

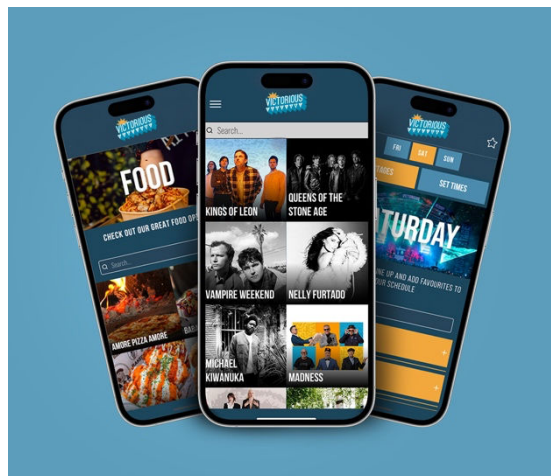


## Accessibility Guide

We want you to have the best time at Victorious Festival!

This guide includes all the information you need to plan your visit.

## Before You Arrive



**Victorious now has an official app** - We highly recommend downloading it before you arrive. The app allows you to:

- View the GPS-powered map, including accessible facilities
- Explore artists performing across our 13+ stages
- Plan your day with the schedule creator so you don't miss a moment of entertainment.

**Download it** [HERE](#)

To view accessibility facilities on the map:

- Select 'Festival Map'
- Click on the grey icon with slider buttons
- Switch categories on and off to view the facilities you need.



**Blue Badge Parking at Victorious** – The only parking available at the festival site is for holders of **Blue Badges**. These spaces are provided on a first-come, first-served basis and cannot be booked in advance.

Find out more about travelling to Victorious [HERE](#).

To use Blue Badge parking please display your **current, valid badge** in your vehicle window. The parking area is clearly marked on the festival map, with yellow highway signs on the approach to the festival and stewards directing you on arrival.

**Blue Badge Parking Address:**

**Duisburg Way, Southsea, Portsmouth, Southsea PO5 3NW.**

**Please follow direction signage as you approach.**

Opening times:

**Friday– 09:00 AM – 1 AM**

**Saturday– 09:00 AM – 1 AM.**

**Sunday– 09:00 AM – 1 AM.**

**All vehicles must be removed by 08:00 AM on Monday 25th August.**

**Important! Please note** – For customer safety, there will be no vehicle movement on site 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 vehicle curfew has been lifted.

**Lakeside Shuttle** – (pre-booking recommended) – Travel straight from Lakeside to the Festival & back again! Each shuttle has 1 disabled space per vehicle.

Address: Lakeside North Harbour, Western Road, Portsmouth, PO6 3EN.

Service Times: 9AM – Midnight each day. **Find out more** [HERE](#)



## Arriving at Victorious

**Festival Site Terrain** - Victorious Festival takes place on Southsea seafront. The site is large and mostly flat and grassy. There are also some roads and concrete paths within the site. Please bring anything you need to navigate the grounds comfortably.

All festival entrances are shown on the site map (attached and available on the app). Every entrance has an accessible entry lane for customers who are unable to queue. Look out for signage or ask a steward to direct you to the nearest accessible lane.

**There is also a dedicated accessible entrance**, exclusively for access customers and their parties. This year, the accessible only entrance is based next to Gate A, which you can find on the map. Our friendly Access Team will be based here to provide information and support – they'd love to meet you.

We recommend allowing plenty of time to arrive.

**Collecting Platform Passes** – If you applied in advance and were approved access to the viewing platforms, please collect the relevant wristbands/lanyards from a Kaboodle cabin. There will be a cabin at each entrance, including the dedicated accessible entrance.

## Facilities and Services



**Toilets** – Accessible toilets are available throughout the site, with at least one at every toilet block. During peak times, toilets will be stewarded, and accessible toilets will be clearly marked to remind other customers not to use them unless required.

There are additional accessible toilets at the welfare and medical tents, which are staffed throughout the festival. Feel free to use these at any time if needed.

A high-dependency toilet unit is located by medical and welfare in the Common Arena. If you require the use of the hoist, please bring your own sling.

**Hearing Loops** - Hearing loops are available at all entrances, including the dedicated access entrance and the merchandise stand. If you need this service, please ask any member of staff to direct you.

#### **British Sign Language (BSL) Interpreting -**

We're delighted to be working with Performance Interpreting Ltd again this year, who provide registered qualified BSL interpreters for performances throughout the weekend. Interpreters will be located next to the accessibility platforms.

To let us know you are coming and would like to use the BSL Service please email [office@performanceinterpreting.co.uk](mailto:office@performanceinterpreting.co.uk) in advance. You can also visit the BSL Hub on-site to find out more about their services.



**Accessible Platform** – Our raised viewing platforms are located at the Common and Castle stages. These platforms are designed for wheelchair users and those unable to view performances from ground level. There is also a grass viewing area in front of the platforms for those who struggle with crowds but do not require the additional height of a platform.

#### **Please note:**

Viewing platforms are subject to capacity.

You must always wear your wristband to access the platform.

Your personal Assistant (PA) will be provided with a lanyard, allowing them to accompany you on the platform. The lanyard may be passed between PA's or members of your party as you choose.

**If you are attending multiple days, please keep your wristband on for the duration of the festival. It is waterproof, durable and designed to last for several days.**

#### Medical and Welfare

Our medical and welfare teams are on site to help you as needed. You can find their locations on the site map and visit them at any time throughout the festival. They can help with medical incidents and also the storage of any medications that need to be kept refrigerated.

#### Quiet Space & Sensory Space

If you need a moment away from the busier festival areas, there are quiet and sensory spaces available:

The Garden Centre on Avenue De Caen offers a calm sensory space with a relaxed atmosphere.

There is also a quiet space next to the medical and welfare tents on Avenue De Caen.

## Offsite Camping at Farlington Fields



#### Camping – Farlington Fields - Accessibility Zone

**Address:** Farlington Playing Fields, Eastern Road, Portsmouth, Hampshire. PO6 1UW

If you need assistance on arrival at the campsite, please let our stewards know – they are happy to help.



Facilities in the Accessible Zone and Accessible Campervan Zone include:

- **Accessible toilets, including a High Dependency Toilet Unit** (with changing area and hoist – please bring your own sling).
- **Accessible Showers**
- **Medical and Welfare support on site, including charging for mobility scooters** – visit the welfare tent if you need assistance.

#### **Camp and Ride Shuttle Service**

Our camp and ride buses run continuously between the campsite, park and ride site, and festival site.

Shuttle bus passes: Purchase [HERE](#).

Each shuttle bus has one wheelchair space.

If you struggle with queuing due to a medical condition, show your accessible camping wristband to bus staff who will do their best to assist you.

#### **Shuttle Bus Operating times:**

Friday – 09:00 AM - 00:00 AM

Saturday- 09:00 AM-00:00 AM

Sunday - 09:00 AM- 00:00 AM

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

**We hope this information helps you plan your Victorious festival experience. If you have any questions that were not answered here, please contact our Access Team at [access@victoriousfestival.co.uk](mailto:access@victoriousfestival.co.uk).**

**During the festival, if you need assistance, please speak to our Access Team on-site, or visit our wonderful welfare team who will be happy to support you.**

**We look forward to seeing you at Victorious 2025 and hope you have a fantastic time.**

**Best Wishes,**

**The Victorious Team**