

Medicine Festival email evidence

Original refusal and subsequent reversal concerning prescribed medical cannabis

Purpose

This document presents the two email records necessary to evidence the reported sequence: Medicine Festival's initial refusal to admit prescribed cannabis, followed by its written reversal, apology and commitment to change its policy.

Provenance and treatment

The text below has been transcribed from **Emails1-redacted.pdf**, a nine-page PDF of a forwarded email thread supplied by the patient to The Reasonable Adjustment. The source is not represented as a native export of the original emails. Spelling, punctuation and wording are preserved except where square brackets identify a redaction or a minor presentational omission.

Patient identifiers, private email addresses, non-essential staff details and unrelated correspondence have been excluded. The complete redacted source PDF should be retained privately alongside this publication copy.

SOURCE RECORD	Emails1-redacted.pdf
SOURCE PAGES	Original refusal: pages 7-8. Reversal/apology: pages 2-3.
PREPARED	16 July 2026

Publication note

Suggested caption: *Redacted correspondence supplied by the recipient and extracted from a forwarded email thread. Published with permission.*

Exhibit 1

Original refusal

Medicine Festival stated that it could not admit cannabis even where prescribed and that security could not verify it at the gate.

From	Enquiries Medicine Festival <enquiries@medicinefestival.com>
Date	23 June 2026, 13:49
To	[Patient details redacted]
Subject	Re: Medical Cannabis

Hi [patient name redacted],

Thank your for your email.

Medicine operates a zero-tolerance policy on illegal drugs, and unfortunately we're not able to offer an exemption for cannabis on site, including where it's been prescribed. This applies consistently to all attendees, and our security team are not able to verify or admit prescribed cannabis at the gate.

If you have a prescribed medical need, we'd really encourage you to speak with our welfare team when you get to site so we can understand how best to support you on site.

We appreciate this may not be the answer you were hoping for, and thank you for checking with us directly rather than risking it at the gate.

With best wishes,
[Staff first name redacted]
Medicine Enquiries

Context retained from the same thread

The patient's original enquiry, dated 8 June 2026, stated: "I'm legally prescribed medical cannabis, and would like to ask about your policies for bringing it in with me to Medicine Festival."

Source: **Emails1-redacted.pdf**, pages 7-8.

Exhibit 2

Reversal and apology

Medicine Festival confirmed entry with the prescribed medication, set out a verification process, acknowledged that its policy had fallen short and promised a public update.

From	Zak Avery <avery@medicinefestival.com>
Date	11 July 2026, 00:47
To / CC	[Patient and non-essential recipient details redacted]
Subject	Re: URGENT: Notice of Disability Rights Violation and Breach of Equality Act 2010

Dear [patient name redacted],

Thank you for both of your emails, and I'm sorry for the delay in replying.

You shouldn't have had to chase us on something this important, and I apologise for the stress it has caused.

To answer your two requests directly:

1. You will not be refused entry for carrying your prescribed medication, and it will not be seized. This includes cannabis-based medicinal products prescribed to you. Please bring it in its original pharmacy packaging with the dispensing label in your name, along with matching photo ID and a copy of your prescription letter, exactly as you've offered.

A Cancard is also accepted as supporting proof. Please print this email and keep it with you at the festival; any member of our team will honour it.

2. We are updating our published medication policy so that it explicitly covers prescribed medication, including medical cannabis, and this will be live on our website before gates open. You were right to raise this. Our written policy did not reflect how we want to treat disabled attendees, and we're grateful you took the time to tell us.

A few practical arrangements to make your arrival smooth:

- [The festival's Accessibility Lead] will be your named contact before and during the festival. [Private contact details omitted.]
- On arrival, please come to Box office A, where a member of the access team will verify your documentation quickly and discreetly. Our security contractor is being briefed in writing that prescribed medication carried with proof is permitted on site.
- If any of your medication is temperature-sensitive, our welfare team can offer secure refrigerated storage. This is entirely optional and your medication remains yours to hold.
- For medical cannabis consumed by vaporiser, we ask that you use the designated smoking areas, in line with the guidance that applies to tobacco, nowhere near children.

Exhibit 2 - continued

Reversal and apology

You quoted our own words back to us: where we fall short, we will own it. **We fell short here, both in the policy and in the speed of our response.** Thank you for holding us to the standard we set for ourselves.

We'd be glad to welcome you in August. If anything above needs adjusting to work for you, tell [the Accessibility Lead] and we'll sort it.

With warmth and respect,

Zak Avery

Co-Director & Co-Founder

Editorial significance

The later email directly contradicts the earlier assertion that prescribed cannabis could not be verified or admitted. It introduces a verification process, confirms that the medicine may remain with the patient, and acknowledges deficiencies in both the written policy and response time.

Source: **Emails1-redacted.pdf**, pages 2-3.

END OF EVIDENCE EXTRACT