



*Everyone's Invited!*<sup>®</sup>

## ***Everyone's Invited To Bonnaroo***

### **Access Guide**

For Patrons with Disabilities

*Winner of the 2018*

*International Festivals and Events Association/Haas & Wilkerson*

***BEST ACCESSIBILITY PROGRAM***

PLEASE READ THIS INFORMATION CAREFULLY, even if you have read it in previous years. If you still have questions write to Bonnaroo's Access Director, Laura Grunfeld, at [access@bonnaroo.com](mailto:access@bonnaroo.com).

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### **ACTIVITIES:** Just behind the Access Center.

- ★ Accessible YogaRoo Friday morning at 10AM,
- ★ Ping-pong, tactile checkers, and fun backyard games every day!
- ★ Bring your acoustic instrument and jam with your campmates in our community gathering spot,

## SECTION 1: Deadlines

**Deadlines to Request Accommodations:** It helps us immensely if you make your request as soon as possible and not later than the deadline stated. We may not be able to accommodate requests coming in after the stated deadline. Make your request to [access@bonnaroo.com](mailto:access@bonnaroo.com) unless otherwise noted. See more details about specific requests throughout the Access Guide.

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## SECTION 2: Access Information

**Pre-festival Questions:** Email Bonnaroo’s Access Consultant, Laura Grunfeld of Everyone’s Invited, at [access@bonnaroo.com](mailto:access@bonnaroo.com).

**Questions During the Festival:** Stop by the Access Center located just north of the Fire Tower in Plaza 4, on Fifth Avenue in Accessible camping. Our team is available to provide information about Bonnaroo’s services for people with disabilities and assist in other ways as needed.

**Access Center Hours:** 10 AM to 10 PM, fully staffed. 10 PM to 10 AM, skeleton crew.

**Come Say Hi!:** Please stop by and meet our team. We hail from all over the US and love the farm. We have shade and a few other amenities that can provide a much needed break in the hustle and bustle that is Bonnaroo. Come recharge, meet new friends, and radiate your own positivity!

**Compliments or Complaints:** Please fill out one of our surveys. Or, send an email at any time to [access@bonnaroo.com](mailto:access@bonnaroo.com). We need and appreciate your feedback.

## SECTION 3: Services For Patrons With Mobility Disabilities

### GETTING TO THE EVENT BY SHUTTLE

**Accessible Airport Shuttle and Hotel Shuttle:** Read about these services here: [www.bonnaroo.com/hotels-shuttles](http://www.bonnaroo.com/hotels-shuttles). Accessible shuttles are available. It is very helpful to us if you make your accessible shuttle reservations no later than 1 week before the start of the event. Email [Hotelandairportshuttles@bonnaroo.com](mailto:Hotelandairportshuttles@bonnaroo.com) and copy [access@bonnaroo.com](mailto:access@bonnaroo.com). Include your cell phone number, need for a lift-equipped shuttle, time of arrival and dates of travel in your email. Lift-equipped transportation is available at no additional charge.

### DRIVING YOUR AUTO OR RV TO ACCESSIBLE CAMPING

**Travel Directions:** Use either Exit 111 or 112 off of I-24. Look for signs with the wheelchair symbol. Those who are traveling WESTBOUND on I-24, from Chattanooga, should use Exit 112, or if that exit is closed, use Exit 111. Those who are traveling EASTBOUND on I-24, from Nashville, may use Exit 111, or if that is closed, continue on to Exit 127, do a U-Turn, and come back to Exit 112.

**Accessible Parking Tag:** To park a vehicle in the Accessible Camping Area, a government-issued accessible parking tag, placard, sticker, or license plate (**from this point on referred to as an “accessible parking tag”**), is required. The person with the disability to whom the accessible parking tag is issued must be in the vehicle when entering and must be camping with the vehicle.

