

## FESTIVAL ACCESSIBILITY OVERVIEW

We want Victorious to be a festival that is accessible for every festival go-er; please read through the following information regarding our facilities and the festival.

Victorious Festival takes place on Southsea Seafront. Large areas of the site are grass. We also have concrete paths running across the site. We ask that you prepare for all conditions and weather when deciding what facilities you may need to use and what equipment you will need to bring to the event.

**All toilet blocks across the festival site include a disabled toilet.** Disabled toilet facilities are also located at medical and welfare tents.

We have plenty of disabled parking bays in the festival car park. **Disabled parking is free to those with a current blue badge.** In order to use these please ensure you bring a valid blue badge to the event.

**Medical and welfare** are available throughout the event to everyone. **Stewards and security** will also be on hand and where possible can offer you help and support if you are unwell or require assistance. **Assistance Dogs** are permitted on site.

We hope our facilities will assist you in enjoying the festival. If you require additional support please continue reading to see our bookable facilities.

## **BOOKABLE SUPPORT FACILITIES**

- **Free Personal Assistant Ticket**

We operate a free personal assistant (PA) ticket scheme in order to allow those who would be unable to attend the event without the help of another to experience the festival.

- **Viewing Platform access at Common and Castle Stages**

Our raised viewing platforms are located at the Common and Castle stage and are designed for wheelchair users and other impairments groups who would not be able to view the stage from a ground level viewing area.

In order to accommodate as many festival go-ers with accessibility requirements as possible, we are only able to issue passes to you and one pass for your personal assistant.

**Please note the viewing platforms are subject to capacity** so we advise you arrive in advance of any favourite artists.

**Please be aware you will be asked to send proof of eligibility – see next section.**

## **ELIGIBILITY**

In order to ensure all those with permanent disabilities can access our bookable facilities **we are unable to accommodate any temporary conditions. This is considered to be anything that will affect the individual for less than 12 months.**

Please remember, medical and welfare are available throughout the event to everyone. Stewards and security will also be on hand and where possible can offer you help and support if you are unwell or require assistance.

To book one or more of the above access facilities you will be asked to send proof of eligibility documents to **[access@victoriousfestival.co.uk](mailto:access@victoriousfestival.co.uk)**

The following are recognised as a valid proof of eligibility:

- Front page of Personal Independence Payment (PIP)
  - Front page of DLA
  - Evidence of being severely sight impaired
- Credability Access Card – + 1 category requirement
  - War Disablement Pension

(Please feel free to blackout any information that relates to amount of benefit paid or health conditions etc. that might be on any documents submitted.)

## **HOW TO APPLY**

First, **please purchase your tickets prior to completing your application** (excluding the ticket for your personal assistant) as your ticket number will be required in the form. **Please note, PA tickets are only available with the purchase of a full adult ticket.**

If you find it difficult to communicate via email due to an access requirement, please let us know a telephone number we can contact you on and a member of our access team will give you a call within 7 working days.

**We will review and confirm bookable access facilities at the end of each month prior to the application deadline of the 30th July 2019.** Please ensure you have submitted your application prior to this date. We are unable to guarantee we will be able to process your application after this date.

## I HAVE APPLIED, WHAT'S NEXT?

We will process your application within 4 weeks of receiving your completed form and eligibility documentation. You will receive a confirmation email once your application has been approved. Your confirmation letter will confirm the facilities that you have requested access to and will confirm your PA ticket if you have applied for one.

You will then be emailed or posted your PA ticket closer to the festival, we will email to confirm distribution dates. As well as this, you will receive an access guide with event information, and a site map showing the accessible facilities.

The application deadline is the 30th July 2019. Please ensure you have submitted your application prior to this date. We are unable to guarantee we will be able to process your application after this date.

## OFFSITE CAMPING - ACCESSIBLE CAMPING INFORMATION

The **Farlington Fields Offsite Campsite** has a spacious accessible camping area with it's own **accessible toilets** and will be located close to the welfare and medical tent and caterers. Please pop over and say hello to the welfare and medical team as they will be more than happy to help should you need any assistance. The field will also be located close to the free shuttle buses that will be running down to the festival throughout the day.

In order to elect to camp in this area simply purchase your **Weekend Camping – Accessible Zone ticket** from the [ticket page](#). Please note this ticket includes your festival entry for all three days and access to the offsite campsite.

**Campsite parking will be free to blue badge holders.** Please bring a valid blue badge to display during the event.

For those festival go-ers who require a higher level of support at events we also offer a **free personal assistant camping ticket**. In order to apply for a PA camping ticket please first purchase a weekend camping ticket and then fill in the **online form**.

