WESTON PARK CUSTOMER INFORMATION
SAT 18 & SUN 19 AUGUST 2012

HOW TO GET THERE

Weston Park is situated on the A5 at Weston-under-Lizard, 30 minutes from central Birmingham. The park has 1000 acres of park and woodland and has the beautiful Weston House within its grounds. For more information visit weston-park.com

ARRIVING AT V FESTIVAL

If you have booked a festival and coach travel package with Big Green Coach, See Tickets or Millennium Travel you must travel by coach. Tickets will only be distributed on the coach on when disembarking at V Festival. If you have a festival ticket and not yet arranged transport you can book a coach journey with any of the above companies.

There is a shuttle bus service from Wolverhampton Fryer Street (200m from the bus station) and Stafford rail station for £8 return £5 single from the stations to Weston Park and back. They will run up to every 15 minutes during these times.

WOLVERHAMPTON BUS STATION (FRYER STREET) & STAFFORD RAIL STATION - WESTON PARK

Friday 17 Aug 8am – 10.30pm
Saturday 18 Aug 9.30am – 3.30pm
Sunday 19 Aug 10.30am – 3.30pm

WESTON PARK – WOLVERHAMPTON BUS STATION & STAFFORD RAIL STATION

Saturday 18 Aug 8.00pm – 12.30am(Sun)
Sunday 19 Aug 7.00pm – 12.30am(Mon)
Monday 20 Aug 4.30pm – 12.30pm

GETTING THERE BY CAR

If you have an Android or iPhone you can download the Free V Festival App and use the car finder to pinpoint your car once you’ve parked. Save money, save the planet and meet new people. We’ve teamed up with Liftshare.com and goconnect.com. Please follow road signs to the V Festival, failure to do so may prevent entry to the park. Road closures will be in place please DO NOT follow Sat Nav.

Listen to traffic updates with Beacon FM on 97.2FM.

DIRECTIONS FOR AREAS AND CAMPERSVANS

FROM LIVERPOOL, MANCHESTER & NORTH WEST
Use the M6 South to J12 then follow the directional signage to V Festival.

FROM NORTH WALES, WIRRAL & CHERSHIRE
Use A49, A41 South then follow directional signage to V Festival.

FROM M6 NORTHBOUND
Off at J10a then M54 to J3 to the V Festival
(no access to V Festival via M6 J12 Northbound)

FROM SOUTH WALES
Use the M4 to A449 then A40 to M50, M5, M6, M54 and off at J3.

FROM NORTH EAST
Use the M1 to J23a then A42, M42, M6 Toll Road & off at J18, A449, M54 then off at J3.

FROM SOUTH EAST
M40, M5, M6 Northbound or M1, M6 as above.

EXITING BY CAR

Congestion can be expected when exiting the festival site due to its proximity and the number of exits and rural roads surrounding. Please be patient, stewards will do all they can to assist. Look after yourself and others by ensuring you are fit to drive before you leave the festival.

GETTING A LIFT

The pickup/drop off is located off the A5, please follow the directional signage. Please do not arrange to be picked up or dropped off anywhere else as usual routes may not be in operation and your driver may be prevented from accessing the location.

OPENING TIMES

CAR PARKS AND CAMP SITES

Car Parks: 8am Friday
Campsites: 9am Friday

THE ARENA

Approx 1pm on Friday for campers only & at 11.30am on Saturday & Sunday. The village is an area within the main arena which will remain open throughout most of the night with films showing in The Arena for campers only. The village will remain open on Friday and Saturday evenings from 11pm until approx 4am.

DAY TICKET HOLDERS – SATURDAY & SUNDAY

You are not permitted to camp or stay on site at Weston Park and do not need to exchange your ticket for a wristband. Your ticket will allow you entry to the arena or Saturday or Sunday and be scanned by the stewards. There is no re-admittance to the arena so please ensure you have all belongings with you.

WEEKEND CAMPING TICKET HOLDERS

You must exchange your tickets for a wristband on arrival at the wristband exchange tent. Ensure you make a note of which campsite you are camped in to find it later or use the tent finder in the Free V Festival App.

Ensure you wear your wristband all weekend, to remove it it will invalidate it and no re-admittance will be permitted. Replacement tickets and/or wristbands are not given in any circumstances. Please do not put tents or equipment inside the fire lanes within the campsite.