It is illegal to use another person’s accessible parking tag. This is also not the Bonnaroo way; don’t take the space from someone who needs it. It is against the law to duplicate or falsify an accessible parking tag. It is against the law to park in an accessible parking space without a legitimate accessible parking tag. Officers will be spot-checking accessible parking tags to confirm that the person to whom the tag is issued is in the vehicle. If the person is not in the vehicle, the tag will be confiscated.

**Temporary Accessible Parking Tag:** If you have had or will have surgery or another condition that will limit your mobility during Bonnaroo, talk with your doctor about getting a

temporary accessible parking tag from your state. Explain that distances are quite far and that being able to camp in Accessible Camping would help make it possible to attend.

**IMPORTANT: Helpful “A Tag” for Route to Accessible Camping:** If you have an accessible parking tag and are planning to camp in the Accessible Camping area, please email [access@bonnaroo.com](mailto:access@bonnaroo.com) for an “A Tag” no later than 2 weeks prior to the event. The A Tag is not required but is very helpful. It makes it easier for those who are directing traffic to direct you to the best exit and tollbooth lane. This tag is NOT a reservation for the Accessible Camping area. We do not take reservations.

**IMPORTANT:** Have your government-issued accessible parking tag and your “A Tag” easily visible on your dashboard miles before your exit so the officers will properly direct you.

**Access Lanes at the Tollbooth:** The Access Lane is where the Accessible Camping Stickers are applied to eligible vehicles. The sticker gives permission to camp in Accessible Camping. As you approach the tollbooth entrance to Bonnaroo, look for the signs with the wheelchair symbol directing you to the Access Lane. If you are not able to get into the proper lane, inform the tollbooth staff that you wish to camp in the Accessible Camping Area. A representative from the Access Program will make his or her way to your vehicle or you will be directed to pull through the tollbooth, park on the side, and wait for assistance.

**Companion Vehicle:** Your companion vehicle, *with it’s own Bonnaroo car camping pass*, must follow directly behind the vehicle with the accessible parking tag. The person to whom the accessible parking tag was issued must be in the lead vehicle.

## **ACCESSIBLE CAMPING, RV, AND DAY PARKING**

**Welcome!** If you have a mobility disability, please come stay with us. We are better prepared to serve you than other camping areas.

**Car Camping Pass Required:** Yes, like all campers, a car camping pass is required.

**Enforcement:** The Accessible Camping, Accessible RV, and Accessible Day Parking areas are for use by people with mobility disabilities who have proper documentation and a sticker issued at the Tollbooth. Other vehicles will be towed and tents removed by security.

**Campsite Size:** Campsites are approximately 20' x 20'. RV sites are about 20' x 50'.

**Accessible Camping Companion Policy:** Automobiles displaying the accessible parking tag may have *one* companion vehicle with them in the Accessible Camping area. The companion vehicle and the vehicle with the accessible parking tag must enter the tollbooths and the Accessible Camping Area at the same time in order to camp next to each other.

**RVs with Accessible Parking Tag:** RVs with the government-issued accessible parking tag, the Bonnaroo Accessible Parking Sticker, and the RV pass, may park in the Accessible

Camping Area. All RVs must purchase an RV pass. The definition of an “RV” includes any vehicle longer than 20’ or towing something. Use the Access Lanes at the Exit 111 or 112 tollbooths.

**Power for RVs:** Those who have an accessible parking tag, and have purchased an RV pass and an RV power pass, will need to make their reservations for a spot in Accessible Camping no later than 3 weeks before the event starts.

**RV Companion Policy:** RVs in the Accessible camping area may bring **one** companion vehicle but, like all RV patrons, must pay the companion vehicle fee. The companion vehicle must immediately follow the RV through the tollbooth to Accessible Camping. The companion vehicle must be an automobile, not another RV. RV companion autos must have the Accessible Parking sticker issued at the tollbooths or they will be towed by security.

