



Glastonbury Festival 2015 Campsite Management Plan

Prepared By

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1	28/11/14	[REDACTED]	Interim Draft – December 2014
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1. INTRODUCTION

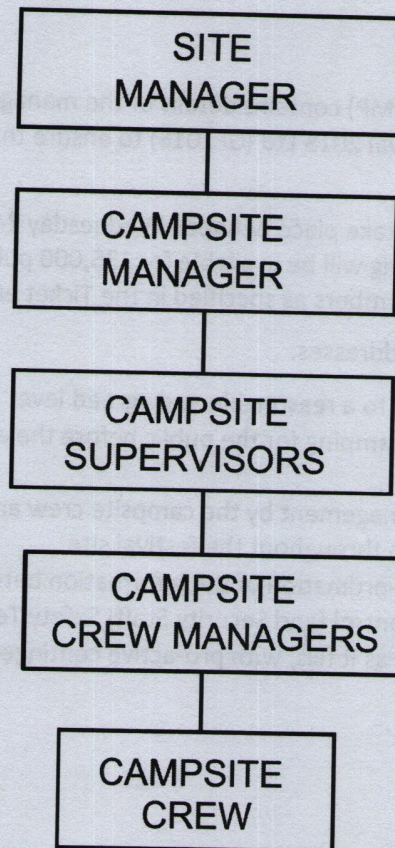
- 1.1 The Campsite Management Plan (CMP) contains details of the management strategies that will be implemented by Glastonbury Festival 2015 Ltd (GF2015) to ensure that the licence conditions agreed with the local authority are met.
- 1.2 The 2015 Glastonbury Festival will take place between Wednesday 24th June and Monday 29th June 2015. Between those dates, camping will be available for 135,000 public ticket holders and the final crew, production staff and artist numbers as specified in the Ticket and Entry Policy.
- 1.3 The Campsite Management Plan addresses:
- Maintaining camping densities to a reasonable and agreed level
 - Improving information about camping for the public before the event, on arrival and during the event
 - Proactive camping density management by the campsite crew and campsite manager to ensure adequate camping distribution throughout the festival site
 - Onsite communication and co-ordination of the information between Campsite Crew, The A Team (Site Safety), Security Control (and Security Staff) Safety Teams and Silver Command
 - Regular monitoring of the site as it fills, with pro-active contingency plans should problems be anticipated

2. CAMPSITE MANAGEMENT

- 2.1 An experienced festival campsite management team will be in place to manage all aspects of the campsite infrastructure and welfare of the campers.

Role	Name
Campsite Manager	[REDACTED]
Site Manager	[REDACTED]
Security Director	[REDACTED]
Festival Safety Coordinator	[REDACTED]

- 2.2 The day-to-day operation of the campsites will be the responsibility of the Campsite Manager who reports to the Site Manager.
- 2.3 Teams of Campsite Stewards – ‘Campsite Crews’ – will be present at each camping area and be Managed by a Campsite Crew Manager. These teams are supervised by senior campsite supervisors.
- 2.4 Assistance in the event of emergency will be provided by the Security Director and Festival Safety Coordinator via the Campsite Stewards desk at Event Control.



STAFFING/BRIEFING

- 2.5 GF2015 will hold a briefing session for Campsite Crew Managers one week prior to the festival and Officers from MDC will be invited to attend.
- 2.6 GF2015 will emphasise the importance of managing campsite density throughout the planning period to the Campsite Crew Managers and Campsite Crew and the need for a proactive and enthusiastic response to the general public.
- 2.7 In 2015 the following actions shall again be implemented to improve camping density across the site:
- On the Wednesday & Thursday as far as practical, reserved areas for ticket holders arriving in darkness (between 10.00 pm – 05.00 am) at Gates A & D
 - Emphasis will be placed on ensuring no staff or traders are camped in public areas or Family Camping by the use of signage and more proactive stewarding prior to the gates opening

