
20. Firefly Hedge
21. Dreaming Tree

## Medical facilities

We have first aid medical facilities onsite. If you need urgent medical attention, then please contact any member of staff.

Unfortunately, we do not have any secure storage for medicines on site.

## Assistance dogs

Windsor Great Park Illuminated is committed to making sure the event is as inclusive and accessible to all and we understand that some customers will rely on an assistance dog to attend our events.

Windsor Great Park Illuminated reserves the right to turn away dogs at the gate who do not comply with Assistance Dogs UK guidelines surrounding assistance dogs.

In order to ensure the smoothest entry possible, we would advise contacting our customer service team so that they can help facilitate your entry at the event and provide necessary information regarding the venue.

# Accessible map



## Keeping you safe and happy

We understand that outdoor events can be an overwhelming experience for some of our guests who have sensory concerns or those who find noisy and busy spaces more difficult. At Windsor Illuminated, you may experience flashing lights, loud sounds, different smells and busier spaces at times.

If you require to visit before deciding on attending to see if the event is suitable, please contact a member of our team regarding an orientation visit and they will be able to assist

## Contact us

Please submit a request to our customer service team here under 'Accessibility Information': [help.windsorilluminated.com](https://help.windsorilluminated.com)

You can also call our customer service team at, 020 8233 5400, on weekdays (Monday to Friday) between 9:30 am - 5:00 pm