# Lord Mayor’s Weekend access information

## Introduction

The Lord Mayor’s Weekend is the city’s key annual public summer celebration attracting up to 30,000 people over the festival period. The origins of the Procession date back over 375 years and after a short break the event was re-established in 1975. The festival has grown from the Lord Mayor’s Street Procession and a funfair in 1998 to a three-day festival which includes music, funfair, outdoor theatre, local showcase, street entertainers, street fayres, activities for children and young people. The event is delivered by the Norwich City Council (NCC) culture & events team.

Norwich City Council is firmly committed to inclusive working practice for artists, audience, and workforce (staff, freelancers, and volunteers). This is achieved by identifying, minimising, and removing the barriers that can prevent people from engaging with our events, community projects, digital content, programmes, and employment.

We are proud to be working with [Attitude is Everything](https://attitudeiseverything.org.uk/) on the Live Events Access Charter and commit to continuously improving our practice. We are currently seeking Bronze Accreditation.

## Contact details

Culture and Events team

* Phone: 01603 989333
* Email: [events@norwich.gov.uk](mailto:events@norwich.gov.uk)

### Responding to queries

We commit to responding to customer enquiries around accessibility within a maximum of 5 working days. This is reduced to 3 working days 1 month prior to events. An automatic reply is applied to the access e-mail account with information.

Due to capacity, any application for accessibility that is submitted less than two weeks before an event may not be guaranteed due to availability of the provision. This will be reviewed on a case-by-case basis.

If you would like this information in another language or format such as large print, CD or Braille please visit [www.norwich.gov.uk/Intran](mailto:www.norwich.gov.uk/Intran) 3333.

[Lord Mayor’s Weekend – accessibility, Saturday 12 July](https://www.norwich.gov.uk/info/20636/lord_mayors_weekend_2025/4198/lord_mayors_weekend_%E2%80%93_accessibility_saturday_12_july)

## Site description

### Chapelfield Gardens

#### Access points:

* Gate 1: Level access from the street into park environment.
* Gate 2: Level access within the park.

#### Accessible viewing area:

* Reachable via level concrete paths.
* Located on grass, which may be softer if it rains.

#### Activities and Performances:

* Held on both hard concrete surfaces and grass.

#### Main performance stage:

* Opposite the accessible viewing area.
* Situated on grass.
* Ramped access to stage for performers.

#### Refreshment bar:

* Opposite the accessible viewing area
* Assistance service with drinks upon request.

#### Catering food court:

* Near Gate 2, on grass.
* Providers encouraged to have lowered counters or alternative services.
* Large print menus with pictures available.
* Accessible toilets
* Accessible Portaloo with wide doors.

## Box Office

We have no box office as all events are free to attend.

## Accessible viewing platform/ area/seating

### viewing area (Theatre Street)

* **Location:** Theatre Street, close to Chapelfield.
* **Booking:** Pre-booking required. Contact details needed at least 2 weeks before July 12th, please contact the Culture and Events team to book.   
  **Phone:** 01603 989333,   
  **Email:** <mailto:events@norwich.gov.uk>
  + **Timings:** Open from 14:00hrs until 17:00hrs, please note booked spaces will only be held until 15:00hrs and then will be offered on a first come first served basis.
  + **Signage:** Clear signage will be provided.
  + **Toilets:** Accessible Portaloo toilet with wide door included in viewing area, clearly signposted.
  + **Staffing:** Welcome Steward and Security.
  + **Entertainment:** This will be a noisy and colourful environment during procession times, further entertainment may be provided.

### Stage viewing area (Chapelfield Gardens)

* **Location:** Opposite the main stage in Chapelfield Gardens, entry to park via Gate 1 or 2.
* **Booking:** No booking required. Open for use throughout the day for those with access requirements and their friends, family or companions.
* **Signage:** Clear signs will be provided.
* **Toilets:** Accessible Portaloo toilet situated nearby, approximately 20 metres.
* **Staffing:** Security staff and stewards will be available in the park to assist.

## Travel guide

### Designated drop off areas – Bethel Street

### Disabled bay closures

* Theatre Street
* Brigg Street
* Gentleman’s Walk
* Exchange Street (outside Halifax)
* London Street
* Bank Plain
* Tombland.

### Disabled Bays open near Chapelfield

St Benedict’s Street, St Giles Street, Bethel Street, Surrey Street and All Saints Green.

### Car park closures

* Chantry Place Car Park
* Pottergate Car Park
* Chapelfield East Car Park

## Public transport link

[Public transport - Norfolk County Council](https://www.norfolk.gov.uk/localbuscontracts)

[Public transport accessibility - Norfolk County Council](https://www.norfolk.gov.uk/accessibletransport)

## Arrival guide

Site opening times:

* Chapelfield Gardens 11:00hrs – 23:00hrs
* Procession times – 15:00hrs – 16:30hrs approximately

On arrival if you require further assistance, please do not hesitate to ask a member of staff or security who will be glad to assist you.

## Toilets

The accessible toilets on-site are Accessible Portaloo’s, further accessible toilets close by can be found in The Forum or Chantry Place Shopping centre during opening hours.

## Medical services

Event First aid is provided within the Event Site and along the procession route.

## Assistance dogs

We welcome assistance dogs at our events.

The Equality and Human Rights Commission states that:

“Assistance dogs are highly trained which means they:

* Will not wander freely around the premises.
* Will sit or lie quietly on the floor next to their owner.
* Are unlikely to foul in a public place.”

We recognise that not all assistance dogs are registered with Assistance Dogs UK members and assistance dogs can be trained by their owners.

Where an assistance dog has not been trained by an Assistance Dogs UK registered charity, we need to ask customers to demonstrate that their dog has been trained:

* Not to wander around the premises or approach other customers.
* To only go to the toilet on command in a designated area of the event.
* To sit or lie quietly next to their owner.
* Wear hi- vis jacket.

## Stage effects

Strobe lighting is generally not used at our events.

We ask on our Artist Advancing form the following questions: Will your performance use fast flashing or strobe lighting, if so, when will these be used?

Do any of your video assets use fast flashing or strobe lighting, if so, can you provide a warning?

If yes, we will provide this information on the event page, in any pre-event communication and on signage at the venue.

Please note:

* Stage production may include flashing lights and pyrotechnics.
* Loud music will be playing throughout the event, ear plugs are available on request.

## Any other information

### Respite area/quiet space

A respite area/quiet space is available on request, this can be located at City Hall.

1. **Location:** Wellbeing room at City Hall.
2. **Entrance:** Bethel Street entrance.
3. **Sign-in:** Check in at the welcome desk with security.
4. **Directions:** Security will guide you to the wellbeing room.
5. **Sign-out:** Report back to security when you leave to sign out.

For emergencies while in the space, it's important to follow specific procedures:

* **Fire alarm:** Evacuate immediately and follow the designated evacuation routes, if you require assistance to do this, please make Security/Sign in staff aware on arrival.
* **Feeling unwell:** Please contact Security so they can assist.