

WHEELS OF STEEL



**INFORMATION BROCHURE
FOR METALHEADS
WITH DISABILITIES**

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WELCOME

Hello Metalhead,

with the following pages we want to make it easier for you and your companions to attend the Wacken Open Air. We have compiled information on buying tickets, traveling to the festival and the most important telephone numbers and e-mail addresses in this brochure.

The brochure is designed so that it can be printed out if required.

If you still have unanswered questions, the festival FAQ can help or you can write to

handicap@wacken.com

Best regards

Your W:O:A Team

1. CAMPGROUND

The Wheels of Steel Area is a barrier-free camping area with support services for people with disabilities. The area has barrier-free sanitary containers and toilets as well as a breakfast pagoda with an integrated kiosk and merchandise stand.

The Alsterarbeit Service Point is located directly at the main entrance to the area and, like all pagodas, is barrier-free. Physiotherapy is integrated into the Service Point.

The area is completed by a mobile belt dispenser and 2 terminals for charging cashless payment. On the campground you can reach the sanitary containers and the pagodas of Alsterarbeit and the breakfast tent via a paved path.

To ensure that the paths in the Wheels of Steel area remain easy to walk or drive on for all visitors, vehicles over 3.5 tons are not permitted.

You can reach the festival infield via a paved path directly adjacent to the Wheels of Steel Area.

2. WHICH TICKET DO I NEED?

To participate in the Wacken Open Air you need an active and regular W:O:A festival ticket. There are no special tickets for people with disabilities. If you are in possession of a regular festival ticket and a disabled pass with a registered letter (B, G, aG, H, BL) and have booked plots, you meet the basic requirements for camping in the Wheels of Steel area.

3. COMPANIONS

Camping in the Wheels of Steel Area is permitted with a maximum of 5 people per group. This group already includes the person with a disabled person's pass and the permanent accompanying person (mark "B").

4. MARK “B”-PERMANENT COMPANION

If you have a “B” on your disabled pass, you are entitled to take your permanent companion to the festival free of charge. If you enter the code “B” during the registration process for the Wheels of Steel Area plots, we will issue a companion ticket for your companion in the Ticket Center.

If you don't have such a disabled person's pass and you are still dependent on a companion, please send an e-mail to wacken@alsterarbeit.de

Please note:

As past years have shown us, such a field can become quite soggy in heavy rain. You should therefore choose your permanent companion so that they can both bring you to the stages in your wheelchair and pull you out of the mud. We are constantly working to remove barriers at Wacken Open Air. Nevertheless, the festival takes place on a field. Please bear this in mind when planning your visit.

5. SEVERELY DISABLED PERSON'S PASS NOT AVAILABLE

If you don't have a severely disabled person's pass, we would ask you to write to our contact persons at Alsterarbeit.

Please contact: wacken@alsterarbeit.de

6. PLOTS

To camp in the Wheels of Steel Area, it is necessary to book a plot. Up to 4 plots can be booked with or without electricity. If electricity is required, we would like to point out that this is only intended for medical aids. A 24-hour power supply cannot be guaranteed. Power requirements for refrigerators, music and lighting systems as well as charging cell phones or similar must be provided by a power station.

7. ACCESS PASS

The Access Pass will also be available for the Wheels of Steel Area.

You can also book this for Sunday. The Sunday Access Pass is free of charge for the Wheels of Steel Area.

The Access Pass can be booked after transferring the plot tickets to the Ticket Center. One Access Pass can be booked per plot. This is valid per vehicle and is therefore independent of the number of people inside.

On arrival, the Access Pass must be printed out and clearly visible behind the windshield of your vehicle.

8. ARRIVALS

Access to the Wheels of Steel Area is possible on Sunday. You and your companions need an Access Pass for this.

CAR/CARAVAN OR MOTORHOME

If you are traveling by car, caravan or motorhome, please pay attention to the signs with the wheelchair driver. The route details will be announced shortly before arrival.

Please check the [Wacken homepage](#) and the [festival ABC](#) for the latest information on how to get there.

PUBLIC TRANSPORTATION

There are low-floor buses between Itzehoe station and the festival bus stop at the new bus parking lot. From there, you can register your need for a shuttle to the Wheels of Steel Area at the Infopoint, which will take you to the old bus station in the same vehicle category. From there, you can reach the Wheels of Steel Area via Bokelrehmer Weg. To use the buses, you will need a regular shuttle ticket.

