



Access Program FAQ

The following document is an outline of frequently asked questions about accessibility at Valley of the Seven Stars. It is structured in three sections, click on the section below:

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BEFORE THE Valley of the Seven Stars & GETTING THERE

QUESTION: Where is Valley of the Seven Stars?

ANSWER: Our festival is nestled in the rolling hills of Arrington, Va. It is located at 1510 Diggs Mountain Rd, Arrington, VA 22922 - [HERE](#).

The festival site is located approximately:

- 40 miles from Charlottesville, approximately 45-minute drive,
- Roughly 92 miles from Richmond, about 1 hour and 45 minutes away.

PLEASE NOTE: During peak ingress times, certain road closures and traffic patterns will be in place to help reduce traffic impacts on the local community and keep arrival operations running smoothly.

PRO-TIP: Detailed driving and arrival instructions will be emailed to festivalgoers the week of the event, be sure to read them.

QUESTION: Will there be accessible parking at the festival?

ANSWER: Yes, there is accessible parking available at Valley of the Seven Stars for those patrons that are staying off site and not camping with us. **All** parking requires a parking pass. Please note that all vehicles that park in the accessible parking area must have a government-issued accessible plate or placard upon entering the parking area. If you are in need of accessible parking and do not have an accessible plate please email: accessibility@sevenstarsfest.com

QUESTION: Is there an accessible entrance through security and the main gates into camping?

ANSWER: Yes, there is an accessible entrance or "Access Lane" for patrons with disabilities. This will be located on the farthest right lane. Look for the universal symbol for accessibility - the wheelchair.

Things to consider when coming to Valley of the Seven Stars:

Safety: Valley of the Seven Stars is a place for everyone. For everyone's safety, all patrons are required to adhere to the same security screenings and safety allowances/ restrictions that are outlined below. If you have any questions about the following information, *as it pertains to an accommodation*, please email: accessibility@sevenstarsfest.com

Weather: Valley of the Seven Stars is an outside, rain or shine event. Please plan accordingly and dress for the weather.

Water: There will be water refill stations in the festival, bring a water bottle that adheres to Valley of the Seven Stars gate policy and stay hydrated.

Getting Around: There is a ton to see and do at Valley of the Seven Stars! Plan on moving around the festival to see your favorite shows and check out our sponsors. There will be accessible pathways marked for patrons with mobility disabilities, so you can plan the route that is best for you. If you use a motorized mobility device, please be sure to bring any equipment that you may need to recharge your device, Seven Star's Access Team will not have that on hand.

PROHIBITED ITEMS - TOLLBOOTHS

****Prohibited items will be refused upon entry and must be returned to the attendee's vehicle, disposed of by the patron, or may be confiscated at security's discretion.****

NO weapons of any kind or anything resembling guns, knives, ammunition, pepper spray, mace, explosives, etc.

NO fireworks, explosives, sky lanterns, flares

NO open flames, candles, charcoal

NO portable generators (generators permanently attached to an RV are permissible)

NO grills (except small Coleman-style camp stoves)

NO external fuel sources (gas, diesel, kerosene, gas cans) 16 oz propane bottles for small camp stoves are permissible

NO drones, remote-controlled devices

NO glass (small personal mirrors are allowed)

NO kegs (beer & liquor limits may apply)

NO illegal substances

NO nitrous oxide

NO large sound systems - personal single speaker bluetooth systems only

NO unauthorized solicitation, vending, handbills, posters, giveaways

NO unauthorized merchandise

NO golf clubs

NO tiki torches

NO skateboards, scooters, or other personal transportation devices (with the exception of bikes - see FAQs)

NO ATVs or bikes with motors

NO flow toys that light on fire

NO hammers, power tools, gas-powered tools

NO helium tanks

NO appliances (i.e. microwaves, air fryers, hotplates etc.)

NO boats or hard-sided floatation devices

NO large markers, paint pens, spray paint

NO One Wheels

NO American Indian headdresses

NO confederate flags

NO threatening or offensive signs/apparel

NO walkie talkies or two-way radios

NO strollers

NO whistles or airhorns

NO vending or advertising

AFTER YOU ARRIVE

AT THE GATES:

Seven Stars Bag Policy:

All bags will be subject to search upon entry. Please respect the guidelines to avoid any issues and keep all guests safe.

- Small clutch purses and fanny packs (maximum size: 6" x 9") are allowed without being clear, but they can only have one pocket.
- Larger bags (greater than 6" x 9") must be clear and no bigger than 12" x 6" x 12".
- Hydration packs are permitted without needing to be clear but must be completely empty upon arrival. They may have a maximum of two pockets—one designated for the reservoir and one additional pocket.

