



ACCESSIBLE FACILITIES INFORMATION PACK 2022

Hi-de-hi campers!

We hope you're as excited as we are that it's time for another Camp Bestival.

We moved to a new home for Access Camping in 2021 and have had regular meetings this year with an 'Access Forum', to take on board your feedback from the last festival. We have made some changes based on this feedback, so a huge thank you to everyone who contributed their time and suggestions in person and online.

We are being assessed to re-join the Access Is Everything Festivals Charter this year, so we've been carrying out an access audit of all our facilities. As you'll be using these facilities on site, please do let us know if there is anything you think we have missed, and we'll do our best to keep on improving.

We hope you have a fantastic festival weekend – and we hope that this info pack answers all your questions about:

Tickets & PA Passes
Travel
Arrival
Check In
Access Campsite Facilities
Arena Facilities
Assistance Dogs
BSL Performance Interpretation
Medical & Welfare Provision
Charging Points

Please look at the [Festival FAQ page online](#) for more info too.

And don't forget your fancy dress for Saturday...this year's theme is 'Desert Island Disco'!

If you have any other questions in the lead up to the festival, please contact our Accessibility Manager, Amy on dorsetaccess@campbestival.net



TICKETS & PA PASSES

All tickets feature a barcode, which is unique to each ticket, and allows entry for one person. This barcode will be scanned at the Box Office or Reception that is closest to your campsite.

*****PLEASE DOWNLOAD AND PRINT YOUR E-TICKETS BEFORE YOU LEAVE HOME*****

If you booked via Ticketmaster, your tickets will be available in your Ticketmaster account which you can access online here: [Ticketmaster](#)

If you rolled over tickets from 2021 due to Covid, your tickets will have been posted to you around 2 weeks prior to the event.

Your PA ticket can be collected at Camp Bestival when you present ID matching the name on the PA application. Both you and your personal assistant or designated carer will need to be at the Box Office or Reception to collect.

Your PA ticket will not be sent to you in advance, and we cannot issue any PA tickets without a matching ID, so please remember to bring this with you to avoid disappointment.

*****COLLECTION POINTS FOR PA PASSES AND VIEWING PLATFORM WRISTBANDS*****

Access Camping – Access Campsite Office
Camping Plus - Green Entrance Box Office
Pre-Pitch Campsite – Yellow Entrance Box Office
Boutique Campsite – Yellow Entrance Box Office
Hospitality Campsite – Box Office for Hospitality and Backstage Guests
Backstage Campsite – Box Office for Hospitality and Backstage Guests
Front Row Campervans & Caravans - Welfare Tent (situated next to the Big Top)
Kids Garden Campervans & Caravans - Castle Courtyard Box Office
Clare Towers Campervans & Caravans - Yellow Entrance Box Office
Purple Campsite - Yellow Entrance Box Office
Yellow Campsite - Yellow Entrance Box Office

Once your PA ticket has been collected and scanned on the access campsite, we will issue you with a lanyard to wear throughout the festival. This lanyard is your PA PASS and should be worn whenever you are in the arena - and will also grant the wearer access to the viewing platforms.

Campers staying on other sites will have their PA passes and any additional viewing platform wristbands enveloped up for collection at the locations listed above.

Please note, there is limited space on the viewing platforms, so entry is subject to availability.

At your campsite Box Office or Reception on arrival, every member of your group will also be issued with a WRISTBAND to indicate which campsite you are staying on. Security staff will ask to see these as you come and go from the campsites.

If anyone in your group is not comfortable wearing a fabric wristband on their wrist - please make Box Office or Reception staff aware. The wristband needs to be visible at all times but can be attached to a PA lanyard, or an item of clothing, or looped through shoelaces if you'd prefer!



TRAVEL

Camp Bestival takes place at Lulworth Castle, East Lulworth, Dorset. If you are driving to site, please use the routes outlined below, and it's essential that you turn off your Sat Nav and follow Camp Bestival event signage as you approach the festival.

- From the East (via/near Bournemouth) – Follow the M27/A31 through Ringwood to Bere Regis. Follow signs towards Wool. Then follow event signage.
- From the West (via/near Dorchester) – From the A35 Dorchester bypass take the A352 signposted for Wool and Wareham. Then follow event signage.

Please do not follow your Sat Nav once you are on the A352 as we will have some road closures in place, and please watch your speed. This is a rural location and likely to have heavier traffic than usual.

On approach to the event please follow the relevant signage which relates to your ticket type:

- ACCESS CAMPING – follow signs for Camping car parks, then on approach to site enter via RED GATE. Staff will be on hand to assist and direct you once you reach the car park. The access car park is right next to the access campsite, for easier unloading.
- If you are staying on any of the other campsites – please check the [travel info](#) on our website for the correct entrance.
- DAY TICKET HOLDERS – if you have applied for access parking, follow signage for RED GATE and you will arrive in the access car park.

Everyone who has requested and been approved for access parking will be emailed a vehicle pass. This must be printed and displayed clearly in your window for staff to see.

If you have been sent a caravan/campervan pass, for the access campsite, this should also be displayed clearly in your vehicle on arrival.

