

PA PASS FAQs

Customers requiring assistance throughout the festival are entitled to apply for one free pass for their Personal Assistant, Carer or Support Worker. We will also accept evidence of customers requiring 2:1 support.

Please note, the person requiring assistance must have a valid ticket before applying.

WHO CAN APPLY FOR A PA PASS?

Documents we will accept as proof of disability or additional needs include:

- Middle or Higher rate DLA for care and/or mobility
- Receipt of Personal Independence Payment (PIP)
- Armed Forces Independent Payment
- Evidence of being severely sight impaired
- Medical summary of additional needs from a clinician or GP
- SENCO statement from a school or college
- Access Card, DID or CredAbility Card or Nimbus Card
- A recognised Assistance Dog ID Card or proof of training

If you require support at the festival but do not have any of the above evidence, please contact us explaining your requirements, and we will consider each application on a case by case basis.

WILL APPLICATIONS FOR PA PASSES CLOSE BEFORE THE FESTIVAL?

Passes can still be applied for in the week of the festival, and customers with Day Tickets can still apply for a PA pass before their day of arrival. All applications must be completed before arriving at Camp Bestival, they cannot be submitted on site.

If the festival sells out and you have not yet applied for a PA pass, please don't worry. If you have a valid festival ticket we will ensure a PA pass is made available to you.

WILL I RECEIVE MY PA PASS BEFORE THE FESTIVAL?

Any tickets you have purchased will be available to download as e-tickets from your Ticketmaster account.

If you are approved for a free PA pass, this will not appear in your Ticketmaster account and will not be sent to you in advance as an e-ticket, passes can only be collected on site at the festival.

HOW CAN I COLLECT A PA PASS?

PA passes can be collected at the Box Office closest to your campsite, when the person named as your PA on the Access Application presents their ID.

A full list of collection points will be in the Accessible Facilities Information Pack, which will be online a week before the festival.

We will not issue any PA passes on site without a photo ID (passport or driving license).
If you have any concerns about bringing original documents to the festival, we will accept copies of ID supported by a bank card showing the full name of the PA.

Please note, we do not require ID for the person needing support, only for the person collecting the PA pass.

WHAT DOES THE PA PASS LOOK LIKE?

The PA pass is a laminated card attached to a lanyard and should be visible to staff on site when using access facilities like toilets and viewing platforms, to indicate that the Personal Assistant is with someone who requires additional support.

I HAVE ALREADY BOUGHT A TICKET; CAN I BE REFUNDED IF A FREE PA PASS IS APPROVED?

Please contact the Accessibility Manager with your full booking reference to request a refund for any General Weekend Camping Tickets or Day Tickets that have been replaced by a free PA pass.

CAN THE FREE PA PASS BE USED TO STAY ON ANY CAMPSITE?

The free PA Ticket replaces a General Weekend Camping ticket and entitles the ticketholders to camp on any of the General Campsites.

If you are camping in Backstage or Hospitality Campsites, you must purchase Backstage or Hospitality Camping tickets for everyone in your group except the PA before completing the Access Application.

The free PA pass will not entitle your Personal Assistant to camp in Backstage or Hospitality unless they have also purchased an upgrade before arriving at the festival. The PA pass upgrade is a discounted concession rate ticket, less than 50% of the full price ticket, and can be booked online with a unique code.

Please contact our Accessibility Manager to upgrade PA tickets for Backstage or Hospitality camping.

CAN I CHANGE THE NAME OF MY PA BEFORE THE FESTIVAL?

If the PA named on your application is no longer attending, please contact the Accessibility Manager before arriving at the festival to confirm a name change for your PA.