



Dreamland Accessibility Policy – Events 2027

We are committed to creating an inclusive and enjoyable experience for everyone attending our events. In collaboration with our authorised ticket provider, AXS.com, and Nimbus, we've updated our accessibility policy for the 2027 season to make sure we provide clear, easy to follow guidance for guests requiring accommodations. This will come into effect from the end of July 2026.

General Accessibility Information

Dreamland operates as a standing only venue, unless otherwise specified. We recommend carefully reviewing event details, FAQs, and terms before purchasing tickets to ensure the event meets individual requirements.

We offer two ticket types:

1. **STANDING General Admission + Essential Companion Tickets** – This means you get access to our Standing Only General Admission Areas and an Essential Companion to support during the event.
2. **SEATED Platform Access + Essential Companion Tickets** – This means you will have access to our raised Accessible Platform which provides an area for wheelchairs and seats are available (please note these are extremely popular and will sell out quickly)

New for 2027 Events: Enhancements

From the end of July 2026, Dreamland is partnering with [Nimbus Disability](#) to streamline accessible ticket bookings via a user-friendly portal. To book Accessible Tickets (Essential Companion or Platform), you will need:

- A valid Nimbus Access Card ID or,
- A Valid Nimbus Registration Number.

These credentials must be obtained before booking tickets via AXS, our authorised ticket provider. Third-party ticket providers are not authorised to sell accessible tickets.

To apply for a Nimbus Disability Access Card please apply using the following [link](#).

To avoid disappointment, apply for your Access Card or Registration at least 7 days before tickets go on sale.

This will apply to all shows and events announced on or after the 31st July 2026. This will not apply to any events that are already announced and on sale with show dates in 2027.

Accessible Ticket Options

We recognise the essential role companions play in supporting guests with significant access needs. Complimentary Essential Companion Tickets to our STANDING General Admission areas are available for guests holding a Nimbus Access Card or Individual Nimbus Application with the “+1” Symbol, which allows for one complimentary Essential Companion Ticket.

For guests with the “+2” Symbol, two complimentary Essential Companion Tickets are eligible, but please note these cannot be booked through our official ticket provider, AXS. Guests requiring the “+2” Symbol must contact our Customer Services team at customerservices@dreamland.co.uk for assistance.

These tickets are intended for companions providing substantial assistance directly related to a guest’s disability. Eligibility is assessed and verified by Nimbus Disability.

STANDING General Admission + Essential Companion Ticket

- Provides access to the **STANDING General Admission Area Only**.
- Does **not** include access to seating or the accessible platform.
- Tickets are **limited** and must be pre-booked in advance.

Please note during the booking process, tickets will be allocated a ‘Seat’ Number. This is for administrative purposes; all tickets are standing only.

SEATED Accessible Platform Ticket + Essential Companion Ticket

- Provides access to a **designated accessible platform** with wheelchair spaces and limited seating.
- Tickets are **limited** and must be pre-booked in advance.

Guests must have one of the following criteria to be eligible for the Accessible Platform:

- A. **Level Access Symbol**
- B. **Standing & Queuing AND Distances Symbol**

How to Apply for Accessible Tickets

Visit Nimbus Disability:

- Register for a £15 Access Card valid for 3 years across over 2000 venues and attractions or a Free Individual Nimbus Application for Dreamland Events only.

Apply Here: <https://app.accesscard.online/apply/dreamland-margate/form/>

Receive Your Access Card or Registration Number:

- Once approved, you’ll receive an Access Card or Free Registration Number to use when booking tickets.

Book Tickets Using Your Access Details:

- Enter your Access Card ID or Registration Number when prompted during the ticket purchase process.

Individual Requirements:

- To discuss individual requirements or to discuss the application process, you should speak to the Nimbus Disability Team. Please be aware we are unable to authorise eligibility for Access Arrangements and any questions relating to your application should be directed towards the Nimbus Disability Team.

Nimbus Disability Contact Information: <https://www.accesscard.online/>

Plan Ahead

- **Plan:** Apply for Nimbus Disability credentials **at least 7 days prior** to your chosen event sale (or pre-sale) to ensure adequate processing time.
- **Late Applications:** Applications made less than 7 days before the event sale may not be processed in time, which could affect your ability to secure accessible tickets.
- Guests without a completed Nimbus registration or Access Card, and those without the “+1” or “+2” Symbol will not be eligible for Essential Companion Tickets. Should you believe you are eligible for this please contact Nimbus Disability in first instance.

