

# Bastille Day French Festival Melbourne

## Accessibility and Inclusions FAQs

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### **Q: Where is the Bastille Day French Festival?**

A: The Festival is held at Queen Victoria Market, with most activities taking place in Sheds C and D.

### **Q: How do I find the Festival?**

A: Friendly volunteers with directional paddles will also be available to help you find your way, if approaching from Elizabeth Street.

If you are arriving via Elizabeth Street, walk up Therry Street, cross Queen Street and proceed to Sheds C & D. Once you enter Sheds C & D, proceed to the upper half (Peel Street end), and you will find the joie de vivre of the Bastille Day French Festival.

If you are arriving via Peel Street, you will walk directly into the Festival in Sheds C & D.

If you are arriving via the outdoor carpark, you will enter and walk through Sheds L – E before arriving at the Festival.

### **Q: Who can I ask if I need help?**

A: Festival volunteers are there to help and you won't be able to miss them in their very French and iconic blue and white striped tops – they will also be wearing lanyards with 'Crew' written on them. You can ask them for directions, information, or assistance at any time.

### **Q: Are there accessible toilets?**

A: Yes. Accessible toilets are available throughout Queen Victoria Market.

- **Corner String Bean Alley & Queen Street**  
The handrails in the unisex toilet are on the right side.
- **A Shed Laneway between Victoria Street shops**  
The handrails in the female toilet are on the left side.  
The handrails in the male toilet are on the right side.
- **Queen's Food Hall**  
The handrails in the unisex toilet are on the left side.

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**Q: Is there somewhere quiet if I need a break?**

A: Yes. A Quiet Space is available at Veriu Queen Victoria Market if you need some time away from the crowds or noise. Once in the hotel, ask at Reception for the event floor and terrace and proceed there. There will be Festival volunteers to assist.

**Q: Is the Festival wheelchair accessible?**

A: Yes. The Festival has step-free access throughout the site, and Veriu Queen Victoria Market has ramp access to the lifts. Open air sheds A to L are wheelchair accessible from the footpaths on Queen Street, Peel Street, String Bean Alley and Victoria Street. The surface is bitumen and is on a slight downward gradient from Peel Street toward Queen Street.

The Market's wheelchair is available to hire from the Market's Information Hub, located at F Shed Shop 1 (on the corner of Queen Street). The Information Hub opens at 9am on Market days. We do not take bookings for the Market's wheelchair, so we advise to try and arrive early to avoid disappointment.

**Q: Can I bring a guide dog or assistance animal?**

A: Yes. Assistance animals are welcome in all areas of Queen Victoria Market. Assistance animals include guide dogs, guide dogs in training, hearing guide dogs, and other animals identified by an Assistance Animal Pass.

**Q: How do I know what is happening during the day?**

A: Festival signs around the venue have QR codes that link to the online program. If you need any assistance, you can head to the Information Kiosk located near the Eiffel Tower in Sheds C and D.

**Q: Do I need a ticket for everything?**

A: No. The French Winter Market, located in Sheds C & D, and including our Main Stage, stalls, pétanque and children's activities, is free to enter and does not require a ticket. Tickets are required for our Cultural Program though and that includes Les Lumières talks, masterclasses, yoga and walking tours. Tickets can be purchased here:

<https://www.bastilledaymelbourne.com/whats-on#OUREVENTS>

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**Q. What language will be spoken at the Festival?**

A. English will be the primary language, however there will be many bilingual speaking volunteers, stall holders and visitors as well. They will speak English and French.

**Q: Where can I park?**

A: There is parking available at the Queen Victoria Market, however it can be busy during the Festival.

If you can, we recommend travelling by public transport. Trams and trains stop close to Queen Victoria Market, making it easy to get to the Festival.

If you need to drive, parking is available in the Queen Victoria Market Undercover Car Park and Open Air Car Park, both accessible via Queen Street. We recommend allowing extra time to find a parking space during the Festival.

For more information, including Public Transport services and parking locations, please visit the Queen Victoria Market's [website](#).