PROHIBITED ITEMS - VENUE

NO outside food, beverages, alcohol

NO professional cameras, audio/video recording equipment

NO framed or large backpacks, coolers, picnic baskets

NO tents, canopies, shade structures

NO hammocks, inflatable furniture

NO chairs, beach chairs, lawn furniture

NO bicycles, skateboards, scooters, wagons, carts, personal motorized vehicles

NO umbrellas

NO kites

NO laser pointers

NO frisbees

NO balloons

NO inflatable balls

NO metal water containers

NO chains, spiked jewelry, body armor

NO aerosol products (including sunscreen)

NO stuffed animals, massagers, personal IT equipment (PCs, laptops, tablets)

NO pets of any kind

NO music instruments

ALLOWED ITEMS - VENUE

Allowed Items in the Venue

Bags, backpacks, purses, handbags (12" x 6" x 12" or smaller) (see Venue Bag Policy for all details)

Binoculars

Blankets, towels (50" x 70" or smaller)

Cameras (non-professional digital, disposable, Polaroid, film)

Chapstick, lip balm

Dancing shoes

Hoola hoops

Earplugs

Eye drops, contact lens solution

Face masks (PPE, non-costume)

Fanny packs & hip bags

GoPros (no poles or extenders)

Gum/mints (sealed)

Hand sanitizer

Handheld fans (battery-operated & folding fans)

Inhalers

Glow sticks, LED gloves

Flags, totems (see Totem Policy)

Lighters

Hats

Hydration packs (see Venue Bag Policy)

Hydration, electrolyte packets (factory-sealed, single-serving)

Makeup

Face paint

Mobile phone chargers

Poster tubes (cardboard only)

Prescription medication & dietary restrictions (name must match ID)

Breast pumps (manual, battery-operated, or powered devices)

Breastmilk, formula & storage canisters (plastic or metal)

Service animals (see Accessibility page)

Sunscreen (non-aerosol, 3.4 oz or less)

Sunglasses

Water bottles (empty, plastic, 64oz or less – no metal, glass, aluminum, steel)

Water misters (plastic, personal-size only, empty)

QUESTION: Is there an accessible entrance through security and the venue gates?

ANSWER: Yes, there is an accessible entrance or “Access Lane” for patrons with disabilities. Look for the universal symbol for accessibility - the wheelchair.

QUESTION: Can I bring my motorized scooter or mobility device to the event?

ANSWER: Yes, patrons with mobility disabilities are welcome to bring their own wheelchairs or electric convenience vehicle (ECV) three wheeled scooters for their personal mobility assistance across the festival. Examples of ECVs are: Hoveround, Jazzy and Rascals. These devices must be operated at a safe speed, approximately the same as average walking speed. Manual mobility aides such as crutches, knee scooters and walkers are allowed.

If you have a specific question about the mobility device that you use, please email: accessibility@sevenstarsfest.com with a photo of the device.

Please note that all devices, motorized or manual will still be subject to a respectful security screening as you enter the venue. Please enter through the Access Lane, look for the universal symbol for accessibility - the wheelchair.

QUESTION: What if I need to bring medication into the festival?

ANSWER: Medically necessary prescription medication, in original container with label and matching picture ID (if requested) will be allowed. If you have any specific questions please email: accessibility@sevenstarsfest.com

QUESTION: What if I need to bring medication that has to be refrigerated?

ANSWER: Medication that needs to be refrigerated can be stored at the main medical tent. In order to store refrigerated medication you would need to reach out to the Accessibility Director via email. The medication must be presented to the medical team in a ziplock bag with your name, date of birth and license number on the bag. The Access Center will have small amounts of ice on-hand, if you wish to keep the medication with you.

Please note: Seven Star's Access Team will *not* store medication at The Access Center. The Access Center and main medical tents will not be storing breast milk.

If you have any specific questions or would like to make arrangements to store medication that requires refrigeration, please email: accessibility@sevenstarsfest.com

QUESTION: Where do I go to find out about accessibility services at the event?

ANSWER: There will be two Access Center locations, Access Camping and in the venue.

Access Center in Access Camping:

Thursday: 1 PM to 8 PM

Friday: 11 AM to 1 PM

Please note: Friday 1 PM to Sunday midnight - device charging will be available for Access Patrons.

