



 **Hackett** Foundation *presents*

WOMADELAIDE

THE WORLD'S FESTIVAL

Access Guide 2024

Created by



**Access
2Arts**

Making disability and art work



What is an access guide?

In this guide we will show you what to expect when you come to WOMADelaide in March 2024.

We provide access information about step-free paths, sensory sensitivities and facilities as well as an overview of the event.

This guide was created by Access2Arts in collaboration with WOMADelaide.

More information about the event can be found at:
<https://www.womadelaide.com.au/>

If you have any other access questions, please contact tickets@womadelaide.com.au.

Image: A crowd of people stand and sit beneath tall colourful banners





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What is WOMADelaide?

WOMADelaide – World Of Music Arts & Dance - is an open-air festival celebrating cultural discovery in the heart of Adelaide's Botanic Park / Tainmuntilla.

WOMADelaide, 'the World's Festival', made its debut as an independent major event in 1993, and is now an internationally acclaimed event and pilgrimage for artists and audiences from around the world, hosting artists from over 30 countries.

WOMADelaide offers a variety of activities including live music, dance and theatre, talks and workshops, food and markets.

The fun and family-friendly KidZone is a dedicated space for children, with nature-play activities, stories, singing, dancing and educational entertainment.

Before the event



Image: A crowd of people walking under yellow flags and a canopy of trees.



Buying Tickets

Tickets are available online (<https://www.womadelaide.com.au/tickets>), or at the entrance.

All Box Offices on site are cashless. You will need to pay with a card.

Tickets can be from 1 day up to 4 days, and you can purchase Adult, Concession, Youth or Child tickets.

Children 12 and under can attend for free, but you must still book a ticket for them.

The popular times often sell out before the day of the event.



Concession Tickets

You can book a concession-priced ticket if you are any of the following:

- Full-Time Student
- Australian Pension Card holder
- Centrelink Health Care Card holder
- A Department of Veterans Affairs (DVA) card holder
- YHA member

Please note that you must bring relevant proof of concession as you may be asked to provide this at the gates.

A Seniors Card does not entitle you to a concession ticket.



Companion Card

WOMADelaide is a participant of the National Companion Card scheme, we make every effort to ensure the festival is accessible to our patrons.

Companion Card holders qualify for concession price tickets and a second ticket at no cost for their companion.

When you arrive at the Festival Box Office present your National Companion Card, our staff will then allocate a corresponding complimentary ticket. There is a limit of one companion ticket issued daily per cardholder.

When attending the Festival for multiple days and retaining the same companion, a multi-day ticket will be issued to your companion.

Although companion card tickets are preferably provided at the box office on arrival, they can be provided ahead of time on a case-by-case basis by emailing tickets@womadelaide.com.au.

For further information on the Companion Card scheme, please visit <https://www.sa.gov.au/topics/care-and-support/disability/companion-card>.

Wristbands

Your ticket to WOMADelaide is in the form of a wristband which gains entry and exit over the selected festival days.

You CANNOT share your entry ticket.

To ensure comfort, we suggest wearing your wristband on your non-dominant hand. Before securing your wristband, place two fingers between your wrist and the band.

Keep your wristband on. Your wristband must remain on your wrist for the entire time that you attend the Festival, and overnight in between days you attend. If you remove your wristband, you will invalidate it.

To leave and come back, you must scan out and scan in again at the entrances.



Image: A hand doing a thumbs-up, wearing a red WOMADelaide wristband.



Ticketing questions?

For all ticket enquiries, please contact 1300 496 623 or email tickets@womadelaide.com.au.

The phone lines can get very busy while the festival is in progress.

The most direct way to solve a ticketing issue during the event is to come to the Box Office at the gate, where staff can help you.

Pre-show information

The lineup shows who is playing at the festival.

As the lineup is announced it will be available on the website.

Playing times are now finalised.

WOMADelaide also has an app, WOMADelaide 2024. It has the map, event info, set times and reminders.

