

Welcome to Victorious Festival 2023!!

We have included all the information we hope will help you to have the best time at the festival.

All our accessible facilities are open and available to use by anyone who requires them.

Only PA tickets and platform passes must be applied for in advance.

Victorious now has an official app- and it has an accessibility layer! We recommend downloading the app before going to Victorious to view our **GPS-powered map** with accessible facilities, discover all the amazing artists playing across our 13+ stages and plan your day with our schedule creator so you don't miss a minute of the music! **Find out more about how to Download it** [HERE](#)

To view the accessibility facilities only on the festival site map, select 'festival map' and then click on the grey icon with slider button symbols. Then you will be able to add and remove categories depending on what facilities you would like to locate.

Arriving at the Event- The entrances to Victorious Festival are on the map. While every entrance has an accessible lane for customers who struggle to queue due to medical requirements, we do recommend arriving via **Gate 15 which is a dedicated accessible entrance with an Accessibility team** based there who will be happy to assist you with any questions or enquiries.

We suggest you allow plenty of time for arrival, this is at your own discretion as we do not anticipate continuous queues. To use an access lane at the festival entrance please keep an eye out for signage and ask stewards if you are struggling to locate these.

We feel it is worth noting that the event takes place on Southsea Seafront, it is a large site which is mostly grass terrain so please take your own precautions to be equipped for this.

Collecting Platform Passes – If you have applied for and received confirmation for an accessible viewing platform pass, please head to a Kaboodle cabin which can be found at each entrance or the accessibility cabin at Gate 15.

Facilities at Victorious Festival

Toilets - We have ensured that there are accessible toilets throughout the event site so you can explore the site with the reassurance you are never far away from facilities.

Accessible toilets can be found at every toilet block on site. Toilets will generally be stewarded at peak times and disabled toilets will have signage on them to remind customers who do not need to use them to refrain from doing so. There are also accessible toilets at the welfare & medical tents- the tents are manned throughout the event and the team will be on hand if you require any assistance so please feel free to use these

There is a **high-dependency toilet unit** on site located at the Beats & Swing Area (D-Day Museum Car Park). This can only be accessed with a radar key. Please do not worry, if you do not own one there will be a member of staff stationed at the toilet with one for you to use. Please note, if you require the use of the hoist, please bring your own sling.

Hearing Loops - **Hearing loops** will be available at all entrances, the dedicated access entrance at Gate 15 and the merchandise stand. If you require this service, please ask any member of staff and they will direct you to the nearest one.

British Sign Language service– Performance Interpreting

We are thrilled to be working once again with **British Sign Language Interpreters** at this year's Victorious! **Performance Interpreting Ltd** will be providing registered qualified BSL interpreters & interpreting performances next to the accessibility platforms throughout the weekend. To let us know you are coming and would like to use the BSL Service please contact office@performanceinterpreting.co.uk. They will also be on-site throughout the weekend at the BSL Hub if you want to check out their incredible services.

Accessible Platform - Our raised viewing platforms are located at the **Common and Castle stages** and are designed for **wheelchair users and those who would not be able to view the stage from a ground-level viewing area**. There is also a grass area in front for those who struggle with crowds but don't require a platform. There will also be a viewing area at the Comedy Big Top – this will be available until 6 PM.

Please be aware the platforms are subject to capacity. In order to access the platform, you must always be wearing your wristband. A platform lanyard will be provided for the Personal Assistant. However, it is a lanyard so if you are in a group, you can switch who is accompanying the access customer on the platform if you wish.

For people attending multiple days your wristbands are durable and waterproof and are intended to last you for the whole festival so please don't take them off!

Parking - There is no onsite car park except for **Blue Badge Bays**. Find out more about travelling to Victorious [HERE](#).

To use the blue badge parking please **bring a current, valid blue badge to display**. The Blue Badge parking is clearly marked on the enclosed map. There will be yellow highway signs and stewards to direct you on arrival.

Sat Nav Address: Duisburg Way, Southsea, Portsmouth, Southsea PO5 3NW

but please then follow the direction signage on the approach.

Car Park Opening times:

Friday 25th August – 9:00 – 1 AM

Saturday 26th August – 9AM – 1 AM.

Sunday 27th August – 9AM – 1 AM.

All vehicles must be removed by 08:00 AM on Monday 28th August.

Please note – there will be no vehicle movement between 22:30 and 23:59. We can anticipate that there will be queues afterwards. Please ensure you leave before this time if you are unable to queue, particularly if you need to consider time-sensitive routines such as medication schedules. Leaving after 22:30 will require that you wait until the curfew has been lifted. This is in place to allow the safe exit of customers from the site.

Medical and Welfare

Victorious Festival has a brilliant **medical and welfare team**. Should you need any assistance please visit the medical tent where they will be happy to assist you. They also have fridges for storing medication if required. Please find their location on the map.

Quiet Space & Sensory Space

We have a **quiet space** available for you to use if you need to rest, reflect, or take a moment away from other busier/louder spaces during the festival. The Garden Centre on Ave. De Caen (**map entrance Gate C**) offers a **sensory space** with a lovely, relaxed atmosphere for customers to use as they wish during the festival. There is also a quiet space on Avenue De Caen next to medical and welfare.

Accessibility Zone- Camping

We are thrilled to have you camping at our offsite campsite. If you require assistance on arrival at the campsite, please notify our stewards who will be happy to help.

The accessibility zone and Accessible Campervan zone both have accessible toilets and showers for your use.

Please note – unfortunately, we do not have a high-dependency toilet unit at the campsite this year. If you have booked to camp and can no longer attend without this facility please email us.

Medical and Welfare are also located in the area should you need any assistance please visit the welfare tent where they will be happy to assist you.

Your camping wristband allows you to use our free shuttle service. Each shuttle bus to and from the festival has one wheelchair space for customer use. The journey is approximately 30-40 mins one way. The bus runs on a continuous loop from the campsite to the park and ride site then to the festival.

Bus operating times:

Friday – 09:00AM - 00:00AM

Saturday- 09:00AM-00:00AM

Sunday - 09:00AM- 00:00AM

Please do not use your car once it has been parked up in the campsite car park.

We hope you have a wonderful time at the event and that this information has been helpful.

We look forward to seeing you at Victorious 2023.

Best Wishes,

The Victorious Team

