



## VICTORIOUS FESTIVAL 2024 - ESSENTIAL GUIDE

**We're thrilled to welcome you back to the Southsea Seafront for Victorious 2024!**

Get ready for an unforgettable experience—we've prepared a comprehensive guide with everything you need to know to make the most of your visit to Victorious!

### 1. KEY INFO

**Official App** – click [HERE](#)

**General Event Info** - click [HERE](#)

**Line up times & Map** – download the app - [HERE](#)

**Getting to Victorious** - click [HERE](#)

### 2. ESSENTIAL INFO

#### **Festival Opening Hours**

Friday: 10:00 – 23:00

Saturday: 10:00 – 23:00

Sunday: 10:00 – 23:00

#### **Re-entry**

There is no entry or re-entry after 8pm.

You must have your wristband scanned on exit if you wish to re-enter before 8pm.

#### **Walk, cycle or use public transport where possible**

Plan your journey ahead of time and walk or cycle if you're in the city. There is a handy bike park located just outside Entrance C. Please try to use public transport wherever possible.

#### **Planning on Driving to Victorious?**

**Take note! There is no onsite Car Park!** If you are driving please use the **Lakeside Parking and Shuttle Service**.

We recommend you pre-book tickets [HERE](#)

If you are a Blue Badge holder please visit our Accessible Info pages for alternative information - [HERE](#)

Read the full Getting Here information - [HERE](#)

#### **Afternoon Special Guests**

Victorious Festival is known for hosting amazing afternoon special guests. This year we have early performances from Razorlight, Tom Walker, and The Kooks! **They kick off around 1 PM, so it's essential to arrive early to catch them.**

Victorious Festival is a large festival, so make sure to allow plenty of time to get through the gates and find your way to the right stage. Arriving ahead of time will ensure you don't miss a moment of your favourite performances.

### **E-Tickets**

All tickets are e-tickets. These will have been sent to the email address you entered at the time of purchase. If you can't locate it, try searching 'Kaboodle' in your inbox and don't forget to check your spam and junk folders.

You can also find your tickets by logging into your Kaboodle account. See info on how to log in [HERE](#).

You can choose to print your e-ticket or you can show it on your phone. **Please have your ticket ready when you approach the gates. If you're using a phone, we recommend screenshotting your e-ticket in advance.**

### **Age Restrictions**

We operate a strict challenge 25 policy on all bars AND at the gate where anyone aged 15 or under must be accompanied by an adult aged 18 or over. Accepted forms of I.D. include Passport and Driving Licence ONLY.

### **Bars & Food Traders**

Please note that our bars and food traders will be **card payments only**.

**Hungry for more?** Download the app – [HERE](#) and explore the 100+ delicious food options available at Victorious. There's something to satisfy every craving!

### **Food and Drink Restrictions**

Please note that **no drinks of any kind, including alcohol, are allowed to be taken into the festival grounds.**

The only exceptions are factory-sealed water bottles or empty reusable water containers (non-glass).

Numerous free drinking water stations will be available on-site. Any drinks brought in or discovered within the festival area will be confiscated and destroyed. We reserve the right to refuse admission on entry.

**Food is not permitted with the exception of baby food.** There is a huge variety of food and drink outlets available on site.

If you have any dietary or medical requirements see [our accessibility page](#) for info on how to apply for waiver notes.

## **TOP TIPS FOR A GREAT VICTORIOUS FESTIVAL**

### **Download our app**

Grab our Official App [HERE](#)—it's free! Customize your own line-up, effortlessly navigate the festival grounds with the GPS-powered map, and stay in the loop with real-time updates. Be sure to enable notifications to keep up with all the festival buzz.

### **Read the Festival Info Pages**

Get the inside scoop on what to expect by reading through all the festival info [HERE](#). Being prepared means you can fully immerse yourself in the festival experience!

If you're camping – **please read the Farlington Fields Offsite Campsite information [HERE](#)** beforehand and make sure you **head to the campsite first – before heading to the festival site.**

### **Plan your festival attire**

Victorious is a BIG festival so wear comfy footwear. Check the weather forecast ahead of time and plan accordingly.

### **Know where to find the Merch Stand!**

The official [merch](#) stand is located in the Common Arena. Here you can collect your pre-ordered items plus buy official Victorious merch, band merch, lanyards, bucket hats and more!