9. SANITARY CAMP S2

In addition to the S2 sanitary station, the Wheels of Steel Area also has barrier-free shower/WC containers and barrier-free mobile toilets. A station for cleaning wheelchairs and walking frames will also be integrated into the sanitary camp.

This allows you to clean your aid before showering if the floor is soaked. Please use this option to prevent the shower drains from becoming blocked.

Further barrier-free toilets are located at the corners of the Wheels of Steel Area and at individual sanitation camps on the festival grounds.. The accessible toilets will be marked on the site plan.

10. WHEELS OF STEEL AREA-WRISTBAND

With the Wheels of Steel Area wristband, the entrance to the infield at the Louder Stage is open to you. This entrance is directly opposite the Wheels of Steel Area.

The wristband also entitles you to use the paved paths and all nearby entrances. The wristband does not entitle you to use one of the wheelchair platforms.

11. ALSTERARBEIT

If you need medical aids for your festival visit, such as a wheelchair or walker, you can borrow these from Alsterarbeit. Alsterarbeit also offers repairs and maintenance of aids.

Please make sure to contact Alsterarbeit before the festival regarding aids, medication, bags and backpacks as well as liquid oxygen at wacken@alsterarbeit.de

The Service Point at the Wheels of Steel Area will be staffed between 10:00 a.m. and 10:00 p.m. during the festival. The services offered by Alsterarbeit are independent of the Wheels of Steel Area and can be used by any visitor.

Alsterarbeit, part of the Evangelische Stiftung Alsterdorf, is an educational and employment provider with a diverse range of services. The offers are aimed at participation in working life and vocational training.

The target group is people with a disability who, due to the nature or severity of their disability, are not, not yet or not yet able to find employment on the general labor market.

MEDICATIONS

Medication that is to be stored for refrigeration during the festival must be registered with Alsterarbeit in advance. Medication in accordance with the Narcotics Act (only in conjunction with a certificate) must also be registered with Alsterarbeit before the festival and presented for inspection at the Service Point in the Wheels of Steel Area immediately after arrival.

MEDICAL DEVICES

Only officially approved aids are permitted in the infield! Camping chairs, tripod, telescopic and cardboard stools and any kind of self-made aids are not permitted for safety reasons. Pushing and pulling devices, handbikes, battery-powered support systems and all other attachments must be registered and approved.

Wheelchairs, rollators, forearm crutches, canes for the blind or insulin and adrenaline pens are excluded from this regulation.

Visitors who wish to borrow a wheelchair or rollator can do so via Alsterarbeit.

BAGS AND BACKPACKS

Bags and Backpack containing medication or aids must be registered before the festival. Upon arrival, these must be checked and labeled at the Alsterarbeit Service Point in the Wheels of Steel Area. If the bag or backpack does not meet the specified size of 30cm x 20cm x 5cm, it must also be checked and marked at the Service Point.

LIQUID OXYGEN

Liquid oxygen will be provided by Alsterarbeit at the Service Point in the Wheels of Steel Area. The trained team will only fill mobile systems.

To ensure that the high safety standard can also be maintained during filling, it is essential that information on models and manufacturers is sent to Alsterarbeit in good time before the festival.

PHYSIOTHERAPY

At the Alsterarbeit Service Point you will have the opportunity to receive physiotherapy. The Alsterarbeit physiotherapists are available every day during the festival from 10:00 a.m. and 10:00 p.m. . The self-sufficient team offers flexible appointments, so there is no need to contact them before the festival. Simply speak to the therapists directly in the area.

REPAIR SERVICE

Alsterarbeit offers repairs and maintenance of your medical aids directly at the Service Point in the Wheels of Steel Area. The service is charged according to cost and material.

12. MENTAL HEALTH

The Mental-Health-Crew aims to provide all visitors and all those who work or are involved in the festival with a safe space for discussion and support. The crew listens, focuses on the needs of those affected and tries to strengthen their resources and strengths in order to be able to take possible next steps. Confidential conversations can take place in the „Festivalseelsorge“ tent.

The team is available between 1 p.m. and 2.30 a.m. on the festival grounds next to the DRK medical tent. You will find another tent in the area of the Wacken Foundation. The festival pastoral care will also be on the W:O:A site plan.