If you have not received a vehicle pass via email by the weekend before the festival, please email dorsetaccess@campbestival.net

LEAVING CAMP BESTIVAL

Lots of campers choose to leave site late on Sunday to avoid traffic. Whenever you are driving home, bear in mind that it is holiday time in Dorset so there may be traffic unrelated to the event.

The A31 will be busy from 8am-11am and 5pm-9pm, so why not delay your departure by visiting one of the hundreds of attractions in Dorset www.visit-dorset.com



ARRIVAL

The Access Team will be on the access campsite to welcome you all to Camp Bestival, and help you with set up and check in. There will be Security staff at all campsite entrances, a dedicated team of staff managing the car park, and we'll also be supported by HotBox staff and volunteers.

- CAMPERVANS, CARAVANS & MOTOR HOMES

When you follow signage for the Access Campsite and arrive, staff will direct live-in vehicles to a dedicated part of the access campsite. The flattest, hard standing ground in the campsite is reserved for campervans and motor homes.

Caravan owners will need to move cars to the car park once you are sited, and ensure your vehicle pass is clearly displayed in the car.

Please wait for one of our team to escort your vehicle from your pitch back to the car park, so that everyone else can continue to set up safely.

- ELECTRIC HOOK UP

If you have paid for electric hook up this year, please follow the same signage for Access Camping and Red Gate and we'll direct you to the hook up area of the campsite when you arrive.

Everyone who has requested and been approved for electric hook up has been sent a link for payment and should download and print the hook up ticket from their Ticketmaster account. This **MUST** be printed and displayed clearly in your window for staff to see.

- CAMPING

If you are coming to Camp Bestival with a tent, you can use the free trolleys on site to move belongings from your car in the car park to a pitch on the campsite. Hot Box volunteers and the Access Team can also assist with set up and pitching!

Please don't store the campsite trolleys on your pitch once you have set up, staff will need to collect them to assist other campers.

We do not permit cars to drive up to tent pitches to unload.

We want to maintain the ground condition for everyone, and it's essential that all campers can set up on site safely with as little vehicle movement as possible.

We will only make exceptions to this rule for campers who have heavy medical equipment to unload, if it cannot be easily transported in the campsite trolleys. Please speak to the Access Team on site if you think it's essential to drive your car to your pitch.

Cars with trailer tents can of course drive up to a pitch to unload! Again, please wait for one of our team to escort your vehicle, so that everyone else can continue to set up safely.



CHECK IN

For most campers, your printed E-TICKETS will be scanned on arrival, at your campsite entrance. Customers staying on the access campsite will need to come to the access campsite office for ticket scanning, after you have set up.

To collect a PA PASS, both you and your personal assistant or designated carer will need to be at the designated Box Office or Reception to collect, and you will be asked to present ID matching the name on the application.

Staff will accept any kind of PHOTO ID that shows a photo and name, this could be a passport or driving licence, a work or travel pass.

Your PA PASS will not be sent to you in advance, and we cannot issue any PA tickets without a matching PHOTO ID, so please remember to bring this with you to avoid disappointment.

COLLECTION POINTS FOR PA PASSES AND VIEWING PLATFORM WRISTBANDS

Access Camping – Access Campsite Office
Camping Plus - Green Entrance Box Office
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Once your PA ticket has been collected and scanned on the access campsite, we will issue you with a lanyard to wear throughout the festival. This lanyard is your PA PASS and should be worn whenever you are in the arena - and will also grant the wearer access to the viewing platforms.

Campers staying on other sites will have their PA tickets, lanyards and any additional viewing platform wristbands enveloped for collection at the locations listed above.

VIEWING PLATFORM WRISTBANDS will be issued to those who have requested access but will not be issued to whole groups.

For example, if you are a group of four made up of one person needing support, one designated PA and two other people, the person with accessible needs will be issued with the wristband and the PA will be able to access the platform using their lanyard.

Please note, there is limited space on the viewing platforms, so at times this is subject to availability. At times when the platforms are full, we will operate a one in, one out system.

You do not need to print out any email confirmations of applying for accessible facilities, the Access Team will have all this information on site.

If you are checking in at another campsite Box Office or Reception, staff there will also have details of all customers who have been approved for PA passes and Viewing Platform access.



ACCESS CAMPSITE FACILITIES

We moved to a new Accessibility Camping area in 2021 – our new festival home is flatter, quieter, and much more spacious. All facilities listed below are available from 09:00 Thursday, until Monday at midday.

- Accessible toilets and showers
- Standard toilet and showers
- A Changing Places unit from Mobiloos
- A fresh water point
- A separate standpipe for larger containers
- A waste disposal point for camper vans
- Trolleys available to assist with set up and pack down
- A secure charging tent, free for all campers to use 24/7
- A secure fridge for meds and dietary storage in the campsite office
- A food vendor on site
- Breakfast Club activities with Jimmy Juggle 08:00 – 10:00 on Friday, Saturday and Sunday

The access team are available 24-hours a day. Our Accessibility Manager, Amy, has been your point of contact for all enquiries and applications since February, and is responsible for working with on-site teams to coordinate facilities across the festival.