**Accessible Day Parking:** Accessible Day Parking is available to those who have the government-issued accessible parking tag and the Bonnaroo accessible day parking sticker. Take Exit #111 from the Interstate. Look for the wheelchair symbol on the signs and use the Access Lane at the tollbooth to be issued the proper sticker. Follow signs for Accessible Day Parking. It is located approximately two tenths of a mile from the main entrance to Centeroo and quite near to the Access Center. The car may not be left overnight, companion vehicles are not allowed, tents or shade canopies may not be setup, and there is no camping in or next to these vehicles. Come to the Access Center for shade.

**VIP Accessible Camping:** The VIP area is located adjacent to the venue with it’s own VIP Accessible Camping area situated close to the arch leading to the Main Stage. Patrons who have purchased a VIP ticket and who have the government-issued accessible parking tag may set up their tent or park their RV in this area. Do not use Exit #111 and do not request an A Tag as it will not be of assistance. Follow directions sent to you in your VIP packet, explaining what entrance to take. Show your accessible parking tag when entering the VIP tollbooth and they will direct you to the correct area. Stop by the VIP office trailer or come to the Access Center for information about the Access Program.

## DESCRIPTION OF THE SITE

**Rugged Terrain:** We want you to know that it can be a challenge to get around this site. Bonnaroo is an outdoor music festival held on a 700-acre farm. Although there are no big hills, this is rough and rugged terrain that is both grassy and bumpy.

**Accessible Pathways:** There are some gravel roadways and pathways but much of the travel is over grass. When it rains, the ground can become muddy. Bonnaroo makes improvements to its accessibility each year however, due to the size of the venue, Bonnaroo is not able to provide accessible pathways to every activity.

**Quite a Lot of Distance:** While Bonnaroo has placed the Accessible Camping area as close as possible to the main Centeroo entrance; there is still quite a lot of distance between the

campground and the various stages. For instance, the distance from the back end of the Accessible Camping area to the Main Stage accessible viewing platform is about 3/5 of a mile. The other performances and activities are closer to the Accessible Camping Area. Within a given day, you might travel back and forth, covering some miles of distance. We give you this information so that you can be properly informed and prepared. We work to make this event as accessible as we can and each year we make improvements to our infrastructure. We hope that you will attend. Please write [access@bonnaroo.com](mailto:access@bonnaroo.com) if you have questions.

## GETTING AROUND

**Safety First:** Please operate your mobility device in a safe and courteous manner, moving no faster than the walking speed of the Bonnarovians around you. Operate your device according to manufacturer's instructions.

**Scooters, Motorized, and Manual Wheelchair Rentals:** Mike and Genie Jarrell provide the service of renting scooters and motorized and manual wheelchairs to patrons with mobility disabilities. Reservations are required. There are a limited numbers of chairs and scooters available. Call: 931-581-5837 or email [gjarrell74@hotmail.com](mailto:gjarrell74@hotmail.com) to make your reservation. Make requests no later than 1 week before the start of the event.

**Golf Cart Shuttle Service:** Limited golf cart shuttle service is available to patrons with mobility disabilities and one companion. Shuttles are not allowed within Centeroo. There are three shuttle stops: one at the Access Center, one near the What Stage, and one near the Which Stage. You will still need to get yourself around within Centeroo and the camping area on your own. The shuttles begin running about half an hour before the music starts for the day and ends when the Main Stage shuts down for the night. This is a free service. Stop at the Access Center for a wristband giving permission to use this service.

## Power Wheelchairs, Scooters, and Other Devices

**What's Allowed:** Only those who have mobility disabilities may use mobility devices. Power wheelchairs and three or four-wheeled mobility scooters are allowed for use by people with mobility disabilities. Manually powered mobility aids, such as walkers, crutches, canes, braces, knee scooters, are allowed.

**What's Not Allowed:** Lots of people do the Roo, so for safety reasons, powered mobility devices that move faster than a walking speed, or are heavier and larger than a wheelchair or scooter, including two-wheeled scooters, golf carts, or all-terrain vehicles, are NOT allowed anywhere on site – not in the camping areas or in the venue.

