



ACCESSIBLE FACILITIES INFORMATION PACK 2023

Hi-de-hi campers!

We hope you're as excited as we are that it's time for another Camp Bestival, and we hope that you have a wonderful weekend.

Most of the information in this pack is already online on the Access page of our website.

The link to the Access page is here:

<https://dorset.campbestival.net/info/accessibility-information>

The link to the festival FAQ page is here:

<https://dorset.campbestival.net/info/faqs>

Don't forget your fancy dress for Saturday...this year's theme is 'Animal Snap!'

Please remember - you do not need to print any email confirmations of applying or being approved for accessible facilities, the Access Team will have this information on site.

Your Tickets
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YOUR TICKETS

All tickets except PA Passes should have been purchased online via Ticketmaster.

These e-tickets can be accessed online in your Ticketmaster account.

The link to their website and the sign in page for your account is here: [Ticketmaster](#)

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

All tickets have a barcode, 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 (if you are staying for the weekend) or to your car park (if you have a Day Ticket) on arrival.

PA PASSES (CARER TICKETS)

Your PA Pass is not an e-ticket, you cannot access it online in your Ticketmaster account, and it will not be sent to you in advance of the festival.

PA Passes can only be collected on arrival at Camp Bestival, and the PA needs to show photo ID to collect their free pass. There is a list of collection points below.

The PA Pass is a lanyard and should be worn whenever you are in the arena – it will also give the wearer access to the viewing platforms.

Please read the PA Pass FAQ sheet online by clicking the link here:

<https://dorset.campbestival.net/media/files/1670498542pa-pass-faqs.pdf>

WRISTBANDS

Everyone at Camp Bestival will be issued with wristbands. Security staff will ask to see these as you come in and out of the campsites and car parks.

There are different coloured wristbands for different campsites, and individual wristbands for day tickets (different each day). Customers approved for space on the Viewing Platform will also receive a platform wristband.

All wristbands will be issued at the Box Office or Reception that is closest to your campsite or car park on arrival.

If anyone in your group is not comfortable wearing a fabric or paper 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, looped through shoelaces, or attached to scooters, buggies or wheelchairs.



COLLECTION POINTS

If your location has changed (if you applied for a PA Pass and are now staying on a different campsite to the one listed on your application), please email our Accessibility Manager to confirm your new location.

Please check the list below for the box office (collection point) closest to your campsite or car park.

Access Camping – Access Campsite Office

Day Ticket Holders with Accessible Parking - Access Campsite Office

Day Ticket Holders without Accessible Parking – Yellow Entrance Box 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 - park at Brown Gate, collect passes from Accreditation before heading down the metal road to Front Row Campsite

Kids Garden Campervans & Caravans - Castle Courtyard Box Office

Purple Campsite - Yellow Entrance Box Office

Yellow Campsite - Yellow Entrance Box Office

UPGRADES

If you are camping in Backstage or Hospitality Campsites and have not yet upgraded your PA Pass, please contact our Accessibility Manager.

If you have purchased Paradise Garden upgrades for your group and have not yet upgraded your PA pass for entry to Paradise Garden, please contact our Accessibility Manager.

The free PA pass will not entitle your Personal Assistant to enter VIP areas unless they have purchased the upgrade before arriving at Camp Bestival.



TRAVEL

For ACCESS CAMPING – follow signs for Camping car parks, then RED GATE.

DAY TICKET HOLDERS – if you have applied for space in the ACCESSIBLE CAR PARK, follow signage for RED GATE.

If you are staying on ANY OTHER CAMPSITES – check the travel information on our website for the correct entrance.

If you have a day ticket and require GENERAL CAR PARKS, check the travel information on our website for the correct entrance.

Click on the link below for travel information:

<https://dorset.campbestival.net/info/travel-info>

VEHICLE PASSES

If you have been approved for one free space in access parking, you will be emailed an ACCESS CAR PARK VEHICLE PASS.

If you are bringing more than one vehicle to the access car park, you need to have a paid parking pass on display in the second vehicle.

If you are using GENERAL CAR PARKS you should display the e-ticket for Weekend or Daily Car Parking that you purchased via Ticketmaster.

Customers bringing a live-on vehicle to the access campsite will be emailed an ACCESS CAMPSITE CAMPERVAN & CARAVAN PASS

EXAMPLE

The image shows a red rectangular pass with a white border. In the top left corner is the festival logo. The main text 'ACCESSIBLE CAMPERVAN & CARAVAN' is written in large, bold, white capital letters. To the right of this text is a white circle containing the text 'RED CAR PARK'. Below the main text are two white rectangular boxes: the left one is labeled 'MOBILE NO.' and the right one is labeled 'PASS NO.'. At the bottom of the pass, a white box contains the text 'PLEASE FILL IN ALL DETAILS BEFORE ARRIVAL AND DISPLAY CLEARLY IN YOUR WINDSCREEN'. The background of the pass features a stylized landscape with red and orange hills and small yellow stars and hearts scattered throughout.