Key Considerations

- **Eligibility Review:** All eligibility determinations are made by Nimbus Disability. Dreamland staff are not qualified to assess or approve applications.
- **System Misuse:** Misuse of accessible ticketing, including Essential Companion Tickets and platform access, may result in refusal of access for future events.
- **Availability:** Please be aware that all tickets are subject to availability, and not all events will have the same access arrangements, please check FAQ's and the Website for further details.

Contact Information

For Nimbus-related questions, visit [Nimbus Disability](#).

For Dreamland-specific queries, contact: customerservices@dreamland.co.uk.

Dreamland Margate is proud to partner with Nimbus Disability to create an inclusive environment for all guests. Thank you for helping us make our events accessible to everyone!

Accessibility Across Venues

Dreamland features four Main Event Spaces, all of which are wheelchair accessible:

Scenic Stage Arena (Outdoor):

- Flat, paved areas for ease of mobility.
- Some gravel sections and areas with pea shingle and compacted sand, which may require additional assistance for wheelchair users.
- An Accessible platform is available, offering dedicated viewing areas and seating. These must be pre-booked in advance.

- Astroturf is also present in the food court area.

Hall by the Sea (Indoor):

- Fully accessible via either stairs or an adjacent lift.
- An accessible platform is available, providing dedicated viewing areas and seating. This must be pre-booked in advance.

The Ballroom (Indoor):

- Located on the ground floor, ensuring full accessibility without the need for additional lifts or stairs.
- Layout accommodates wheelchairs and other mobility aids.

The Roller Room (Indoor):

- Located on the ground floor, providing convenient access for all guests.
- For busier events, a dedicated Accessible Area may be available (subject to the specific event).

Wheelchairs are not available for hire on site; guests should bring their own. For additional support, please contact the Customer Services Team at customerservices@dreamland.co.uk.

Assistance Dogs

Registered and trained Assistance Dogs are welcome with appropriate documentation. Assistance Dogs must always remain on a lead and with their owner. They are not permitted in ride queue lines or on rides.

Babies at Live Events

Dreamland's live music events may have age restrictions, so it is important to review the event information carefully before booking tickets.

- Age-Restricted Events (14+): Babies are not permitted.
- All Ages Welcome Events: Babies must wear ear defenders and cannot be near the stage. Prams, carriers, or pushchairs are not allowed; babies must be carried.
- Facilities: Baby changing areas are available. However, Dreamland does not provide bottle-warming services or pram storage.

Please ensure you are familiar with the specific requirements for each event to ensure a comfortable experience. For further information please look at the specific event you are planning to attend:

<https://www.dreamland.co.uk/whats-on/>

Frequently Asked Questions

Why is the process changing and how does this benefit me?

Book your tickets online: Once your Nimbus Access Card is active, you can browse upcoming events at Dreamland and easily book accessible tickets directly through the Dreamland [website](#).

Faster and easier booking: There's no longer a need to contact our team separately for accessible bookings. Our online platform now offers clear options and real-time availability, allowing you to book your tickets with [ease](#).

No more need to carry supporting documents: The new system offers greater privacy. Guests with access requirements no longer need to carry supporting documents or explain their circumstances to staff. You'll only need to provide the information once when you register for an Access Card in advance of purchasing your tickets.

What is an Access Card?

The Access Card is a special card designed to represent your disability or impairment. It uses symbols to highlight the barriers you face and the reasonable adjustments you might need. This allows Dreamland to quickly and discreetly understand the support you need, including access to concessionary ticket prices and complex reasonable adjustments, all without requiring detailed personal information.

The Access Card is based on your rights under the Equality Act and the responsibilities of service providers, like Dreamland.

For more information, visit the Access Card website [here](#).

Who is Nimbus?

Dreamland has partnered with Nimbus Disability, a social enterprise that is run by and for disabled people. Nimbus Disability is a leading authority on accessible ticketing in the UK. When you register for an Access Card, Nimbus Disability will handle your personal information securely and provide you with a unique registration number. This registration links your access needs with Dreamland's ticketing system, ensuring we can offer the right support for your event experience.

If you are unable to complete the online registration process due to the nature of your impairment, Nimbus can assist with telephone registration at 0330 808 5108. For more details, please see Nimbus's FAQs [here](#).

How do I book Accessible Tickets online?

Accessible tickets for Dreamland events can be purchased directly through our website. Due to high demand, we recommend booking accessible tickets online to avoid delays. By registering for an Access Card (free or paid), your access needs are linked to your account, ensuring you receive the appropriate tickets for your needs at Dreamland.

Once registered, you'll be able to access the correct tickets for any future Dreamland events, based on availability.