**Other Devices:** Other types of mobility devices will be evaluated on a case-by-case basis. You must obtain permission to bring a powered mobility device other than a wheelchair or three or four-wheeled scooter, contact [access@bonnaroo.com](mailto:access@bonnaroo.com) no later than two weeks before the event. Include a link to the manufacturer of the other type of device.

Bonnaroo personnel may ask individuals using another type of power-driven mobility device for a credible assurance such as a valid Federal or State-issued proof of disability, that the device is required because of a disability. Security will impound inappropriate mobility devices until the end of the event.

**Recharging Chairs, Scooters, CPAP, and Other Medical Devices:** A few campsites with power are available to those who use powered medical devices. For a reservation, contact [access@bonnaroo.com](mailto:access@bonnaroo.com) no later than three weeks before the start of the event.

You are also welcome to bring your powered medical device to the Access Center for recharging. Bring a bicycle lock or some way to lock your device while it is being charged. Staff are not responsible for devices left for charging. Use power at your own risk. This is a temporary event and power can go down. Bonnaroo cannot promise that power will always be available. You may want to bring your own means of recharging as back up. **Each individual is responsible for recharging his or her own device.**

## VIEWING AREAS

**Viewing Areas for Patrons with Mobility Disabilities:** Music is for everybody! Bonnaroo provides raised viewing platforms and other reserved areas for patrons with mobility disabilities. Ask at the Access Center for locations and look for the wheelchair symbols on your Bonnaroo map. Space is available on a first come first served basis. Arrive early to reserve space for popular shows.

**Who May Use these Areas?** Patrons who use wheelchairs, scooters or other mobility devices. Patrons who have a disability of such significance that it substantially limits their ability to stand.

**IMPORTANT:** Anyone needing to use these areas must stop by the Access Center to request an access wristband. Viewing areas are available on a first-come, first-served basis, with priority given to those who use wheelchairs.

**Companion Policy:** Each person with a disability may bring one companion into the reserved viewing areas. Families, consisting of no more than two adults and any children less than 18 years of age, when one member of the family has a disability, may stay together in the reserved areas.

**What's NOT Cool?** Faking it! We must reserve these viewing areas for patrons who have mobility disabilities.

**Folding Chairs:** Folding chairs are available at the viewing platforms. Seating is not guaranteed. You may bring your own soft, folding, low-backed chair. It must sit less than one foot off the ground to be allowed, by security, into the venue. Should you need a chair that does not fit these requirements write to [access@bonnaroo.com](mailto:access@bonnaroo.com) to request permission or stop by the Access Center.

**What Stage:** There are two raised platforms reserved for patrons with mobility disabilities. One platform is directly in front of the guest bleachers, along the right side of the field, facing the stage. The other platform is in the middle of the field.

**Which Stage:** There is a raised platform, reserved for patrons with mobility disabilities, and a ground level viewing area directly in front of the stage that is reserved for people with mobility disabilities and for deaf or hard of hearing patrons who use sign language. The sign language interpreter is stationed in front of this area (when scheduled). Both the raised platform and the ground level platform can be accessed from Fifth Avenue near the stage. Watch for wheelchair symbol signs.

**Music Performance Tents:** Inside the **This** and **That stage**, by the sound-mixing platform, towards the back of the tent, there is a raised platform reserved for Patrons with mobility disabilities. Look for the sign with the wheelchair symbol. The Access team will create a chute made of bike rack that extends back from the rear of the tent. Enter here for access to the platform. There is a viewing platform on the right side of the field facing **The Other** stage, near a tree.

## **OTHER ACCESSIBLE FEATURES**

**Flush Toilet Facilities:** Flush toilets are now located just inside the main entrance to Centeroo to your left, and farther south in Centeroo, just south of the **Who Stage** in the crossover to the **What stage**. There are accessible stalls in each facility. Skip the line and proceed inside to the accessible stalls.

