



## **ACCESSIBILITY GUIDE**

**ROCKSTAR ENERGY PRESENTS  
CREAMFIELDS 2025**

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# WELCOME TO ROCKSTAR ENERGY PRESENTS CREAMFIELDS 2025

Our Accessibility Team is looking forward to welcoming you to this year's Creamfields.

Please take the time to read this accessibility guide carefully. It contains essential information, including things to remember to bring, how to access the festival site and the facilities available once inside.

All accessible facilities and locations are marked on the accessibility site map which you can find in this guide.

Please remember to share this guide with your essential companion so that they too are aware of all information included.

If you have any questions that are not answered in the guide, please do not hesitate to email the accessibility team at:  
[accessibility@creamfields.com](mailto:accessibility@creamfields.com)

## BEFORE YOU LEAVE HOME – TICKETS AND PASSES

### **Your Tickets**

You will have been sent your paper tickets in the post. Please remember to bring these with you and to keep them safe.

### **Your Essential Companion Ticket**

We will be sending your Essential Companion ticket to you by email before the show. Please look out for an email from Universe - with the subject 'Here is your ticket'.

### **Approved Accessible Facilities**

Please find the email you will have received from us with confirmation of your approved accessible facilities and bring this with you.

To help you find this email, it was sent from  
[accessibility@creamfields.com](mailto:accessibility@creamfields.com), and the subject line is Creamfields Accessible Application 2025.

If you cannot find the email, please contact us at [accessibility@creamfields.com](mailto:accessibility@creamfields.com) before leaving home.

## **Car Park And Drop Off Passes**

Where approved, you will receive your car park or drop-off pass, in advance, either by post or by email to print-at-home.

Please make sure that the driver has the pass clearly displayed on their dashboard or hanging from the rear-view mirror.

For more details about parking go to the [Arrival: Car Parks section](#).

## **FORMS OF ID REQUIRED**

Please ensure that you bring one of the following acceptable forms of identification with you:

- Nimbus Access Card
- Current, valid Passport. Out of date passports and photocopies will not be accepted.
- Current, photographic driving licence or provisional licence.
- Creamfields Festival Digital Access Pass
- Any identification bearing the PASS logo
- A national photo identity card issued by country of origin (other than the United Kingdom)
- A current Armed Forces photo ID card
- Proof of age standards scheme card showing the PASS hologram.

You will be asked to present your form of identification when collecting your wristbands.

## **PRESCRIBED MEDICATION**

All medication should be in the correct packaging. Any loose medication not in the correct packaging will not be allowed into the festival. Please also bring a copy of your doctor's note or prescription.

All medication must be clearly labelled with the following:

- your full name
- your date of birth
- your phone number
- Your essential companion's full name if you wish for them to collect and store your medication.

### **Storage For Refrigerated Medication**

Refrigerated storage for medication is available at the following locations:

- The accessible campsite in the accessibility information hub.
- The main Medical Facility near to Downtown and the Arena Entrance from the campsites.

### **Storage For Non-Refrigerated Medication**

Non-refrigerated storage for medication is available at the following locations:

- The accessible campsite in the accessibility information hub.
- The main Medical Facility near to Downtown and the Arena Entrance from the campsites.

### **Controlled Substances**

If you wish to store any controlled substances, they can be stored at the Medical Facility. Due to licensing regulations, they cannot be stored in the campsite hub in the accessible campsite.

### **Day Ticket Or Weekend Non-Camping Tickets**

If you are a day ticket or weekend non camping ticket holder and require your medication to be refrigerated or stored, please speak to the medical team at the Medical Facility.

## **Medical Cannabis**

Medical cannabis prescribed by an authorised medical professional for daily use may be brought into the event. Please bring the medication in its prescribed form together with the original packaging and prescription supporting its use for the entire duration of your time at the event. Please be prepared to present this along with identification matching the name on the prescription upon entry.

## **FOOD AND DRINK**

### **Campsites**

Campers are allowed to bring food and non-alcoholic drink into the campsites.

Campers are allowed to bring limited alcoholic drink into the campsites as follows:

1 x 24 can/plastic crate of beer /cider or drink of choice; and  
1 litre of spirit or wine in a plastic bottle/box per person.