COMMUNICATION WITH FESTIVAL-GOERS

- 2.8 Prior to the 2015 festival, GF2015 will address camping density with festival goers on the festival website. Festival goers will be informed of less dense campsites and of the role of the Campsite Crews and will be encouraged to meet up with friends and camp away from hotspots.
- 2.9 Signage at gates and in campsites will be reassessed in 2015 and improved as required in these areas. The use of official tabards by Campsite Crew, in order to engage with the public on a more authoritative level will also be undertaken where necessary.
- 2.10 Staff will be briefed to be pro-active about passing on information to all festival goers as they enter the site by encouraging close liaison between the Campsite Manager, Campsite Crew, Gate Stewards and Gate Security.

- 2.11 Upon arrival at any of the Pedestrian Gates, festival goers will be directed by the Stewards at the Gates to available camping areas. Large mounted plans will be prominently displayed at the Gates and every effort will be made to provide festival goers with up to date accurate information on camping availability. People will be directed to the more under-used campsites and information will be updated as the various sites fill up. Social Media may also be used to help get the information across to festival goers as campsites fill.

3. CAMPSITE DENSITIES

- 3.1 The Site Manager will review the land available both on and off site and ensure adequate space is made available. Calculations for the 2015 campsite capacities can be found at **Appendix C**.
- 3.2 Campsite Crews will inform each of the pedestrian gates when they are nearing maximum allowable occupancy and provide details of approximately how many spaces are available. Gate Staff, supported by Campsite Crews, will ensure that campers are directed away from any fully occupied camping fields.
- 3.3 Campsite Crew foot patrols will dissuade festival goers from camping in areas deemed to be fully occupied and if they are unsuccessful, they will contact security through the established chain of command, to have the tents removed. Staff will be briefed to be pro-active in passing on information regarding camping space.
- 3.4 Effective radio communication between Campsite Crews and Gate Staff will influence the increase in use of previously underused camping areas and reducing camping density in historically popular areas. Campsite controllers at a desk located in Event Control who can liaise with all other key personnel from GF2015, MDC and all other agencies to ensure effective communication.
- 3.5 While every effort can be made to advise campers on initial pitching locations, it is exceptionally difficult to prevent subsequent relocation during the festival given the number of campers and the freedom of movement throughout the site.

4. CAMPING FACILITIES

GENERAL PUBLIC CAMPING

- 4.1 Suitable and sufficient camping will be provided for the 135,000 members of the public who are attending the Festival. This will include family camping and accessible camping. Limited space is available – at additional cost - for caravans and campervans.
- 4.2 Careful consideration will be given to the location of toilet facilities and water points in camping areas. This will be done in full consultation with the Local Authority and the Environment Agency. Details can be found in the Sanitary Facilities Plan and the Water Supply Plan.

CARAVANS AND CAMPERVANS

- 4.3 GF2015's management plan for Caravans and Campervans can be found at **Appendix D**.

ACCESSIBLE CAMPING

- 4.4 Accessible camping facilities are available only to those who have pre-registered with the Deaf and Disabled Access Coordinator and completed the Access Requirement Pack.
- 4.5 For 2015, the accessible campsite will be located in Spring Ground. It will have wheelchair accessible toilets and wheelchair adapted showers for use by disabled campers only. Standard toilets will also be available for Personal Assistants and other family members who are permitted to camp in the accessible campsite.

- 4.6 A limited number of campervan/caravan spaces are available in the accessible campsite and are for patrons unable to camp due to their disability. Tickets for these spaces can be purchased along with power, at additional cost, should this be required for medical reasons. Full details are contained within the Access Requirement Pack.

NON-PUBLIC CAMPING (CREW/ARTISTS/HOSPITALITY)

- 4.7 Suitable and sufficient camping areas will be provided for festival crew and artists who are attending the Festival. These areas are clearly indicated on the Campsite Map (**Appendix B**).

CONTINGENCY CAMPING

- 4.8 Additional areas of land will be available on and off-site for use in the event of an emergency. These contingency camping areas will accommodate a maximum of 7,000 people.
- 4.9 For 2015, the contingency camping area is shown [REDACTED] will be confirmed to the Local Authority at least 30 days prior to the event.