**Accessible Portable Toilets and Showers:** Accessible portable toilets are available in the Accessible Camping area and where other portable toilets are located. Some of these toilets are locked to maintain cleanliness. Lock are codes available at the Access Center. Showers are available, to all patrons, for a fee. Accessible showers are located in the Accessible Camping area and VIP area.

**Protected Water Station Access:** During the hottest hours of the day, volunteers will be posted at two water stations in Centeroo to make it easier for patrons with mobility disabilities to have access to water spigots to rehydrate.

**Centeroo Access Entrance:** Look for signs with the wheelchair symbol. People with mobility disabilities may use this entrance but will need a pass from the Access Center.

**Accessible ATMs:** Check the Access Map for locations of accessible ATMs.

**Services That Are Not Provided:** Wheelchair push service and personal care attendants are not provided.

## SECTION 4: Services for Deaf or Hard of Hearing Patrons

**American Sign Language – Making Reservations:** Bonnaroo has a skilled team of American Sign Interpreters. Interpreting for the diverse music selection at Bonnaroo takes a lot of preparation time, so it is best if an interpreting request is made prior to the festival. Please make your request as soon as possible and no later than 3 weeks before the start of the event. After that date you are still welcome to submit requests and we will do our best to accommodate those requests if the schedule allows. You are always welcome to come to shows that others have requested. Write to [access@bonnaroo.com](mailto:access@bonnaroo.com) with your request. There's a lot of cool stuff happening at Bonnaroo. If you would like an interpreter for something other than music, just let us know. Stop by the Access Center to see the schedule of interpreted performances and to get information about the Interpreter Viewing Areas.

**Assistive Listening Devices – Reservations Needed:** Patrons who are hard of hearing may wish to check out an Assistive Listening Device (ALD). Bonnaroo uses FM ALDs and they may be checked out at the Access Center (open 10a to 10p). We would prefer you make a reservation for an ALD by writing to [access@bonnaroo.com](mailto:access@bonnaroo.com) at least two weeks prior to the event. Note whether or not you use a hearing aid with a telecoil and please include your cell phone number. There is no fee to use the ALD but a valid photo ID and a deposit is required to ensure return of the device.

## SECTION 5: Services For Patrons Who Are Blind Or Have Low Vision

**Large Print:** Large print programming information is available at the Access Center.

**Braille:** Anyone wishing to have his or her own copy of a Braille translation of programming information should contact [access@bonnaroo.com](mailto:access@bonnaroo.com) 3 weeks prior to the start of the event. One copy will remain at the Access Center and is available to read at any time.

**Guided Tour:** To schedule a one-time guided tour of Centeroo for patrons who are blind or have low-vision contact [access@bonnaroo.com](mailto:access@bonnaroo.com) no later than 2 weeks prior to the start of the event.

**Camp Closer:** Patrons who are blind or have low vision may opt to camp in the Accessible Camping area. Your government-issued accessible parking tag will make it possible to camp in this area, use the Access Lane at the tollbooths. See "Getting to the Event" (Section 3) in this Access Guide, for more details. And no, you don't need to have a driver's license to get an accessible parking tag.

## SECTION 6: Service Animals: Policy and Procedures

**Service Animal Policy – Service Dogs YES, Pets NO:** Persons with disabilities and their service dogs or miniature horses that are individually trained to do work or perform tasks for those persons with disabilities are welcome at Bonnaroo. Other types of animals and pets, of any kind, are not allowed. Those bringing pets will be turned away.

Some people have misrepresented their pets as service animals and some of these pets have bitten people. These pet-owners are taking advantage of people with disabilities and are threatening the health and safety of people and animals. Bonnaroo is doing its best to prevent this from happening.

**Ejection Policy:** Those who misrepresent their pet as a service animal will be immediately ejected from the site without refund. Bonnaroo reserves the right to refuse admittance to or eject any individual whose conduct poses a direct threat to the health or safety of others.