13. GERMAN RED CROSS

The base camp of the German Red Cross is located directly next to the Headbangers Stage, opposite the W:O:A merchandise stand. You can reach the DRK via Bullhead City.

Further stations are located on the Wacken Center forecourt next to the Cashless Payment Top-Up Station, in front of and next to the main stages, next to the Louder Stage and at the Farmers Market.

DRK staff will be on the move throughout the festival site. In an emergency, please let a steward know or call the emergency number.

The DRK base camp offers the possibility to store medicines for cooling. Due to its proximity to the concert area, the location is particularly suitable for visitors whose syringes we cannot allow on the infield / concert area for safety reasons.

Adrenaline and insulin pens are still allowed everywhere!

14. MOBILE POWER STATION BY PLUG-IN FESTIVALS

No power? No problem, Plug-in Festivals is back and with the PowerFlatrate you don't have to worry about electricity at the camp. Book in advance and then rent your mobile Powerstation at one of the three stations. You can then exchange it for a fully charged one as often as you like! Powerbanks for rent are also new to the range. More info and pre order booking: www.mieten.pluginfestivals.de/

15. LOCKERS

SafeBOXen are available at several locations on the premises where you can lock up your valuables. You can also charge your technical devices at the same time using the built-in sockets.

The entire locker system is supervised and monitored by qualified service staff during the W:O:A. We recommend that you book your locker online before the event. If there are enough lockers available, you can also book them on site.

You can book a locker via the page "Lockers" under the menu item "All information" on the Wacken homepage.

16. BREAKFAST TENT

The „breakfast tent“ at the Wheels of Steel Area, has become a permanent place to go over the years. In addition to breakfast, the 250m² pagoda invites you to have a talk over a cool drink or a small hot meal. Also integrated is a stand with a selection of W:O:A merchandise and a terminal for charging cashless payment.

You can reach the breakfast tent via laid-out slabs and get inside via ramps laid out on 3 sides.

On the day of departure there will be not served food an drinks.

17. INFIELD / CONCERTS FOOTPATHS

The paths described below are not the shortest, but the easiest paths!

Anyone wearing the „Wheels of Steel“ wristbands can use these routes and the associated entrances and exits unhindered on all days. The security staff have been informed about the „Wheels of Steel“ wristband and will let you pass.

Please note that the „Bokelrehmer Weg“ described below is only open at the following times:

Day	Time	Remark
Monday	00:00 – 03:00 10:30 – 00:00	From 00:00 a.m. only in the direction of the camping areas Road closed from 03:00 a.m. – 10:30 a.m.
Tuesday	00:00 – 03:00 10:30 – 00:00	From 00:00 a.m. only in the direction of the camping areas Road closed from 03:00 a.m. – 10:30 a.m.
Wednesday	00:00 – 03:00 10:30 – 00:00	From 00:00 a.m. only in the direction of the camping areas Road closed from 03:00 a.m. – 10:30 a.m.
Thursday	00:00 – 03:00 10:30 – 00:00	From 00:00 a.m. only in the direction of the camping areas Road closed from 03:00 a.m. – 10:30 a.m.
Friday	00:00 – 03:00 10:30 – 00:00	From 00:00 a.m. only in the direction of the camping areas Road closed from 03:00 a.m. – 10:30 a.m.
Saturday	00:00 – 03:00 10:30 – 00:00	From 00:00 a.m. only in the direction of the camping areas Road closed from 03:00 a.m. – 10:30 a.m.
Sunday	00:00 – 03:00 10:30 – 00:00	From 00:00 a.m. only in the direction of the camping areas

FASTER UND HARDER STAGE

Starting from the Wheels of Steel Area, take the paved road „Bokelrehmer Weg“ and turn left. Shortly afterwards you will reach a barrier with security personnel. If you are wearing a „Wheels of Steel“ wristband, you can pass through here and reach the entrance to the Wacken Center at the other end.

With a view of the stages on the right, there is a paved path leading towards the infield/stages. If you are wearing the „Wheels of Steel“ wristband, you can use the exits as entrances to get to the infield. The paved path ends after the entrances for safety reasons.

LOUDER STAGE

You can reach the Louder Stage in the same way as the Faster and Harder Stages.

Starting from the Wheels of Steel Area, however, the route is much shorter. You can use the emergency exit of the Louder Stage, which is located directly opposite the Wheels of Steel Area, as an entrance.