CAMPSITE SECURITY AND SAFETY

- 5.1 The campsites shall be patrolled by security and stewards (ref. licensing condition CD3).
- 5.2 The roles and responsibilities of Security and Stewarding providers in relation to campsites can be found at APPENDIX D in the Security and Stewarding Operational Plan.
- 5.3 There will be watchtowers overseeing the public camping areas which will be staffed by stewards. The information provided by the watchtower stewards, along with CCTV information, will assist Campsite Crews in determining camping density. Once a field has reached its maximum allowable density the area will be declared as full. This information will be relayed to other campsite crews and pedestrian gate staff, who will then make every attempt to ensure that no camping occurs after the field has been assessed as being at maximum occupancy. When additional support is required to enforce this, Campsite Crews will contact safety and security through the established communication channels.
- 5.4 A Campsite Office will oversee each area of camping. It will be conspicuously signed and consist of a portacabin, tent or caravan. This signage identifies the camping field. The office will be permanently staffed by the Campsite Crew and will be in communication with the Site Office, Event Control, Glastonbury Festival Silver Co-ordinators, the Safety Teams, A Team, Festival Safety Co-ordinator, Fire and Medical.
- 5.5 In campsites where large crowd movements and pinch points are predicted, campsite boundaries will be kept at safe distances and in some areas, barriers will be employed to protect tents and campers from potential trampling and disturbance.

FIRE SAFETY

5.6



- 5.7 In 2015 Campsite crews will be more pro-active in preventing festival goers pitching tents close to the edges of Fire access roads and entrances of fields where vehicles may be turning. This will be aided by the use of signage, clear delineation and Site Safety Teams. If there are any problems in keeping the road clear, site security will be contacted, either to dissuade potential campers or to remove the offending tents and take them to lost property.

5.8 The fire access roads are for emergency vehicles, security vehicles and essential site vehicles. Campsite Crews will advise site safety and security if any other vehicles use the road, particularly during curfew hours. (People driving inconsiderately on site will be escorted off site by Security Staff and their vehicle passes will be confiscated).

5.9



5.10 In addition to the fire towers a system of security towers is provided around the perimeter of the site. These too are staffed 24 hours throughout the Licence Period and provide an additional mechanism for surveillance and alarm.

LIGHTING

5.11 As many of the camping areas are adjacent to the fence line, the lighting from the perimeter fence will continue to throw light in these campsites. Festoon lighting on the access roads into the main camping areas will also be maintained.

PUBLIC NUISANCE/ILLEGAL TRADING

5.12 Should anyone set up a sound system or attempt to start trading in the campsites, Campsites Crew will advise Site Security.

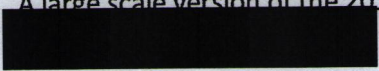
APPENDIX A - ROLES AND RESPONSIBILITIES

The role of the Campsite Crew is:

- Staff the campsite offices and patrol the campsite by foot
- Manage campsite densities as directed by the Campsite Manager
- Inform the Campsite Manager about the availability and density of camping areas who will in turn inform Event Control who will cascade information to Pedestrian Gates Staff
- Direct festival goers to the most appropriate camping areas act as a focal point within the camping areas for festival goers and provide assistance to them as requested
- Ensure the maintenance of emergency and fire routes
- Provide a fire watch
- Remain vigilant for potential cases of theft, vandalism, violence and illegal trading or sound systems.
- Report any incidents to the appropriate authority
- Co-operate with the emergency services as requested.
- Always take a pro-active friendly approach to helping festival goers
- Advising festival goers not to burn plastic, rubbish or any toxic materials.
- Urge Festival goers to use the recycling facilities provided and to take their belongings home with them.