**Service Animal Procedure:** At the Bonnaroo tollbooths, for everyone's safety, all vehicles and all patrons are searched for contraband. Handlers must tell anyone searching their vehicle that they have a service animal. Service animal handlers should drive through the Access Lane at the tollbooths. See driving instructions in Section 3. Handlers should announce to the Access Lane attendant that they have a service animal and are ready for the service animal screening process. The screening will be conducted with respect and understanding. Service animal handlers need not fear this process. After screening, service animal handlers will receive important information. Once the service animal has received the tag indicating it has been screened, staff are not likely to question the handler again unless the animal causes a problem.

**Service Animal Handlers Take Note:** If a service animal does not adhere to the following conditions Bonnaroo staff will have the handler remove the animal from the site. The handler may return without the animal. The animal must:

- Be housebroken
- Be under control of and with its handler at all times
- Not threaten the health or safety of any person or other animal

**Caring For Your Service Animal:** Take care of your animal.

- Do not leave your animal at your campsite. All service animals must remain with their handler at all times and must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice,

signal, or other effective controls. Service animals must be housebroken and should use the designated service animal relief areas provided.

- If you become separated from your service animal, alert the closest security staff immediately.
- It's hot. Be prepared to carry and provide plenty of water for your service animal.
- Bring enough food for your animal. Dog food is not sold at Bonnaroo.

**Service Animal Relief Areas:** There is a service animal relief area within the Accessible Camping area and VIP Accessible Camping area. Ask for locations at Access Center.

**Camping Close:** Service animals and their handlers are invited to camp in the accessible camping area. Service animal handlers wishing to camp in the Accessible Camping area, but who do not have a government-issued accessible parking pass, should contact [access@bonnaroo.com](mailto:access@bonnaroo.com) no later than 1 week before the start of the event.

**Service Animals In Training:** Tennessee law states that service animals in training may attend public events but ONLY if the dog and the trainer come from an accredited school. Write to [access@bonnaroo.com](mailto:access@bonnaroo.com) with your request no later than 2 weeks before the start of the event, so that there is time to confirm with the school. Most service animal training schools also provide a certificate of insurance.

Service animals in training must be advanced enough in their training to handle an event as intense as Bonnaroo. We have been advised that young puppies in training do not yet have the maturity to attend an event like Bonnaroo.

The service dog in training must wear a harness, leash or other appropriate apparel or device that identifies the dog with the accredited school and must be held on a leash and under control of its trainer.

**The Following Are Not Service Animals:** By law, if an animal's purpose or task is to provide protection, emotional support, well-being, comfort, or companionship, it is not considered a service animal and is not allowed at Bonnaroo.

**More About Pets:** Bonnaroo is not a place to bring your pet. It is hot, crowded, loud, and if your animal is lost in the crowd of 80,000 people, we don't know if you will find it again. It is very stressful for animals and a usually well-behaved pet may feel the need to protect its owner by attacking another person or animal.

**Your Animal, Your Responsibility:** Anyone bringing an animal to Bonnaroo will be responsible for and liable for any damage or injury caused by the animal. Tennessee has strict laws regarding dog bites and other canine-inflicted injuries. Bites or attacks by an animal can result in fines and/or jail time for the owner.

**Traveling with Your Pet?** Be a responsible and loving dog-parent by leaving it at an animal kennel BEFORE arriving at the Bonnaroo tollbooths.

**How May We Assist You?** Anyone who has questions or needs regarding their service animal may write to [access@bonnaroo.com](mailto:access@bonnaroo.com) or stop by the Access Center during the festival. Remember, we welcome service animals and their Bonnarovian humans!

## SECTION 7: Medical Considerations

**Syringes:** A patron requiring medication that is administered via syringe must bring medication in the prescription packaging with name on the label and a valid photo ID.