BULLHEAD CITY

Starting from the Wheels of Steel Area, take the paved road „Bokelrehmer Weg“ and turn slightly left. Shortly afterwards you will reach a barrier with security.

They will clear the way for you to the entrance to the Bullhead City forecourt.

WACKINGER STAGE / WACKINGER VILLAGE

From the Wheels of Steel Area, take the paved road „Bokelrehmer Weg“ and turn slightly left. Shortly afterwards you will reach a barrier with security.

They will clear the way for you to the entrance to the Bullhead City forecourt.

There are further paved paths on the Wackinger Village.

WASTELAND STAGE

You can reach the Wasteland Stage from the Wheels of Steel Area by turning left onto „Bokelrehmer Weg“. From Bokelrehmer Weg, turn left after a few meters onto a track. The slab path then leads you in the direction of the belt issue. From there, go across the Bullhead City forecourt and through the Bullhead City entrance/exit directly to the right to the Wasteland Stage.

18. STAGE PLEDGES

There are platforms in front of the stages to provide a better view of the stages. These platforms are primarily reserved for wheelchair users. Please understand that the security staff will not allow any accompanying persons onto the platforms for the time being if there is a large crowd. Furthermore, people with the letter „H“ on their disabled person's pass can also be accommodated here, provided this is available. Here too, the security staff at the respective platforms will decide on a case-by-case basis.

19. DUHORN-PHARMACY

If you don't want to bring your medication to the festival or have left it at home, you can get your medication at the Duhorn pharmacy in Hauptstraße 44. The entrance to the pharmacy is barrier-free and can therefore be used by everyone without any problems.

It is possible to pre-order medication via the Duhorn pharmacy website, which can then be collected at a later date. There will be no delivery service to the festival site.

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Please use the contact via the homepage of the Duhorn pharmacy:

Duhorn Apotheke Wacken in 25596 Wacken (duhorn-apotheke.de)

The Duhorn pharmacy is open during the festival at the following times:

Mon – Fri: 08:00 – 20:00

Sat: 08:00 – 18:00

20. THE VILLAGE

W:O:A INFO OFFICE / WACKEN STORE

In the store at Hauptstraße 82 you will find a contact person for all matters concerning the Wacken Open Air as well as a large selection of merchandise.

You will find the info office in a container in front of the merchandise stand.

There are no handicapped accessible toilets in the store, but there are handicapped accessible mobile toilets in front of the Info-Office. Please note that the Info Office is very busy during the festival and can get very crowded.

COUNTRY INN

The country inn is located at Hauptstraße 25.

The entrance has a small threshold but has a barrier-free toilet.

PETROL STATION

The petrol station is located at Hauptstraße 52. There is a step at the entrance. The staff will be happy to help you.

BANK

There is a Bank at Schenefelder Straße 1 and another bank at Hauptstraße 23. Both banks have a ramp to the inside. There is a cash terminal at Hauptstraße 33.

SUPERMARKETS

You will find two large supermarkets, Edeka and Netto, at Gehrn 17 in Wacken.

All markets are accessible without thresholds.

BARRIER-FREE TOILETS

You can find barrier-free toilets in the village here:

Landgasthof /Hauptstraße 25

Info-Office / Hauptstraße 82

21. CONTACT PERSON

Please send your questions about inclusion at the WOA and the Wheels of Steel Area primarily to

handicap@wacken.com

You will also find the telephone numbers for all medical emergencies in the next section.

If you do not have a telephone, please go to the Info-Office at Hauptstraße 82, to one of the Info-Points or contact the security staff.

22. IMPORTANT CONTACTS

Emergency call

- 112

Duhorn Pharmacy

- Tel.: 0 48 27 / 4 14

German Red Cross

- In case of emergency please contact the nearest steward/security or info point

Country Inn

- Tel.: 0 48 27 / 22 83

Wacken Open Air

- **handicap@wacken.com**

Emergency service for dentists in the Steinburg district

- Tel.: 0 48 23 / 9 20 41 43

Alsterarbeit

- **wacken@alsterarbeit.de**
- Tel.: 0162 / 690 43 43

Cab

- Tel.: 0 48 27 / 21 72

WOA Info Office

- Tel.: 0 48 27 / 999 66 999