Follow the link to start your application: <https://app.accesscard.online/apply/dreamland-margate/form/>

How do I register for the Access Card?

Free Registration

The Free Access Card allows you to link your access requirements to your Dreamland account and book tickets for events. This option is ideal for those who require accessible seating but do not need a physical card.

To register for a free Access Card, click [here](#).

£15 Full Access Card (Valid for 3 Years)

The full Access Card costs £15 for three years and offers the same benefits as the free card, plus additional features:

- Recognised at venues across the UK and beyond
- Potential free companion tickets for events and venues
- A Photo ID card with symbols indicating accessibility needs
- Access to an online directory of accessible venues

To register for the full Access Card for £15 for three years, click [here](#).

Can I register for an Access Card over the phone?

Yes, if you are unable to use the online forms due to your impairment, you can register by phone. Nimbus Disability will assist with telephone registration at 0330 808 5108.

Can I upgrade to the Access Card after I've registered for free?

Yes, if you've initially registered for a free Access Card, you can upgrade to the full card at any time. The upgrade costs £15 for three years. For assistance with upgrading, please contact the Access Card team [here](#).

How can I book accessible tickets for Dreamland events?

To book accessible tickets, you will need a Nimbus Access Card or a Free Nimbus Registration Number. When booking tickets through Dreamland's website or authorised ticket providers, you will be prompted to enter your Access Card ID or Registration Number to complete your booking.

What are the accessible ticket options for Dreamland events?

We offer two types of accessible tickets:

- **STANDING General Admission + Essential Companion Ticket:** Provides access to the Standing General Admission area. Does not include seating or access to the accessible platform.
- **SEATED Accessible Platform Ticket + Essential Companion Ticket:** Provides access to the designated accessible platform with wheelchair spaces and limited seating. This must be pre-booked in advance.

What is an Essential Companion Ticket, and how do I qualify for it?

Essential Companion Tickets are provided for guests who require significant assistance due to a disability. If your Nimbus Access Card displays the “+1” or “+2” symbol, you are eligible for:

- “+1” Symbol: One complimentary Essential Companion ticket.
- “+2” Symbol: Two complimentary Essential Companion tickets.

These tickets must be booked in advance through AXS, Dreamland’s official ticket provider.

How do I apply for a Nimbus Access Card or Registration Number?

To apply for a Nimbus Access Card or Free Registration Number:

- Visit Nimbus Disability and [register](#) for an Access Card or Free Registration Number.
- Submit Proof of Eligibility, such as a letter from a healthcare professional or a DLA/PIP entitlement letter.
- Once approved, you will receive your Access Card or Registration Number, which you can use to book accessible tickets for Dreamland events.

Can I hire a wheelchair at Dreamland?

Currently, wheelchairs are not available for hire at Dreamland. Guests are encouraged to bring their own wheelchairs. If you require any further assistance, please contact customerservices@dreamland.co.uk ahead of your visit.

How do I ensure I can book tickets with accessible platform access?

If you need to access an accessible platform, please ensure your Nimbus Access Card or Registration Number includes either A. Level Access Symbol or B. Standing & Queuing **AND** Distances Symbol. Eligible guests can access the platform by pre-booking their tickets in advance.

Please be aware only Nimbus Disability are able to discuss your individual requirements and eligibility for qualifying criteria on the Access Card.

To register for a Nimbus Access Card following the Link:

<https://app.accesscard.online/apply/dreamland-margate/form/>

Are Assistance Dogs allowed at Dreamland events?

Yes, registered and trained Assistance Dogs are welcome at Dreamland events. They must remain on a lead and under control at all times. Assistance dogs are not permitted in ride queue lines or on rides but are welcome in event spaces and other areas.

Are babies allowed at live music events?

Age-Restricted Events: Babies are not permitted at these events.

All Ages Welcome Events: Babies are welcome, but it is recommended they wear ear defenders to protect their hearing. Babies should not be near the stage, and prams, carriers, or pushchairs are not allowed. Babies must be carried. We provide baby changing facilities, but please note we do not offer bottle-warming or pram storage.

How far in advance should I apply for accessible tickets?

We recommend [applying](#) for your Nimbus Access Card or Registration Number at least 7 days before the event goes on sale. If you apply too late, there may not be sufficient time to process your application, potentially delaying your ability to book accessible tickets.

What if I miss the deadline for applying for accessible tickets?

If your application for an Access Card or Registration Number is submitted too late and cannot be processed in time, you may not be able to secure accessible tickets for the event. We recommend applying at least 7 days before the event sale to ensure your application is processed. Please note: an application does not mean you will necessarily qualify for an Essential Companion or Accessible Platform.