### **Arena**

All Creamfields customers are permitted to bring a sealed, unopened 500ml bottle of water or soft drink into the arena.

Accessibility customers are permitted to bring one sealed, unopened bottle up to 1.5l of water or soft drink into the arena. This increased allowance applies to accessibility customers only and not to essential companions or friends and family.

Accessibility customers are permitted to bring food into the arena. This allowance applies to accessibility customers only and not to essential companions or friends and family.

## On Site Supermarket – Co-Op

Co-op supermarket will be available on site in the Downtown area.

Co-op opening hours:

Thursday 10:00 - 03:00

Friday 07:00 - 03:00

Saturday 07:00 - 03:00

Sunday 07:00 - 03:00

## TAKING BAGS INTO THE ARENA

For security reasons, we ordinarily only permit customers to bring a small bag (A4 size) into the arena. Accessibility customers are entitled to bring a bigger bag into the arena. (One bag only per accessibility customer).

Please remember that your bag will be searched on entry into the arena.

## ESSENTIAL COMPANIONS

If you have been approved to attend Creamfields with an Essential Companion, please ensure that they arrive with you.

You will receive the ticket for your Essential Companion by email. Please look out for an email from Universe - with the subject: Here is your ticket

Your essential companion must be with you in order to collect their Essential Companion wristband.

Please ensure that your essential companion is willing and able to fulfil all your requirements, as needed, and will be able to assist during an evacuation or other emergency.

If the festival finds evidence that your essential companion is not attending for the purpose of supporting your needs, they may be asked to leave the festival. Before taking this action, we will inform you, share the evidence used to reach our decision, and discuss alternative means for your needs to be supported.

## GROUND CONDITIONS AND WEATHER

Creamfields is an outdoor event, set in the grounds of the Daresbury Estate. It is a greenfield site with limited hard standing pathways. In the event of rain, the ground will become muddy and difficult to navigate. With this in mind, we advise using wheelchairs and mobility scooters suitable to the terrain and bringing the appropriate emergency tyre repair kit.

Please be prepared for all weather types and pack accordingly.

## FESTIVAL OPENING TIMES

Opening times for the festival can be found on [the website here](#).

Please note these times are approximate and subject to health and safety checks prior to opening. Opening times may be delayed without warning but we will communicate as best we can through our teams on the ground.

## TRAVEL TO CREAMFIELDS

### **Festival Site Address**

Creamfields is located at Daresbury, Cheshire.

### **By Car**

Please follow event signage on the approach roads and the information provided on your car park pass.

### **By Train**

#### **Runcorn Station**

Runcorn Station is approximately 5.2 miles from the festival site. The station has step free access to all platforms.

For further accessibility information at this station please go to [the station website](#).

## **Liverpool Lime Street Station**

Liverpool Lime Street Station is approximately 20 miles from the festival site. The station has step free access to all platforms.

For further accessibility information at this station please go to [the station website](#).

## **Warrington Central Station**

Warrington Central Station is approximately 5 miles from the festival site. The station has step free access to all platforms.

For further accessibility information at this station please go to [the station website](#).

## **Warrington Bank Quay Station**

Warrington Bank Quay Station is approximately 4 miles from the festival site. The station has step free access to all platforms.

For further accessibility information at this station please go to [the station website](#).

## **By Bus, Coach, Big Green Coach Or Taxi**

The transport hub for those arriving by Bus, Coach, Big Green Coach or Taxi is located at the North Entrance.

Please be aware that there is a stepped bridge at the North Entrance.

An accessible shuttle bus service is available from the transport hub to the North Entrance for those customers who require level access.

The accessible shuttle bus pick-up point will be signposted and customers will be taken directly to the North Entrance.

Please be aware that this is a limited service, and so only available for the accessibility customer and their essential companion and/or one friend.

The accessible shuttle bus runs during the following times. Please note that these times may be subject to change on the day.