ACCESS CAMPSITE FACILITIES

We know that coming from home to a festival environment can be challenging and sometimes stressful, particularly for families and campers supporting someone who is neurodiverse or has specific learning differences, and we have a range of additional facilities and services on the access campsite to make the experience more manageable.

All facilities listed here are available from 09:00 Thursday, until Monday at 12:00 (midday). Please note – this list of facilities is available on the [access campsite only](#).

- Campsite Office staffed 24/7 by our experienced Access Team
- Box Office with an induction loop
- Accessible toilets
- Accessible showers
- Standard toilets and showers
- Changing places unit (provided by Mobiloo)
- Charging points for electric wheelchairs and any other portable items in our free charging tent
- Fridge for storing meds and any specific dietary items (located in the Campsite Office)
- Fresh water points
- Waste disposal point
- Spending area for Assistance Dogs and ESAs
- Free shuttle bus running between the campsite and the main festival entrance
- Dedicated pedestrian walkway to the arena areas
- Secure car park next to the campsite
- Food vendor
- Breakfast Club activities with Jimmy Juggle, TomFit and EchoYoga

Please note, if you have paid for an electric hook up pitch for essential medical equipment, you'll need to supply your own 20m CABLE, with a 13Amp to 16Amp connection.

Please read the full Access Campsite Information sheet by clicking the link here: <https://dorset.campbestival.net/media/files/1670497259dorset-access-campsite-information.pdf>

BOUTIQUE AND PRE-PITCH ACCOMMODATION

If you have requested a pre-pitched tent or a Boutique accommodation structure to be moved to the Access Campsite, please send your accommodation reference (on your booking/payment confirmation email) to our Accessibility Manager in advance of the festival.



ARENA FACILITIES

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.

At the Castle Stage we also 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.

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.

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 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 all access customers a few days before the festival.

ACTIVITIES

There are priority booking slots for some activities at Camp Bestival via the Access Campsite Office, and some activities offer dedicated accessible or low sensory sessions.

More information can be found online, please click the link here:

<https://dorset.campbestival.net/line-up/attractions-activities>



MEDICAL AND WELFARE PROVISION

If you have medication that needs to be kept cool when you are 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.

It is possible to charge items that are not suitable for charging lockers in the Welfare or Medical tents in the arena during opening hours.

ASSISTANCE DOGS

We have several campers, volunteers and staff at Camp Bestival bringing assistance dogs and other support animals to Camp Bestival. Owners have sent proof of training or registration, and most ESA's will wear a harness identifying them as a working animal.

Please remember that ESA's are there to support their owner, and should not be petted or distracted when they are working.

There is a dedicated area for dog spending in the access campsite and another spending area in the arena, marked on your map with a paw print.

BSL - PERFORMANCE INTERPRETING

The team from Performance Interpreting will have an information tent in the arena, marked on the accessible map with a BSL logo.

There is a dedicated area for BSL performance interpreting next to the main viewing platform at Castle Stage, with boarded flooring and a sound system.

If you have not been in touch with the BSL team to request interpretation for your favourite acts, please email bsldorset@campbestival.net or fill in the online form.

The link to the full BSL Information Page and the online form for requests is here:
<https://dorset.campbestival.net/info/bsl-performance-interpretation>

CONTACT

If you have any other questions about accessible facilities, please contact our Accessibility Manager, Amy on dorsetaccess@campbestival.net



SITE TIMES

THURSDAY

Car Parks open: 09:00
Campsites open: 10:00 (accessible campsite opens at 09:00)
Campervan & Caravans open: 10:00
Box Office: 10:00 – 23:00
Upper Magic Meadow: 09:00 – 12midnight
Upper Kids' Garden: 16:00 – 23:30
Lower Kids' Garden: 16:00 – 20:30

FRIDAY

Car Parks: 07:00 – 00:00
Box Office: 08:00 – 23:00
Magic Meadow: 08:30 – 03:00
Upper Kids' Garden: 08:30 – 23:30
Lower Kids' Garden: 08:30 – 22:00
Castle Field: 10:30 – 00:15

SATURDAY

Carparks: 07:00 – 00:00
Box Office: 09:00 – 18:00
Magic Meadow: 08:30 – 03:00
Upper Kids' Garden: 08:30 – 23:30
Lower Kids' Garden: 08:30 – 22:00
Castle Field: 10:30 – 00:15

SUNDAY

Car Parks: 07:00 – 20:30
Box Office: 09:00 – 18:00
Magic Meadow: 08:30 – 01:30
Upper Kids' Garden: 08:30 – 20:00
Lower Kids' Garden: 08:30 – 20:00
(Kids Gardens close at 20:00 for firework setup)
Castle Field: 10:30 – 23:30

MONDAY

Campsites close: 12:00
Car Parks close: 14:00

SHUTTLE BUSES

Thursday: 15:00 – 00:00
Friday: 08:30 – 01:30
Saturday: 08:30 – 01:30
Sunday: 08:30 – 01:00

PLEASE NOTE:

Two shuttle buses run on a continuous loop from the Access Campsite to the pick-up/drop off point by White Gate throughout arena opening hours.

There is no entry into the site after midnight on Thursday, Friday and Saturday, 20:30 on Sunday for day ticket holders.