You can download the app, from [Google Play](#) or the [App Store](#).

You can also view the site map on page 22 of this guide or download it [here](#).



Image: A screenshot of the WOMADelaide 2024 app home screen.



What to bring

What NOT to bring

The essentials

- Your wristband!
- Valid photo ID
- Hat
- Sunscreen
- Medication
- Clothes to suit the weather

Recommended

- Sturdy shoes
- Friends
- Sunnies
- Water bottle
- Portable phone charger

Don't bring

- Tents
- Large Umbrellas
- Chairs (low chairs okay)
- Glass
- Alcohol
- Professional Cameras

Getting to the event



Image: Lots of children play on large sculptural letters that spell “WOMAD”



Parking & Drop-Off

An accessible parking and drop-off zone is located next to the Hackney Road entrance, immediately to the south of Plane Tree Drive on Hackney Road. Access taxis are also located here.

There are limited accessible parking and drop-off locations allocated outside the Frome Road entrance, between the Zoo and Victoria Drive on the eastern side of Frome Road. There are also access taxis located on Frome Road outside Adelaide Botanic High School.

Accessible parking is shown on the maps on the following page. These parks do not require payment.

Access taxi bookings can be made through Suburban Taxis by calling 1300 360 940.



Image: A sign next to a car park reading “Disabled Parking & Passenger Drop off – Event in Progress”