Thursday 21 <sup>st</sup> August	10:00 – 22:00
Friday 22 <sup>nd</sup> August	10:00 – 22:00
Saturday 23 <sup>rd</sup> August	09:00 – 21:00
Sunday 24 <sup>th</sup> August	09:00 – 21:00

## ARRIVAL: CAR PARKS

### **ARRIVING BY CAR (ACCESSIBLE CAMPSITE, PRE-PITCHED CAMPING, NON-CAMPING AND DAY TICKET CUSTOMERS)**

Please follow the event road signage from the A56 Chester Road to the North car park.

We advise that you do not use sat nav directions, as there will be road closures in place close to the site.

The accessibility car park is located within the North car park. Please follow the signage and staff directions.

### **ARRIVING BY CAR (SILVER, BRONZE AND STANDARD CAMPING CUSTOMERS)**

Please follow road signage to the car parks for those campsites.

Once closer to the site, please follow the information provided on your car park pass.

There is dedicated accessible parking in the South Car Park. Please follow the signage and staff directions.

## **ARRIVING BY CAR (DREAMFIELDS AND GOLD CAMPING CUSTOMERS)**

Please follow road signage to the car parks for those campsites.

Once closer to the site, please follow the information provided on your car park pass.

There is dedicated accessible parking in the Gold/Dreamfields Car Park. Please follow the signage and staff directions.

## **ARRIVAL: ENTRANCE, ACCESSIBILITY WRISTBANDS, TICKET SCAN AND SEARCH**

### **ENTRANCE FOR ACCESSIBLE CAMPSITE, PRE-PITCH CAMPSITE, NON-CAMPERS, DAY TICKET HOLDERS AND TRANSPORT HUB ARRIVALS (NORTH ENTRANCE)**

If you are camping in the accessible campsite or the Pre-Pitch campsite (or you are a non-camper, a day ticket holder, or arriving at the transport hub) you will enter the site at the North Entrance.

If you are entering at the North Entrance, you will collect your accessibility wristbands once you have gone through the queueing lanes. Do not go to the North Box Office.

At the North Entrance, please follow the signage to the designated accessibility lane.

Your ticket will be scanned here, so please have it ready.

Your Essential Companion will have their mobile ticket scanned here too.

You will then be issued with your festival wristband. Standard Day Ticket holders do not receive a festival wristband.

Once you have been searched, you will be directed to the accessibility hub to check-in and collect your accessibility wristbands.

The accessibility hub is located just inside the accessible campsite entrance. If you are entering at the North Entrance, you can collect your accessibility wristbands here even if you are not staying in the accessible campsite.

Your essential companion must be with you in order to collect their wristband.

Your accessibility wristbands will give you access to the approved facilities.

## **ENTRANCE FOR SILVER, BRONZE AND STANDARD CUSTOMERS (SOUTH ENTRANCE)**

If you are camping in the Standard, Bronze, Silver or pre-pitched campsites, please park in the designated car park for your campsite and make your way to the South Entrance.

When you arrive at the South Entrance, please go to the Box Office which is marked on the accessibility site map, to collect your accessibility wristbands. Your accessibility wristbands will give you access to the approved facilities.

Your essential companion must be with you in order to collect their wristband.

Please then make your way to the dedicated accessibility entrance lane.

Your ticket will be scanned here, so please have it ready. Your Essential Companion will have their mobile ticket scanned here.

You will then be issued with your festival wristband.

## **ENTRANCE FOR DREAMFIELDS AND GOLD CUSTOMERS (DREAMFIELDS/GOLD ENTRANCE)**

If you are camping in Dreamfields or Gold, please park in the designated car park for your campsite and make your way to the Dreamfields/Gold Entrance.

## **Gold Customers**

When you arrive at the Dreamfields/Gold Entrance, please go to the Box Office which is marked on the accessibility site map, to collect your accessibility wristbands.

Your essential companion must be with you in order to collect their wristband.

Your accessibility wristbands will give you access to the approved facilities.

Please then make your way to the dedicated accessibility entrance lane.

Your ticket will be scanned here, so please have it ready.

Your Essential Companion will have their mobile ticket scanned here.

You will then be issued with your festival wristband.

## **Dreamfields Customers**

Please then make your way to the dedicated accessibility entrance lane.

Your ticket will be scanned here, so please have it ready.

Your Essential Companion will have their mobile ticket scanned here.