APPENDIX B- CAMPSITE PLAN

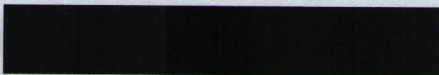
A large scale version of the 2015 Campsite plan (suitable for A0/A1/A2/A3 printing) is available at:



2014 versions can be seen at:



APPENDIX C - CAMPING CAPACITIES

The campsite capacities calculation spreadsheet is available at: 

It is recommended this is printed at A3 size to read.



APPENDIX D - CARAVAN AND CAMPERVAN POLICY

GLASTONBURY FESTIVAL 2015 CARAVAN AND CAMPERVAN MANAGEMENT PLAN

1. INTRODUCTION

- 1.1 The Caravan & Campervan Management Plan addresses:
- Improving information about camping in the Caravan and Campervan fields for the public before the event, on arrival and during the event
 - Ensuring that only live-in vehicles are permitted into these areas i.e. caravans, campervans and dormobiles NOT people sleeping in vans and tents next to cars etc.
 - Improving proactive camping density management by the Caravan and Campervan Crew and Caravan and Campervan Manager
 - Onsite communication and coordination of the information between Caravan & Campervan Crew, the 'A' team, Event Control (and Security Staff) Safety Teams and Silver Command
 - Regular monitoring of the site as it fills, with pro-active contingency plans should problems be anticipated
- 1.2 A briefing session for Caravan and Campervan Crew Managers and Staff will be held prior to the festival and officers from the Local Authority will be welcome to attend this briefing.

2. INFORMATION AND COMMUNICATION WITH FESTIVAL GOERS

- 2.1 Festival goers will only be permitted to camp in the Caravan and Campervan fields by prior arrangement with the organisers and it will be clearly explained at the time tickets are purchased, that camping in tents next to cars, or sleeping in cars is not permitted in these areas i.e. these areas are for live-in vehicles (dormobiles, campervans etc.) only.
- 2.2 The agreed definition of a caravan or campervan is 'living accommodation with fitted sleeping facilities and either fitted cooking or washing facilities' which is stated on the Glastonbury Festival website.

3. CAMPSITE MANAGEMENT

- 3.1 The Caravan and Campervan Management Teams, along with representatives from the Security and Stewarding teams will endeavour to ensure the separation of vehicles and tents in the Caravan and Campervan Fields and ensure only the permitted vehicles are allowed into these areas.
- 3.2 Posts will be put in the ground at East 24 (Ridgy Ground) where the ground falls away to prevent vehicles and caravans from parking on the steep slope and the risk of rolling vehicles.
- 3.3 A Caravan and Campervan office will be established to oversee the Caravan and Campervan fields. It will be conspicuously signed and consist of a portacabin or caravan. The campsites will be permanently staffed by the Caravan and Campervan crew, and will be in communication with the Site Office, Event Control and the Safety Teams, , A Team, Fire, Medical).

4. CAMPSITE DENSITIES

- 4.1 The Caravan and Campervan teams should ensure that there is an adequate distribution of caravans/campervans throughout the entire space available to avoid the situation where the capacity in some areas is greater than intended, with other areas being comparatively unoccupied. As agreed with the Fire Authority a minimum separation distance of 3 metres will be achieved between each vehicle.
- 4.2 Prior to the festival, GF2015 will address camping issues with festival goers on the Glastonbury Festival website: <http://www.glastonburyfestivals.co.uk/information/accommodation/campervans-and-caravans>
- 4.3 Information about Caravan and Campervan field capacities can be found in the Camping Capacities at **Appendix C** of the Campsite Management Plan (CMP).

5. COMMUNICATION

- 5.1 Effective radio communication between Caravan and Campervan Crews and Gate Staff will be maintained at all times. There will be a Campsite Controller located in Event Control who can liaise with all other key personnel from GF2015, the Local Authority and all other agencies to ensure effective communication. Communication between Security, Gate Staff and the Caravan and Campervan Management Team will ensure no unauthorised vehicles enter the area and those not meeting the criteria are refused entry at a point early enough to ensure easy removal from the site.