**Medication:** Bring enough prescription medication for your personal use only and for the number of days you will be traveling; an excess amount of any medications is not allowed. Medication must be in prescription packaging with prescription label with matching valid photo I.D. Medication may be stored in the refrigerator in the Medical Tent in Centeroo. The tent opens at about 11 AM on Thursday and closes at 10 PM Sunday evening. Be sure to pick up your medication before the tent closes. Ice is available for purchase for those who wish to keep their medication at their campsite in a cooler.

**TIP:** Ask your pharmacist for smaller travel-size prescription bottles.

**Medical Waste Disposal:** Please dispose of your medical waste and sharps in the proper disposal at the Plaza Medical Tent in your camping area. Please *do not dispose* of these things in the trash barrels or portos. We appreciate your consideration for our volunteers and staff who handle the trash bags.

**Medical Stations:** Medical staff are stationed at each Plaza and are available 24 hours a day. The medical station in Centeroo is open 24 hours per day. Their locations are indicated on the map. Plaza Four is in the Accessible Camping area. In Manchester there is a medical center and there are pharmacies.

**Recharging Chairs, Scooters, CPAP, and Other Medical Devices:** A few campsites with power are available to those who use powered medical devices. For a reservation, contact [access@bonnaroo.com](mailto:access@bonnaroo.com) no later than 3 weeks before the start of the event.

You are also welcome to bring your powered medical device to the Access Center for recharging. Bring a bicycle lock or some way to lock your device while it is being charged. Staff are not responsible for devices left for charging. Use power at your own risk. This is a temporary event and power can go down. Bonnaroo cannot promise that power will always be available. You may want to bring your own means of recharging as back up. **Each individual is responsible for recharging his or her own device.**

**Pacemakers or Oxygen Tanks:** If you use a pacemaker or oxygen tank, write to [access@bonnaroo.com](mailto:access@bonnaroo.com) 3 weeks before the start of the event for important information.

## SECTION 8: Other Access Program Tips

**Services That Are Not Provided:** Wheelchair push service and personal care attendants are not provided.

**Keeping Your Cool:** Yes, it is HOT in Tennessee in June! Direct sunlight or not, you will need to plan a bit to keep hydrated and stay healthy. To help cool down, pass through one of the misting tents on site. Other areas that provide cool respite and fun stuff to check out; the merch tent, the State Farm, GNC and Subway tents and in North Pole fashion the Christmas Barn is a tad frosty! You are also welcome to rest in the shaded Access Center tent. Other things you can bring that will help you keep your cool: “cooling bandana” or “cooling vest” (google that), small umbrella, personal water spritzer, and hat with a wide brim. If you are feeling woozy, confused, or not well at all, get to shade and hydration immediately. Go to a Medical Tent or ask any Bonnaroo staff to call for medical if you need medical attention. Check out the “Health and Safety” section of Bonnaroo dot com for more helpful tips and info.

**Ice:** Ice is sold at the general stores.

**Vendors:** If assistance is needed while conducting business with a vendor, request the assistance from the vendor, a member of the Access Team, or any Bonnaroo staff person.

**Special Dietary Needs:** Those who have special dietary needs may bring small amounts of food, for personal use *only*, into the venue. Factory sealed, non-glass, water bottles, or empty containers to fill at the water stations, are also allowed. Please stop by the Access Center for a pass to bring these items into Centeroo.

**Special Permissions:** Those who need permission to bring special items through the Centeroo gates, into the venue, should contact [access@bonnaroo.com](mailto:access@bonnaroo.com) no later than 2 weeks prior to the start of the event. Examples include higher chairs because of arthritis, small umbrellas because of high sensitivity to sun, food for personal use because of allergies, etc.

**Requests for Accommodations:** We want your visit to Bonnaroo to go as smoothly as possible. If you need an accommodation that Bonnaroo’s Access Program does not already provide please contact [access@bonnaroo.com](mailto:access@bonnaroo.com) and make your request as soon as possible. For an event this size, some last minute requests may be difficult to process.

*See you at the ‘Roo!*