You will then be issued with your festival wristband.

You will be sent separate arrival information from the Dreamfields team.  
You will collect your accessibility wristbands at the Dreamfields check-in.

## **BOX OFFICE OPENING TIMES (Accessible Campsite Hub, South Box Office, Gold/Dreamfields Box Office)**

Please note that these times may be subject to change on the day.

Thursday 21 <sup>st</sup> August	12:00 – 20:30
Friday 22 <sup>nd</sup> August	12:00 – 20:30
Saturday 23 <sup>rd</sup> August	10:00 – 20:30
Sunday 24 <sup>th</sup> August	12:00 – 20:30

## **QUEUING**

Please be aware that it is likely that there will be queues at the accessibility hub and box offices at peak times.

## **RE-ENTRY**

Accessibility customers and their Essential Companions are allowed to exit and re-enter throughout the weekend. In order to do so, please go to the accessibility hub at the North Entrance or the box offices at the other entrances to get a pass-out ticket.

## **ROUTINE SEARCH**

All festival attendees are subject to a search of their bags, mobility aids and person.

Security dogs will be present at each entry gate.

To avoid any delays on entry, please review the list of prohibited items that cannot be brought into the festival.

Please go to [www.creamfields.com](http://www.creamfields.com)

- Click on 'event info + FAQ's' and search prohibited items.
- 'What can I and can't I bring?' will appear at the top of the list.

## **ACCESSIBLE CAMPSITE AND FACILITIES**

### **ACCESSIBILITY HUB**

You will find the accessibility hub at the entrance to the accessible campsite. This is also where you will check in and collect your accessibility wristbands when you arrive. The accessibility team will be available 24 hours a day and on hand to answer any queries you might have.

### **INTERNAL TRANSPORT**

This year, there will be an internal accessibility bus running between the Accessible Campsite and Downtown. This service will run frequently during the festival.

Please be aware that this is a limited service, and so only available for the accessibility customer and their essential companion and/or one friend.

The internal accessibility bus runs during the following times. Please note that these times may be subject to change on the day.

Thursday 21 <sup>st</sup> August	12:00 – 23:00
Friday 22 <sup>nd</sup> August	11:00 – 23:00
Saturday 23 <sup>rd</sup> August	11:00 – 23:00
Sunday 24 <sup>th</sup> August	11:00 – 23:00

## **CRITICAL POWER**

Please be aware that customers who have been approved for critical power will be positioned within a specific area of the campsite. Please let the team know when you arrive so that they can direct you accordingly.

## **MEDICATION STORAGE**

Medication storage, including refrigeration, will be available within the accessibility hub.

## **CHARGING POINT**

A charging tent will be located within the accessible campsite available with electric points primarily for the use of charging wheelchairs and medical devices.

Please do not unplug anybody else's item without their permission.

Be aware that the tent is not supervised and so items and belongings are left at your own risk.

## **ACCESSIBLE TOILETS AND SHOWERS**

Standard unisex toilets and wheelchair accessible toilets and standard and wheelchair accessible showers are located within the accessible campsite. They are monitored by stewards and a sanitation team to ensure their cleanliness.

## **CHANGING PLACES UNIT**

A changing places unit is available in the accessible campsite and includes a changing bed, toilet, sink and a hoist. Please bring your own sling if required.

## **HAND WASHING AND WATER POINT**

There will be water points with accessible sinks for washing your hands, face and brushing teeth. There will also be drinking water to refill water bottles.

## **GAZEBOS**

Due to space limitations, unfortunately we cannot allow gazebos into the campsite. Please consider fellow campers and the space available.

## **ACCESSIBILITY TEAM**

Our accessibility team are looking forward to meeting you and will be on hand to take care of you whilst on site.

The team can be found at the accessibility hub.

If in the arena, you can reach out to any member of security or the stewarding team who can contact the accessibility team via radio.

The accessibility manager will work to ensure that all accessible facilities run smoothly. Should you come across any issues, please report into our team at the hub who will assist accordingly.

The accessible campsite managers will be on duty in the campsite providing 24-hour cover. They are available to help, so please feel free to ask any questions or report any issues.

