

Staying safe at First Light Festival

There is something for everyone at First Light and we love to see people of all ages enjoying the fun together.

It's important that everyone feels safe, so we have put together some useful advice to support you during your visit.

FAMILIES

Register your family at the Lost Kids Hub!

Make it your first trip at the festival.

Meet the staff from the East Suffolk Communities team and help your child feel comfortable about approaching them if they need to.

You can also complete a registration form which links to a wristband which you and your child can wear whilst on site. This form includes everything we need to quickly reunite you if you become separated. Children may get upset when they come to us, and younger children find it difficult to tell us info: what mum is wearing, even a surname. This registration form means we can get on with helping your child feel safe and reuniting you.

Choose a meeting point

It is a good idea to agree one should you become separated. The Lost Kids Hub is a great spot. The hub is run by DBS checked staff from the East Suffolk Communities team. Be very clear if you are arranging meeting places with older children. Visit it first together so you know exactly where to meet.

Lost Children

If you become separated from your child, go straight to the Lost Kids Hub in the Cosmic Pirates Zone and stay there. We have trained staff and procedures to help find them. If you can't find it or it is a long walk find a steward or security person who will radio to speak to the hub and initiate our procedure.

Do not look for them yourself, stay with the lost child team till you are reunited. You will want to help find your child, but please stay in one place. We have hundreds of professionals working on site who will all be on alert to find your child. With phone signals unreliable and a big open site, it is better for us to do the looking as we have radios! When we find your child, we need you to be there for them. We have very robust Lost Children policies in place and work closely with the Police and local Social Services.

Handy tips

Do not leave your children in the kids area unattended. We love to offer family activities but we are not a babysitting service.

Stay together!

Over the weekend point out 'SAFE ADULTS' – stewards, security, volunteers and police. Say 'Hi' to them too, show your child they are approachable.