Parking Maps



Image: Frome Road entrance, parking and taxi areas

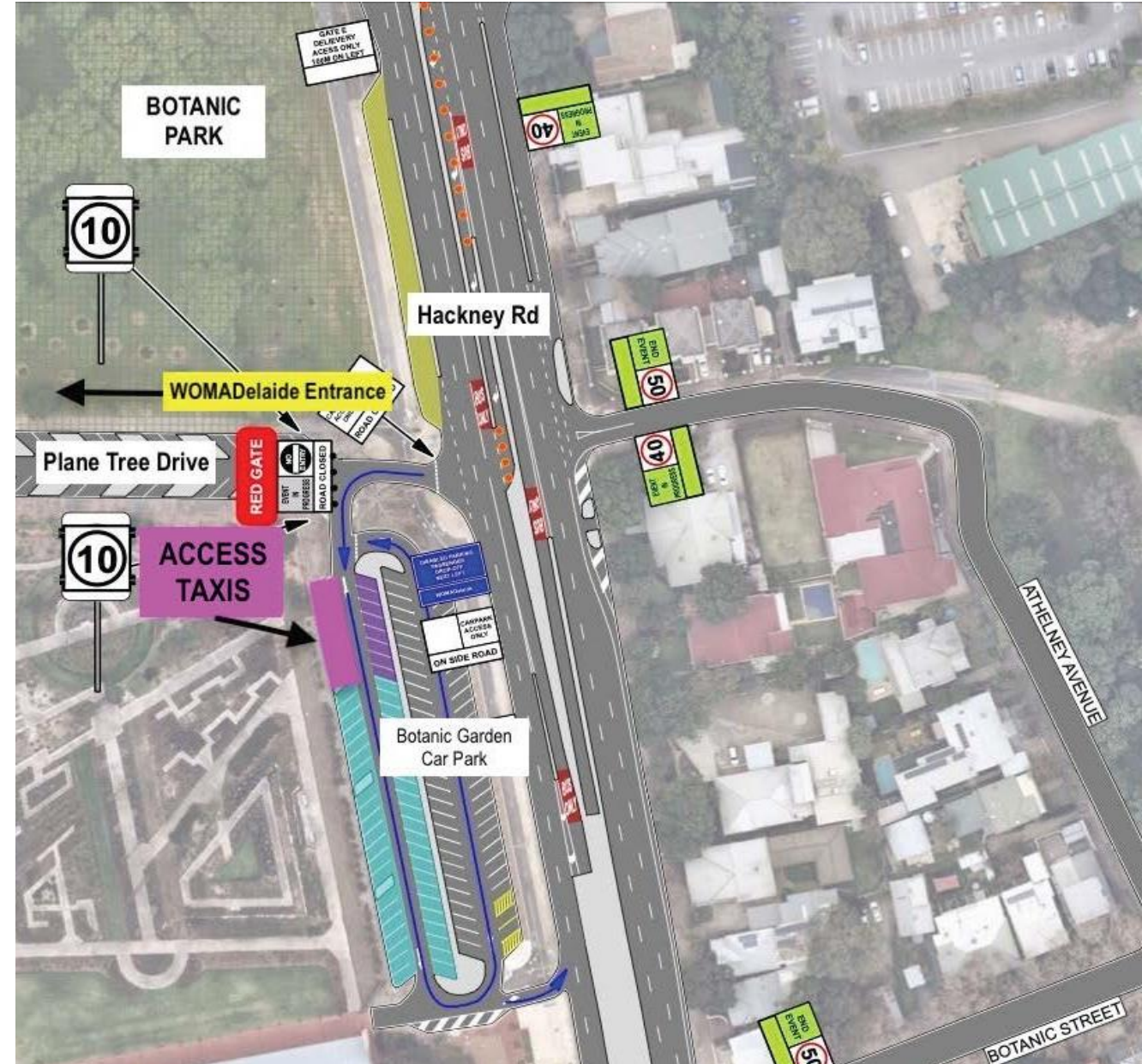


Image: Hackney Road entrance, parking and taxi areas



Public Transport

If you are coming from the city or North Adelaide, there is a free bus service, the 98A and 98C.

Services operate every 15 minutes on weekdays and every 30 minutes on weekends. The route map can be found here: <https://www.adelaidemetro.com.au/routes/98c>

There is also a free tram within the city. The closest tram stop is the "Botanic Gardens" stop on North Terrace. From here, walk north along Frome Road to the Frome Road festival gate for entry.

For timetables, visit the Adelaide Metro website: www.adelaidemetro.com.au/plan-a-trip/free-and-special-transport

Cycling

If you ride a bicycle to WOMADelaide there is public bike parking available on site at both entrances.

Please bring your own bike lock.

City cycling maps are available [HERE](#) with maps 6 and 9 showing access to Botanic Park.



Image: A person walking with a bicycle in a grass area with many other parked bicycles.

Entrances

There are two entrances to WOMADelaide, one on Hackney Road and one on Frome Road.

Both function as both entrances and exits, and both are wheelchair accessible.

At Hackney Road, the first access point/line left of the entrance is accessible.

At Frome Road, the middle access point/line is accessible.

Both areas have Box Offices, and staff who will scan your wristband and check your bags.



Image: People gather around the Hackney Road entrance.

Bag Check-In

Bag Check-Ins are located at both the Frome Road and Hackney Road main entrances. A Tap 'n' Go \$2 donation is required to use the Bag Check-In, with all proceeds donated to the WOMADelaide Foundation. The Bag Check-In will close at 12.30am nightly. All items are left at your own risk.

What you can check in:

- Handbags, small bags or daypacks

What you can't check in:

- Valuables (wallets / purses, phones, cameras)
- Coats / jumpers or loose items of clothing
- Prams / strollers
- Open bags (e.g. shopping bags)
- Sunshades, chairs and blankets



Image: Two people being served at the Bag Check-In.

Getting Around



Image: A huge crowd stands in front of a gigantic blue-lit stage under a purple sunset.

Site Overview

The site is very large, and it can take some time and energy to get from one part to another. We recommend you plan your day with this in mind.

There are details in the pages following about accessibility for people with asthma, details on the paths and surfaces, sensory information, and other facilities.



Image: A person being pushed in a wheelchair across the grass.