In addition to the campsite management, security will be positioned within the accessible campsite 24 hours.

The team will be working to ensure you have a positive experience at Creamfields and welcome your feedback about any aspect of the festival.

## ARENA: ACCESSIBLE FACILITIES

Please find below important information regarding accessible facilities in the arena.

### MEDICS AND WELFARE

Our primary Medical Centre is located close to the entrance of Downtown, next to the Steel Yard, and is open 24 hours a day across the event weekend.

The centre offers a wide range of fully trained medical staff including Doctors, Nurses, Paramedics, First Responders and Mental Health practitioners.

Our team is able to deal with a full range of emergency and urgent medical care and offers the same range of services as a conventional Emergency Department, including an on-site x-ray service.

In addition to the primary medical and welfare points, we have various medical response teams positioned across the festival site as well as foot patrols across the campsites and event arena.

Welfare is located directly next to the Medical Centre and is open 24 hours a day across the event weekend.

The Welfare Crew offers non-judgmental support to those vulnerable either through substance use, mental health conditions, are a victim of an assault or sexual assault of those that are finding the festival environment too overwhelming in that moment. A festival atmosphere and large crowds can be a trigger for some people, and our Welfare Tent is a safe space facilitated by trained and experienced staff where people can be cared for until they feel able to head back into the festival if they wish.

Experienced and caring staff are on hand to provide confidential advice about drugs, alcohol, sexual health and to provide general assistance.

If you or the person you are supporting requires urgent medical assistance, please alert a member of security.

## **SENSORY/CALM TENT**

There is a sensory calm tent at the festival. It is located near the medical centre and marked on [the Accessibility Site Map](#).

The aim of this space is to provide a safe, low-level stimulation and recalibration zone for any customers who need to use it.

## **WATER**

There are water points throughout the arena. We encourage you to bring reusable water bottles, reusable coffee cups and reusable straws.

## **BARS AND TRADERS**

Accessible bar lanes with lowered counter service are available at the main arena bars. Please look out for the 'lowered counter' signs and ask a member of the security staff to direct you.

You and your essential companion can access the lowered bar lanes.

## **SPECIAL EFFECTS, FLASHING LIGHTS AND FIREWORKS**

Strobe Lighting, Special Effects and Fireworks may be used in performances. If this is something you are concerned about, please speak to a member of the accessibility team who can assist in identifying which shows to potentially avoid.

## **ACCESSIBLE VIEWING AREAS**

The accessible viewing areas are marked on the accessibility site map.

## **RAISED VIEWING PLATFORMS**

- The raised viewing platforms are designated for wheelchair users and those with restricted or limited mobility.
- Only the approved customer and their essential companion can access the raised viewing platform.
- A wristband system will control access to the raised viewing platform.
- In cases where a customer does not have an assigned Essential Companion, they can nominate one person to join them on the platform whilst they make use of the facility.
- All raised viewing platforms are equipped with ramped

access and wheelchair-accessible toilets. There are charging points on the viewing platforms at the Arc and Apex Stages.

- Platforms operate on a first come, first served basis. Once the platform is at capacity a one in, one out policy will be implemented.
- Viewing platforms are not covered, so customers should dress appropriately for all weather conditions.
- Smoking including e cigarettes and vapes is not permitted.
- Staff and security have the right to ask customers to leave the platform if the customer is behaving inappropriately.

## **GROUND LEVEL VIEWING ACCESS**

- A designated ground-level viewing area is available for individuals who require a less crowded area and the option of sitting for short periods.
- A wristband system will control access to the ground-level viewing areas.
- Limited seating is available within the ground floor viewing areas and is operated on a first come first served basis.
- Approved customers may be accompanied by an essential companion or nominated friend whilst making use of the facility.
- Staff and security have the right to ask customers to leave the ground viewing area if the customer is behaving inappropriately.
- Smoking including e cigarettes and vapes is not permitted.

## **CREAMFIELDS FESTIVAL MOBILE APP**

The app contains helpful information, including set times, site maps including an accessibility site map, and important updates by push notification.

Please download the festival app to your mobile phone by visiting the Apple Store or Google Play and searching for Creamfields Festival.

# ACCESSIBILITY SITE MAP