Please be aware that you will be asked to send **proof of eligibility**.

**For further campsite information please visit the Offsite Camping page.**

## **BRITISH SIGN LANGUAGE INTERPRETERS**

It is important that our deaf community can enjoy and access the festival and share in the magic. Performance Interpreting Ltd will be providing registered qualified BSL interpreters & interpreting performances by the accessibility platform throughout the weekend.

To let us know you are coming and would like to use the BSL Access service please email [Office@performanceinterpreting.co.uk](mailto:Office@performanceinterpreting.co.uk)

## **EXTENUATING CIRCUMSTANCES**

Our **Extenuating Circumstances** application service is for festival go-ers who cannot attend the festival without bringing specific medicine, seating or food (to meet medical dietary requirements.)

In order to apply please complete the relevant forms found on our website.

## **TRAVEL**

THE INFORMATION BELOW IS SPECIFICALLY ABOUT ACCESSIBILITY.

### **COACHES**

Our official coach partner is Big Green Coach.

**Big Green Coach** will always endeavour to provide a coach which meets everyone's requirements. Once you have booked, please call customer services on 08443 245 666 or send an email to **customerservice@biggreencoach.co.uk** and they will confirm if they can supply a coach to meet your needs.

### **BOATS & FERRIES**

The festival is on the Seafront after all! Ferry services operate from France, Spain, the Isle of Wight and Gosport on a regular basis.

### **HOVERTRAVEL**

The closest crossing to the festival site. You can travel from Southsea back to Ryde.

They politely ask passengers with reduced mobility and those requiring a little extra help to contact them at [info@hovertravel.com](mailto:info@hovertravel.com) or 01983 717707 at least 48 hours in advance of your travel, to ensure they can provide the best possible assistance and care for your journey.

### **WIGHTLINK FERRIES**

**Visit their website to book accessible travel and customer assistance.**

### **GOSPORT FERRY**

30 minute walk away but near very good bus routes and taxi services. The Ferry runs until midnight with a smaller late night boat operating until 4am.

The pontoons at Gosport and Portsmouth provide access for passengers using wheelchairs. There is a charge for a wheelchair but the wheelchair user travels free.

On board the ferries, wheelchair access is restricted to the main deck only, not the upper deck or cycle area.

### BY CAR

We have accessible parking. We have dedicated access car parking bays located close to the site. To use these bays please just bring along a valid blue badge to display on the day of the event.

### TAXI

**Below is a list of taxi numbers for the local area. Sharing taxi costs with friends can work out to cost a lot less than you think!**

- **Aqua Cars**– 023 92 666666
- **City Wide**– 023 92 833333
- **Andi Cars**– 023 92 696969
- **Uber**– App available to download to your smart phone

**Please ask to be dropped off at Point D** at Pyramid Centre, this will be the closest and most convenient entrance.

### CAMPSITE

Farlington fields has free accessible parking, please just bring along a valid blue badge to display during the event.

To make your journey to and from Victorious Festival easy we've laid on Camp and Ride shuttle buses for you. These are free to use as many times as you like during your stay. Thus we ask you not to utilise your car once it has been parked up in the campsite car park.

If you are a wheelchair user and will be travelling to the festival via the camp and ride shuttle please email to let us know at [access@victoriousfestival.co.uk](mailto:access@victoriousfestival.co.uk) so we can ensure we cater to demand.

Each of these shuttle buses has a designated wheelchair bay.

## CONTACT

If any of your queries are not answered above, please email [access@victoriousfestival.co.uk](mailto:access@victoriousfestival.co.uk)

If you find it difficult to communicate via email due to an access requirement, please let us know a telephone number we can contact you on and a member of our access team will give you a call within 7 working days.

## ATTITUDE IS EVERYTHING

We want Victorious to be a festival that is accessible for every festival go-er so this year we were proud to work with Attitude Is Everything, a disability-led charity that improves deaf and disabled people's access to live music.

In our first year working with them, **we were thrilled to have been awarded Silver** on their charter of best practice for our commitment to being accessible.

Paul Hawkins, Festivals and Volunteering Manager for Attitude Is Everything said, "It has been an absolute pleasure to support Victorious to achieve Silver on our Charter of Best Practice. We've been really impressed how the festival have engaged as a whole staff team, including undertaking Disability Equality Training and being responsive to customer feedback. Their dedicated access team have worked hard to make the festival as accessible as possible and we look forward to supporting them to progress further up the Charter in the future."

Victorious looks forward to continuing its commitment to the charter and improving accessibility in 2019.