Access Center in the venue: Just inside the Track Entrance

Friday: 2:00PM to 12:30AM

Saturday: 2:00PM to 12:30AM

Sunday: 2:00PM to 12:30AM

The Access Center for patrons with disabilities inside the venue will be located after patrons have gone through wristband & security screening. We are glad you are here! Please stop by the Access Center in Accessible Camping after you get settled in, or inside the venue.

At the Access Center you can:

- Get info about the accommodations we have in-place
- Get your Access Program Wristband
- Get all your questions answered
- Meet the ALL IN Staff
- Get alternative schedules: Large Print and Dyslexic Friendly
- Charge your mobility device

Something else? Stop by or email us: accessibility@sevenstarsfest.com

QUESTION: What if I need assistance with accessibility when I am already at the event?

ANSWER: If you are enjoying the festival and find yourself in need of assistance with accessibility, please visit a Guest Services Info Booth or find any staff member with a radio and ask them to radio the Access Team. Our Access Team will also be at the Access Center, located in Access Camping prior to venue opening and in the venue starting Friday at 2 PM. Our Access Team is easy to spot — they will be wearing teal vests.

- Or -

You can text questions to the Access Team:

Hours:

Thursday: 1 PM to 11 PM

Friday through Sunday 10 AM to 2 AM

How:

Text “7STARS” to 844-556-6998

QUESTION: Will there be an accessible golf cart shuttle service at the event?

ANSWER: Yes, there will be an accessible shuttle for patrons with mobility disabilities. These shuttles will start shuttling patrons 30 min prior to the venue opening, operate throughout the show day and continue until 30 minutes after the venue closes. The late night shows will also have a shuttle stop. More info and a map coming soon!

QUESTION: If I use a mobility device, how will I get around the festival?

ANSWER: Seven Stars’ Access Team has created multiple accessible pathways to allow ease of travel for our patrons with disabilities. Please stop by The Access Center for more information when you arrive. More info and a map coming soon!

ENJOYING THE SHOW

QUESTION: Is there an accessible viewing area for people that use mobility devices so we can see the musical performances?

ANSWER: Seven Stars is a place for everyone. There are raised accessible viewing platforms intended for patrons with mobility disabilities. These viewing areas will also have a protected

ground level viewing area as well - chairs will be provided. These platforms will be located at The Big Dipper Stage, The Zodiac Stage and The Ouroboros Stage. There will be ground level viewing areas in a naturally elevated location for the Barn Burner Stage and **The Satellite**. New this year, we will have an Access Space Station at the Zodiac Stage. This will be ground level & protected viewing areas in stellar locations throughout the grounds. This gives our Access Patrons the option to view the show from more than one location.

There will be a limited amount of chairs available at the platforms, for use *only on the platforms and within our viewing areas*. They cannot be removed from the platform for the safety of everyone at the event. If you have questions, please email: accessibility@sevenstarsfest.com

QUESTION: Can my family sit with me on the Accessible Viewing Platform or other accessible areas?

ANSWER: Patrons seeking to use ground-level reserved accessible viewing areas or the Accessible Viewing Platform are welcome to have companion(s) with them. The Accessible Viewing Platform is intended for those patrons that use mobility devices. We ask our patrons to be mindful with their companion when seated on the Accessible Viewing Platform. Space is limited. That being said, no families with minor children will ever be asked to be separated. Other accessible areas will also have seating for companions. Those enjoying the show with a large group can switch out companions as well.

QUESTION: How do I gain access to the viewing platforms and the reserved accessible viewing areas?

ANSWER: You will need a wristband to be allowed on the platforms or in the ground-level reserved accessible viewing areas for patrons with disabilities. You can get this wristband (free of charge) at The Access Center, after you have entered the festival. This wristband is **not** your ticket to the festival. Every patron must have a ticket to gain entry to the festival. This wristband is only used as a visual cue to our staff and security that you have asked to use the viewing areas - sometimes the vibe is loud and we love it!

QUESTION: Are there accessible restrooms at the festival?

ANSWER: Yes, there are many restrooms available throughout the festival. There will be wheelchair accessible portable toilets in different areas around the festival. You will find that some of these accessible restrooms will have locks on them. Seven Stars' Access Team recognizes the need to ensure clean restrooms for our patrons with disabilities and will lock some of the units. Please go to the Access Center upon entering the festival for more information and lock codes. These locations will also be noted on the Access Patron Map - coming soon!

QUESTION: Can I bring my service animal with me to Valley of the Seven Stars?