Site Map

- View / download PDF map [here](#)





Wheelchair and step-free access

Most of the festival site is wheelchair-accessible, but there may be some areas that are difficult to navigate, especially for manual wheelchairs.

Several areas of the site present difficulties due to uneven, moderately sloping locations and approaches, in particular the Botanical Gin Bar and the 78 Distillery Bar.

Given that areas of the festival site are uneven and the pathways between stages can become very crowded, for reasons of public safety WOMADelaide will carefully manage the numbers of mobility scooters admitted. Direct application for a permit should be made to the **Box Office Manager by 5pm Thursday 29 February**. Please email bec@womadelaide.com.au. Enquiries after this date should be directed to the onsite Box Office.

Ground Surfaces

WOMADelaide is situated in Adelaide's Botanic Park, and the terrain consists of a combination of mostly flat grass, paved areas and gravel, with small areas of bark chips, particularly around the Hackney Stalls area.

There are some areas with small hills, especially on the eastern side of the park.

During busy periods, and after rain, parts of the park can become muddy.

Where a sealed pathway is not available to move between areas of the site, an unsealed clearway has been created to assist with moving through the site, this is marked on the map.



Image: A large crowd of people sitting on the grass on a hill.

Paths and lighting

All paths are marked on the map.

Some paths are sealed/on hard surfaces.

Some paths are over grass.

The main pathway across the site is on grass, it is marked as an Unsealed Clearway on the map (shown by a blue line). This pathway will be mown so it is shorter than other grass, and has signs and a row of lights that show where the path goes.

At night the site can get quite dark in areas that are not busy, but there will be lights where the food, bars, toilets, and other amenities are, as well as lights for the path and across the park.



Image: A sign on a pole denotes this grassy area as a 2-metre-wide clearway.



Image: A green TerryWhite Chemmart tent with people applying sunblock.

Asthma

At times Botanic Park / Tainmuntilla can become dusty. Anyone who suffers from asthma should:

- Consider wearing a mask
- Bring the specific medication they need
- Note the location of the nearest first aid tent in case they need any assistance – there are 3 First Aid tents around the park:
 - One between Stage 2 and Foundation Stage
 - One close to Botanic Gin Bar in the Hackney Stalls
 - One close to Stage 7 in Speakers Corner
- There will also be a TerryWhite Chemmart pop-up pharmacy tent next to First Aid between Stage 2 and Foundation Stage, where pharmacists will be available to assist with any health needs.

WOMADelaide is a smoke-free festival, and no one is allowed to smoke (including e-cigarettes and vapes) on site, except in designated smoking zones.

Image: Many people gather under large, leafy trees.



Sensory information

WOMADelaide can be an overwhelming experience for some people. There is a lot of loud music, many people, and a variety of smells and textures.

There are quieter areas at various times, especially when there is no music playing and further away from the paths.

As long as you have your wristband, you can enter and exit as often as you need. There are quieter areas along the River Torrens near the Frome Road entrance.

You must scan out if you want to return to the festival and scan in again on the same day. Scanning will be done by staff at the entrances.

Facilities and Spaces



Image: A crowd of people seated on the grass watching a performance under the green leafy trees.



Toilets and Changing Facility

Toilets

Portable toilets are situated across the park, marked on the map.

There are accessible toilets available at all toilet locations including Speakers Corner and multiple locations along Plane Tree Drive (near Moreton Bay Stage, Zoo Stage, and Stage 3).

Accessible Changing Facility

There is an Accessible Changing Facility on-site, it is located on Plane Tree Drive near the Hackney Gate.

This facility includes ramp access, automatic door entry, adult size change table, and a ceiling hoist, as well as a working toilet.



Facilities

First Aid

The First Aid facilities are marked on your map. If you require immediate first aid, please let a staff member know.

There is also a TerryWhite Chemmart on site if you need to buy supplies or speak to a chemist.

Parenting Room

Parents with babies and toddlers can use the shaded, comfortable and discrete Parenting Room (located on the map).

