

# Essential Companion Scheme

We offer essential companion tickets for guests who require additional assistance during their visit, at no additional cost.

Please see our step-by-step guide below:

## Step 1 - Deciding what tickets you need:

We offer 3 different ticket types: **CAMPING, WEEKEND, DAY**

If you are unsure on what tickets to purchase, please visit our ticket guide on our FAQ page for more information and guidance.

[What Tickets Do I Need?](#)

## Step 2 - Purchasing your tickets:

Everyone visiting Big Feastival will require an admission ticket into the event, including Essential Companions. Please add your essential companion ticket alongside the number of tickets you require.

Essential Companion tickets can only be purchased if there is an adult ticket holder on the booking.

| Ticket type  | Cost    | Quantity |
|--|---------|----------|
| ADULT CAMPING (TIER 3)<br>18+  | £219.00 | 1 ▼      |
| TEEN CAMPING (TIER 3)<br>Teens (13-17) must be accompanied by an adult aged 25 or over.  | £134.00 | 0 ▼      |
| CHILD CAMPING (TIER 3)<br>Children (1-12) must be accompanied by an adult aged 21 or over.   | £57.00  | 0 ▼      |
| BABY - CAMPING<br>Babes in Arms (under 1) must be accompanied by an adult aged 21 or over.   | £0.00   | 0 ▼      |
| ESSENTIAL COMPANION - CAMPING<br>At no additional cost tickets will be provided for Companions or Personal Assistants for standard adult ticket holders who require additional assistance. | £0.00   | 1 ▼      |

### **Step 3 - Upload your Documentation.**

Once you have purchased your tickets, See Tickets will send you an email to request for your supporting documentation.

Please upload this supporting documentation to be reviewed by and accepted. Should See Tickets require any additional information, or documentation they will be in contact with you.

If you do not upload this before the event, your essential companion tickets will be cancelled.

Examples of relevant documentation to support your essential companion request include:

- DLA (Disability Living Allowance)
- PIP (Personal Independence Payment)
- Evidence of registered severely sight impaired (blind)
- CredAbility Access Card (with +1 icon)
- Copy of Attendance Allowance letter
- Recognised Assistance Dog ID card
- Any other relevant documentation

All documents provided must show your full name and be dated from no older than 2022.

If you have not heard back from See Tickets after submitting your documentation, please do come along to the event with your tickets **as these will be valid** and we will be able to assist you further with any queries.

---

## Step 4 - Your tickets

Your tickets will be issued via email a week prior to the event with the following layout:

|                |  |                                    |
|----------------|--|------------------------------------|
| <b>Barcode</b> | <b>Big Festival</b>                      | <b>QR CODE</b>                     |
|                | Alex James' Farm, The Cotswolds          |                                    |
|                | <b>Date</b>                              |                                    |
|                | <b>Ticket Type</b> (camping/weekend/day) |                                    |
|                | <b>Price</b>                             |                                    |
|                | Customer: <b>Name</b>                    | Reference Number: <b>000000000</b> |

---

## Step 5 - At the event

When you arrive at the entrance to the festival and have your tickets scanned, you will then receive your accessible wristband and your accessible lanyard.

You will then have access to all our accessible facilities. Please note you do not need to go to the Box Office to redeem these items.

---

## Further information:

We offer essential companion tickets for guests who require additional assistance during their visit, at no additional cost.

For those with Child and Teen tickets, essential companion ticket shall also be provided if required, at no additional cost, but the child or teen must be accompanied by a paying adult ticket holder.

**Please note**, bookings are limited to 1 essential companion ticket per adult ticket. If you require 2-1 carer and therefore require additional essential companion tickets, please contact See Tickets or the Big Feastival Customer Service Team.

At Big Feastival everyone in your party will need an admission ticket prior to arriving at the event. Please do be sure to select your essential companion ticket as well as your own if you require additional assistance whilst at the event.

You will need to provide your supporting documentation to support your essential companion ticket request once you have purchased your tickets. This will be requested by See Tickets.

If you do not have the relevant documentation or have any questions about your tickets, please contact us [HERE](#)

**Please make sure you provide one of the below documentations to support your essential companion request:**

- DLA (Disability Living Allowance)
- PIP (Personal Independence Payment)
- Evidence of registered severely sight impaired (blind)
- CredAbility Access Card (with +1 icon)
- Copy of Attendance Allowance letter
- Recognised Assistance Dog ID card
- Any other relevant documentation

All documents provided must show your full name and be dated from no older than 2022.

These tickets can be booked online via our website: <https://thebigfeastival.com/tickets>

Essential companions attending through this scheme needs to be 18 years old by the start of the festival.

The above scheme and facilities are for customers with permanent/ long term access requirements and are not for people with temporary impairments such as broken bones, healing wounds or people who are pregnant.

---

## **Contact Details**

For any ticketing queries, please contact See Tickets [HERE](#)

For additional information about accessibility at the event, please see our Accessibility Guide [HERE](#)

For any other queries about the event, please contact our customer service team [HERE](#)