

# HAMPTON COURT PALACE FESTIVAL

## Access Ticket Guide

### Seating Options:

#### Accessible Viewing Platform

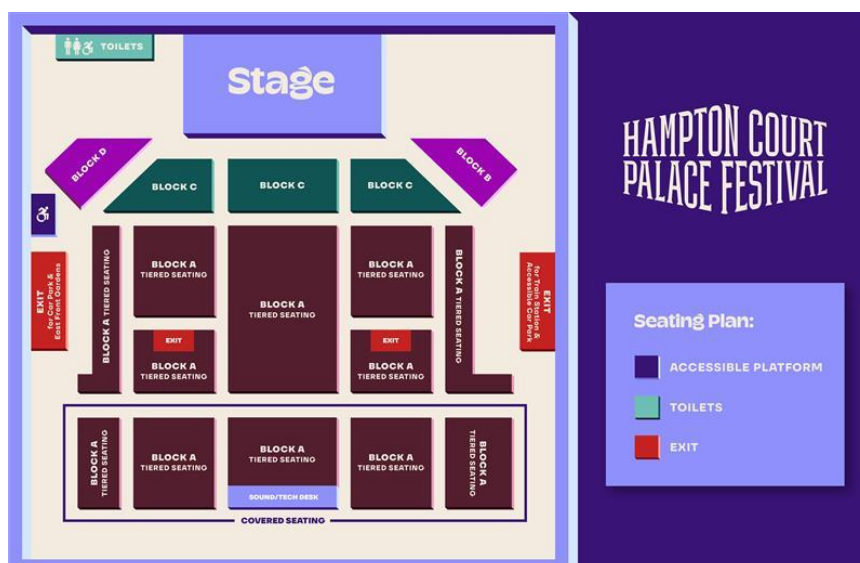
- Spaces are limited and subject to availability on a first come first serve basis.
- There are 6 wheelchair spaces and 6 free of charge companion seats per concert on the Accessible Platform.

#### Step Free Access

- Access requirements can be accommodated on the flat areas of the auditorium in Blocks B, C & D, and the front row of Block A.
- Spaces are limited, subject to availability and booked in advance on a first come first served basis. (Please Note: Your view may be restricted as guests are not prohibited from standing in front of their seats).
- Pairs of seats have been designated as Wheelchair or Mobility Accessible Seating on our seat map. These seats are designated for those who require step-free access, aisle access, and are in closer proximity to the stage, exit and toilets.

#### Other Seating

- Blocks A and AUC are in the tiered section of the venue.
- These seats do not have step free access with a total of 34 steps from Block A Row A to Block AUC Row MM.



# Personal Assistant Tickets

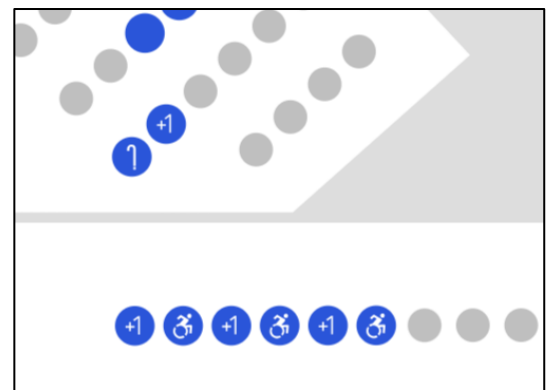
We offer Personal Assistant tickets for guests that may require additional assistance whilst at Hampton Court Palace Festival. Please see a step-by-step guide on how to book these tickets below.

*Example photos shown below are for the Elvis Costello & The Imposters with Charlie Sexton show on 18<sup>th</sup> June 2026. Please note prices between concerts will vary.*

## Step 1: Select your Seats

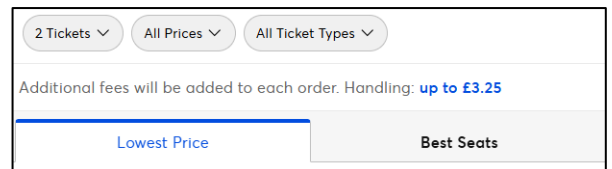
If you are using the seat picker...

- Seat pairs have been designated in Blocks B, C, D, and the front row of Block A.
- These are either shown as Wheelchair Accessible (wheelchair symbol) or Mobility Accessible (walking stick symbol)
- These seats must be booked in pairs, including the +1 Personal Assistant seat beside.



If you are using the select the best seats or lowest price option...

- You can filter by Wheelchair Accessible or Mobility Accessible seats by clicking 'All Ticket Types' and selecting the relevant tickets for you.



Accessible Viewing Platform

- You can see all spaces available on the Accessible Viewing Platform by zooming in and clicking here.



If there's no ticket option available for your preferred concert, this may be that this option is currently sold out. Please contact Ticketmaster's Access team who will be able to assist you with your booking, subject to availability: [access@ticketmaster.co.uk](mailto:access@ticketmaster.co.uk)

## Step 2: Purchasing your tickets

Continue to checkout to purchase your tickets.

Remember to add your parking pass to your order if you are travelling by car. See our step-by-step guide on how to book Blue Badge Parking [HERE](#).

## Step 3: Upload your documentation

You will need to submit your supporting documentation when prompted.

Examples of relevant documentation to support your Personal Assistant 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 2024.

If you have not heard from Ticketmaster 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: Receiving Your Tickets

You will receive a confirmation email once you have made your booking, and your tickets will be issued via email closer to the event.

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For any ticketing queries please contact Ticketmaster: [access@ticketmaster.co.uk](mailto:access@ticketmaster.co.uk)

For any queries about the event, please reach out to our team here: <https://help.hamptoncourtpalacefestival.com/hc/en-us/requests/new>