Nursing parents at WOMADelaide have access to feeding chairs, baby changing facilities, and a microwave.

Wheelchair Chargers

A dedicated electric wheelchair battery charger will be available at the Information Booth (centrally located near the First Aid tent), with additional charging facilities available at the Bag Check-In facilities near each entrance.



Food and Drink

You can bring your own food and water to WOMADelaide.

If you would like to buy food and drink on site, there are many food vendors from many different cultures, catering to many different dietary needs.

All vendors are cashless. You will need to pay with a card.

More information on Dietary information for each of the Food stalls can be found [here](#).

Image: A close-up image of a plate of food being carried by a person.



Bars

There are eight bars over the site.

All bars have a lowered accessible service area.

Several bars onsite may present access difficulties due to uneven, moderately sloping locations and approaches, in particular the Botanical Gin Bar and the 78 Distillery Bar.

All bars are cashless. You will need to pay with a card.

Please do not bring your own alcohol to WOMADelaide.

Image: A close-up image of a bartender pouring a Coopers beer.

Stages

There are nine stages located throughout the park, including:

- Foundation Stage
- Stage 2
- Stage 3
- Zoo Stage - 4
- Moreton Bay Stage – 5
- Frome Park Pavillion - 6
- Stage 7
- NSS Academy Stage
- Taste The World stage (located on the Adelaide Botanic High School plaza)

There are also pop-up performance locations at Adelaide Botanic High School's gym and plaza, KidZone, Streb Extreme Action, and RoZeO – Gratte Ciel. As well as roving performances around the park each day. All stages and locations are marked on the map.



Image: Baker Boy playing the didgeridoo, wearing a blue and orange tracksuit.

Access Platforms

Access platforms are provided near the 3 main stages. Foundation, Stage 2 and Stage 3.

These are raised platforms for people with disabilities who may need to sit down while watching a show, or use mobility aids.

The viewing platforms have some chairs, space for mobility aids, and large stepped seating. Some of the access platforms have only one level.

The access platforms can fill up quickly for popular shows, so plan to arrive ahead of time for performances.



Image: A yellow sign on the access viewing platform that says, 'PRIORITY SEATING – Someone else may need this seat more than you'.



WoMarkets

Featuring over 40 retail outlets, in 2024 the WoMarkets will be a brand-new precinct at for patrons to explore the experience of cultures coming together to share their wares.

This covered marketplace will stretch over 160 metres on Plane Tree Drive and run along a sealed pathway.

Image: People browse colourful market wares at a stall.



KidZone

The KidZone is an area for children's activities. Expect a delightful blend of storytelling, First Nations-led weaving, music, dance, puppet-making, nature and educational adventures, all tailored to children under 12 within a safe space

KidZone is located on the Frome Road side of Botanic Park, near the WoMarkets.

Children must be accompanied by an adult at all times.

Image: Children and adults sit doing craft under a canopy.

Staff and Volunteers

Staff and volunteers wear Red WOMADelaide t-shirts and hi-vis vests. They can help you with any questions you have at the festival.

Some are walking around the site, some are stationed at different activities, and there are always staff close to the Box Offices.

Many WOMADelaide staff and volunteers have completed Access2Arts Disability Access and Inclusion training, as well as safety briefings.

Also, in 2024 a group of volunteers will complete an 'Access All Areas' online training by SupportAct about intervening when witnessing sexual harassment, assault, discrimination and bullying.



Image: Two volunteers wearing orange vests that say, 'VOLUNTEER – CROWD CARE – Need help? Ask me'.



Thank you!

We hope you have a great time at WOMADelaide.

If you have questions, you can contact WOMADelaide on (08) 8271 1488 or info@womadelaide.com.au.

If you have feedback on this Access Guide, please let Access2Arts know via hello@access2arts.org.au or by calling (08) 8463 1689.



Image: A very large crowd dancing with their hands in the air, with large trees in the background.