ANSWER: Seven Stars welcomes all fans, including those that experience our event with the assistance of a Service Animal.

Valley of the Seven Stars and ALL IN do not support pets being misrepresented by their owners as trained service animals. Pets must stay at home, no exceptions. This is for the safety of all our fans and trained service animals. A rocking music festival is frightening and stressful for an untrained animal.

A Service Animal is a canine or miniature-pony that has been trained to perform one (or more) specific task(s) for the person with a disability that it serves.

Emotional Support Animals or Therapy Animals are not considered Service Animals as defined by the Americans with Disabilities Act and therefore are not allowed into our venue.

What to expect at the gates: When passing through the gates you will receive a short & respectful screening by a member of the Access Team. A band will then be placed on the collar or harness of your Service Animal. This band is purely a visual alert to all our staff that you have already been screened and ensure that you are not stopped and asked multiple times in the different areas of the event. This tag is only for your ease of movement throughout the festival and is not a credential to get you into the festival. You must have a ticket/wristband to enter Valley of the Seven Stars.

Please Note:

- You will not be asked for any documentation for your service animal to gain entry. All canine service animals must have proof of current and valid rabies vaccination on them or with their handlers at all times in public places, this is in accordance with local regulations. This is for the safety of all of our valued fans and service animals working at our event.
- It is a criminal offense in the state of Virginia to misrepresent an untrained animal as a service animal (Virginia Code § 51.5-44.1)

During the event:

- Your Service Animal must always remain with you at all times & it must be your service animal.
- Your Service Animal must be under your control at all times and have a collar or harness and lead.
- If (for some reason) your Service Animal displays unsafe behavior of any kind, we reserve the right to ask you to remove the animal from the festival.
- There will be Service Animal Relief Areas around the event. Please stop by the Access Center for locations. Handlers are responsible for cleaning up after their Service Animal.
- We reserve the right to facilitate removal and/or refuse access to any animal from the campgrounds or venue if that animal is deemed to be a health or safety threat to festival fans, staff, or other service animals, or in violation of our policies.

If you have any other further inquiries regarding your Service Animal, please email accessibility@sevenstarsfest.com.

QUESTION: Will there be ASL Interpreters provided for the musical performances?

ANSWER: Seven Stars values language equity. ASL Interpreters are available by request. The request deadline is September 9th, 2026 - 5 PM EST. After purchasing your ticket, please fill out this form: [Valley of the Seven Stars ASL Interpreter Request Form](#).

If you have other questions, please email: accessibility@sevenstarsfest.com.

QUESTION: Will there be a place to charge my mobility device at the Festival?

ANSWER: Yes, there will be charging for mobility and medical devices *only* (no phones) at The Access Center and the raised accessible viewing platforms. We are not responsible for securing your devices.

QUESTION: Can I bring my motorized scooter or mobility device to the event?

ANSWER: Yes, patrons with mobility disabilities are welcome to bring their own wheelchairs or electric convenience vehicle (ECV) three wheeled scooters for their personal mobility assistance across the festival. Examples of ECVs are: Hoveround, Jazzy and Rascals. These devices must be operated at a safe speed, approximately the same as average walking speed. Manual mobility aides such as crutches, knee scooters and walkers are allowed.

If you have a specific question about the mobility device that you use, please email: accessibility@sevenstarsfest.com with a photo of the device.

QUESTION: What if I am a person on the spectrum and need a place to decompress and reset during the event?

ANSWER: There will be a “Renew You” space at The Access Center. This is a space intended for neurodiverse patrons that can benefit from a smaller, quieter space to reset and then rejoin the festival.

QUESTION: What if I need to bring in a chair?

ANSWER: For the safety of all our patrons, chairs of any kind are not allowed into the festival. Collapsible stools are allowed into the venue. There will be chairs available for use at the accessible viewing areas. These chairs are not allowed outside of the viewing area. If you have a specific accommodation request regarding chairs, please email:

accessibility@sevenstarsfest.com.

QUESTION: What if I have a medical condition that I need to bring in food for?

ANSWER: Outside food and drink are not allowed into the festival. If you have a specific accommodation request regarding food, please email: accessibility@sevenstarsfest.com.

QUESTION: I have food allergies, how can I find out about food options?

ANSWER: Each food vendor will have allergen information listed in the Seven Stars App. If you have specific questions, please email: accessibility@sevenstarsfest.com.

More Info

Got a question or request that was not answered in this FAQ? Please email our Accessibility Director, accessibility@sevenstarsfest.com