### **Look after Southsea Seafrost**

We're so lucky to be located on the stunning Southsea Seafrost. Please respect the location and the local residents who live nearby. Help keep the site clean and tidy by using the can and cup returns and dropping your litter in the bins provided.

### **Visit the D-Day Story**

Did you know you can visit the D-Day Story as part of your festival ticket?

In the 80th anniversary year visit the UK's only museum dedicated to telling the story of D-Day for free while you're at the festival!

### **Bring a reusable water bottle**

Drink water and stay hydrated - bring a reusable water bottle (no glass!) or a factory-sealed bottle of water and fill up at the many free drinking water points around site. Free tap water is also available from all bars.

### **If you're a Premium Ticket Holder, bring BOTH tickets**

Remember, you require **both your Standard entry ticket AND your Premium Upgrade BOLT-ON ticket** to gain access to the festival. The Premium Upgrade Entrance is Gate P.

Arrive early to make the most of the **Premium Enclosure's exclusive Freebies** such as **hair braiding, massages, glitter make-up, tarot reading, rolled ice cream, karaoke, magic & more.**

**Want to treat yourself to a Premium Upgrade?** Just log into your Kaboodle account and add a ticket to your order or buy on our extras page – [HERE](#).

## **LOOK OUT FOR EACH OTHER, BE KIND**

**Victorious is known as a big friendly festival because of it's great festival-goers.** Keep looking out for each other and be kind – a little goes a long way. If you do come across anyone who is feeling unwell or needs help in any way, direct them to welfare, or medical or go straight to a member of security or a steward.

### **Personal Space & Crowds**

We know festivals can be crowded in certain areas - especially when you want to get close to your favourite acts, but please be mindful of people's personal space.

### **Welfare and Medical**

You can find our amazing welfare teams located in the Common Arena and on Avenue De Caen opposite the Acoustic Stage. You'll also find **Tonic Music's** Info Area and safe space next to welfare in the Common Arena. **Lost Property** is located with the Welfare tent located on Avenue De Caen.

### **Festival Safe**

If you haven't been to a festival before, or for a long time we really recommend checking out the festival-safe website – [HERE](#). It's got lots of information on what to expect at festivals and things to think about before you go to help you prepare for a brilliant weekend.

### **Staying Safe and Security**

Security staff, stewards, police, working dogs and medical staff patrol the site and CCTV cameras are employed – both on and off-site – for crime prevention and safety purposes. If you see anything suspicious let a member of security or a steward know. **They're all there to help look after you and ensure you have a good time.**

### **Personal Safety**

We know you want to have a drink or two, but consider that drinking to excess can leave you vulnerable, so look out for each other. Arrange a meeting point with your friends, so if you get split up, you know where to head to. **Drugs. Quite simply – don't bring them.**

### **Safer Spaces**

We're committed to delivering a safe environment and operate a zero-tolerance policy towards sexual assault, harassment, racism, discrimination and any other anti-social behaviour. If you experience any of the latter, please report it to the nearest staff member, steward or security guard. We have specialist support services situated at our medical and welfare tents as well as roaming welfare teams who are there to help you at any time. For more information on Safer Spaces click - [HERE](#).

### **#knowwheretogo**

We hope everyone has a brilliant time at Victorious! But if you begin to feel unwell or need medical help please visit the medical and welfare tents located onsite - they are there to help!

If you are travelling to or from the event and need help, there is a range of local services available to you including pharmacists, Urgent Treatment Centres and NHS 111. For more information you can visit [www.porthosp.nhs.uk/knowwheretogo](http://www.porthosp.nhs.uk/knowwheretogo)

## **CUSTOMER SUPPORT**

### **E-ticket Issues**

All tickets are e-tickets are sent to the email address you entered at the time of booking. We recommend you try searching 'Kaboodle' in your inbox and junk/spam folders.

You can also view your tickets on the Kaboodle website if you [login to your account](#). If you do not already have an account, then please click 'forgot password' and it will guide you through the set up process.

If you still can't locate your ticket, please email our ticket providers at [victorious@kaboodle.co.uk](mailto:victorious@kaboodle.co.uk) who will re-issue it.

### **Important Info & FAQs**

You may find the answer you're looking for on our **Info pages** – [HERE](#).

Full **Victorious Festival Terms and Conditions** can be found - [HERE](#)

For any other queries please email [info@victoriousfestival.co.uk](mailto:info@victoriousfestival.co.uk)

**We hope you have an amazing time at Victorious Festival 2024!**  
**We can't wait to see you by the sea!**