6. FACILITIES

- 6.1 Careful consideration will be given to the location of toilet facilities in camping areas. This will be done in full consultation with the Local Authority and the Environment Agency. Details can be found in the Sanitary Facilities Plan and the Water Supply Plan.

7. FIRE SAFETY

7.1



- 7.2 The fire access roads are for emergency vehicles, security vehicles and essential site vehicles. Caravan and Campervan crews will advise Site Safety and Security if any other vehicles use the road. People driving inconsiderately will be escorted off the camp site by security staff and their vehicle passes will be confiscated.

8. PUBLIC NUISANCE

- 8.1 Should anyone set up a sound system or attempt to start trading in the Caravan and Campervan fields, the Caravan and Campervan crew will advise Site Security.

9. ROLES AND RESPONSIBILITIES

- 9.1 The role of the Caravan and Campervan Crew is:

- Staff the Caravan and Campervan Office and patrol the Caravan and Campervan fields and ingress points.
- Ensure that only vehicles meeting the agreed criteria of living accommodation, with sleeping, washing and cooking facilities are permitted into these areas i.e. caravans, campervans and dormobiles NOT tents and people sleeping in vans etc.
- Inform the Caravan and Campervan manager about the availability/camping density of the space available
- Direct festival goers to the most appropriate camping areas.
- Act as a focal point within the Caravan and Campervan areas for festival goers and provide assistance to them as requested
- Ensure the maintenance of emergency, fire routes and campsite facilities
- Provide a fire watch
- Remain vigilant for potential cases of theft, vandalism, violence and illegal trading or sound systems.
- Report any incidents to the appropriate authority
- Co-operate with the emergency services as requested.
- Take a pro-active approach to helping festival goers
- Advising festival goers not to burn plastic, rubbish or any toxic materials.
- Urge Festival goers to use the recycling facilities provided and to take their belongings home with them.

The role of the Caravan and Campervan Management team is:

- To arrange a pre event briefing meeting with Caravan and Campervan teams which the Local Authority are welcome to attend
- To liaise with the Fire Authority in advance and during the event to ensure all requirements are clear and being met
- To communicate effectively with Gate Stewards, Security and the Off Site Parking Manager to ensure the correct vehicles are allowed access to site to ensure the Caravan and Campervan team are maintaining adequate separation distance between vehicles.
- To maintain an overview of camping densities and space available.

2 PUBLIC RESPONSE

2.1 should ensure set up a good system of access to staff parking in the Caravan and Campervan fields, the Caravan and Campervan crew will utilize Site Security.

2.2 ROLES AND RESPONSIBILITIES

2.2.1 The role of the Caravan and Campervan Crew:

- Staff of Caravan and Campervan Crews that attend the Caravan and Campervan fields and assist points.
- Ensure that only vehicles meeting the agreed criteria of living accommodation with sleeping, heating and cooking facilities are permitted into these areas. Exclude campervans and campervans NOT built and people staying in vans etc.
- Inform the Caravan and Campervan manager about the availability/compatibility of the space available.
- Direct festival goers to the most appropriate camping area.
- Act as a focal point within the Caravan and Campervan areas for festival goers and provide assistance where requested.
- Ensure the maintenance of emergency fire routes and car park facilities.
- Provide a fire watch.
- Report any potential issues of their vehicles, vehicles and illegal trading or selling systems.
- Report any incidents to the appropriate authority.
- Co-operate with the emergency services as requested.
- Take a proactive approach to helping festival goers.
- Having festival goers not to burn plastic, alcohol or any toxic materials.
- Help festival goers to use the recycling facilities provided and to take their belongings home with them.

The role of the Caravan and Campervan Management team is:

- To create a pre event planning meeting with Caravan and Campervan team which the festival Authority are welcome to attend.
- To liaise with the Authority in advance and during the event to ensure all requirements are clear and met.
- To communicate effectively with Site Security, Security and the On Site Parking Manager to ensure the correct vehicles are allowed access to site to ensure the Caravan and Campervan team are maintaining adequate separation and safe access between vehicles.
- To maintain an overview of camping facilities and site available.