She will be a familiar (tattooed) face for those of you who were with us in 2021, as she was your Campsite Manager last year!

In the campsite you'll see Stella during the daytime, night owls will meet Reuben on the late shift, and you'll all see Jay and Sam in the arena throughout the weekend.

Amy has brought together a new Camp Bestival Access Team who have a wealth of experience from other festivals and events across the country, and we can't wait for you to meet them.

- ELECTRIC HOOK UP

If you have paid for electric hook up for essential medical equipment, you'll need to show your hook up ticket on arrival to be directed to park up or pitch in the correct area of the campsite.

You will need to supply your own 20m CABLE for hook up, with a 13Amp to 16Amp connection.

The hook up area is at capacity, so if you are coming to Camp Bestival with other friends or family groups who have booked a standard pitch on the access campsite we won't be able to site you right next to each other, but we will do our utmost to site you close by.

- SHUTTLE BUS SERVICE

A shuttle service will operate a loop between the access campsite and the pick-up/drop-off point outside the Castle Courtyard entrance, this is marked on the access map.

The service is available to anyone who is unable to use the walking route into the arena.

These specialist vehicles will be configured with seats and space for wheelchairs, and two buses will run continually throughout arena opening hours.



ARENA FACILITIES

VIEWING PLATFORMS

The viewing platform for the Castle Stage is located to the rear of The Castle Field. There is also a small viewing platform located at the rear of the Big Top tent. In addition, at the Castle Stage we have an area in front of the platform where we can accommodate anyone who wants to be out of the crowd.

The viewing platforms are only accessible to those with the correct wristbands and PA passes. Our platforms have a 1+1 policy, so space can be used for those who need it most.

We appreciate that at times this may not be possible if you have children or adults who can't be separated, so please talk to the Access Team on site and we will do our utmost to accommodate you. At times when the platforms are full, we will operate a one in, one out system.

SENSORY CHILL OUT AREAS

This quiet space is a great addition to the festival, and they will be available for anyone who needs some time out. There is a Sensory Chill Out Area located in the main arena to the rear of Castle Stage field, by St Andrews Church. On the festival map this is marked under V.

MOBILOOS

Once again, we will have two Mobilooos on site this year. One is situated in the Access Campsite, and the Mobiloo in the arena is situated next to When Nature Calls toilets, close to the Castle. They are marked on your maps. The arena Mobiloo will operate from midday Thursday, and then from 8am on Friday, Saturday & Sunday until midnight each day. The access campsite Mobiloo operates 24/7.

ACCESSIBLE TOILETS

Most toilet blocks across the festival will include an accessible toilet, they will also be sited in access camping and at each viewing platform. Accessible toilets in the arena will be on a coded lock, to ensure that they are only being used by customers who need them. Please remember to lock them after use if there are no other customers in the queue! The padlock code will be emailed to you a few days before the festival.

Distances in metres to the main event fields from the Access Campsite:

Castle Stage Viewing Platform	707m
Lower Kids' Garden	677m
Upper Kids' Garden	900m
Dingly Dell / Slow Motion	910m
Magic Meadow	865m
Upper Magic Meadow	105m
Wild Tribe	1300m



ASSISTANCE DOGS

We have several campers, volunteers and staff across the festival bringing support animals to Camp Bestival. Owners have sent proof of training or registration with IGDF, ADI or another charity - please remember that guide dogs are there to support their owner and should not be petted or distracted when they are working.

If you are bringing an assistance dog, please ensure it is wearing a suitable harness or jacket that identifies it as a working animal. There is a dedicated area for dog spending in the access campsite and another in the arena, marked on your map with a paw print.

BSL - PERFORMANCE INTERPRETING

The team from Performance Interpreting will be joining us again this year and will have an information tent in Lower Kids Garden, marked on the accessible map with a BSL logo.

Interpreters will be positioned on stage for some acts, there will also be a dedicated area next to the main viewing platform in Castle Field for BSL customers, with flooring, an additional speaker, and a small, raised platform for the interpreter. This is also marked on your map.

If you and your family have not heard from the team already, please email office@performanceinterpreting.co.uk to let them know what you would like to see.

The team of interpreters will do their utmost to accommodate additional requests on site each day, but it would be really appreciated if you could let them know in advance which acts you would like to see, so that they can cover everyone's choices in the weekend line up!

MEDICAL AND WELFARE PROVISION

If you have medication that needs to be kept cool when you in the arena, there are fridges available to use in the hospital tent, which is open 24-hours a day. The hospital tent is located in the Magic Meadow field.

CHARGING POINTS

There is a charging point by the main viewing platform in Castle Field, and there is also a charging point for access customers in the Welfare Tent, marked on your map.

CONTACT NUMBERS

If you have teens or children in your group, you should have already received wristbands to write phone numbers on in case you get separated in the arena. If you need more of these, they can be collected from the Welfare Tent, marked on your map.

CONTACT US

Our Access Manager Amy has been your point of contact all enquiries and applications since February, and will be on site before the festival begins. If you have any questions that we haven't answered here, please do contact her on dorsetaccess@campbestival.net