Equipment will be removed even if you are not present. The lanes allow emergency vehicle access. If you are in doubt please check with a steward. Please collect a bin bag on arrival and use over the weekend. There are rubbish recycling collection points where you can deposit your bags and any recycling items. There will be a trolley service to help you get your belongings to the campsite and all proceeds from this service go to the charity Village Water who support water projects in Africa.

WEEKEND NON CAMPING TICKET HOLDERS

You are not permitted to camp or stay on site at Weston Park and do not need to exchange your ticket for a wristband. Tickets have 3 sections and the sections will be torn on entry to the arena. Please ensure you keep all sections safe. There will be no admittance for lost sections. There is no re-admittance to the arena so please ensure you have all belongings with you.

CAMPERSVANS/CARAVANS/TRAILER TENTS

Pitches are £99 bookable in advance from seetickets.com. If you have pre booked please exchange your campervan ticket and weekend camping tickets for a wristband at the wristband exchange tent. There is a max of 4 person permitted per pitch and each must have a weekend camping ticket. Tents are not permitted in or around your pitch, awnings integral to a campervan are permitted. Due to fire safety measures any equipment that we feel could infringe safety regulations will be removed. Vehicles other than those above are not permitted into this area. Please display your campervan hanging card from your rear view mirror to assist us directing you to the correct place.

Security searches

You may be searched by security or the Police on entry to the festival. Please use the list below and please use common sense when deciding what to bring. Anything illegal or considered offensive is not permitted.

SECURITY SEARCHES

CAR parks and camp sites

Water who support water projects in Africa.

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**WHAT TO BRING**

Clothing for all weather conditions, you can use the Packing List on vfestival.com for ideas.

**FOOD & DRINK**

There is a large selection of food stalls offering a variety of dishes. You will also find the Gourmet Garden and V Healthy in the arena. There are bars serving alcohol during licensed hours to over 18’s only. Bars operate on a token system, tokens are purchased from a token booth then exchanged at the bar for drinks. Some token booths will remain open after 11pm for refunds. V Festival operates the Challenge 25 policy. Please don’t be offended if you are asked for proof of ID and please bring ID with you. Do not purchase alcohol for under 18’s as you risk being ejected from the festival. Take your empty festival cups to the Cash It Don’t Trash it recycling points and get 10p back on each cup.

**GLASS BOTTLE EXCHANGE**

Glass is not permitted on site, we would hate to confiscate your newly purchased drinks in bottles. If you do have glass you can tip the contents into a new plastic bottle for £1 of which all proceeds go to the Virgin Media Garden. You get to keep your contents and new plastic bottle for £1 of which all proceeds goes to Village Water. You get to keep your contents and your glass bottle will be recycled.

**EVERY CAN COUNT!**

See 12 recycling areas inside the festival that are dedicated to broken cans. Help us keep them clean and bring a towel and flip flops. Located in both orange and blue campsites. Help us to offer assistance whilst the festival is operating. There are also Samaritans who can listen to you in confidence.

**STAGES**

Any indoor stage/marquee has a set capacity that cannot be exceeded. If you wish to see a specific artist you are advised to get there early and admission cannot be guaranteed. Once a marquee reaches its capacity it will be closed and reopened until that artist has finished even if people are exiting during the performance.

**DISABLED CUSTOMERS**

There is a separate campsites, car park and viewing platforms if you are registered disabled. If you booked via seeickets.co.uk you will receive a disabled info pack containing detailed information. If you are registered disabled and booked via another official ticket outlet please email disabledcustomer@vfestival.com your name and address.

**LIFE PROPERTIES**

Please check with them before reporting something you suspect may have been stolen. Anything not claimed from the Welfare Tent is found in the clean up will be taken to V Festival Lost Property, Wolverhampton Civic Hall, North Street, Wolverhampton, WV1 1RQ or visit vfestival.com for the lost property email address. Use the onsite Lockerhouse to secure your belongings or use the left luggage facility at the Welfare Tent. To book a locker in advance, visit lockerhouse.co.uk.

**ROUGHISH & RECYCLING**

Please use the bins and recycling points and areas provided, this all goes a long way to helping with the clear up of Weston Park and is great for the environment. Please take your tents and camping equipment home with you, the best way to recycle it is to reuse it. We do have some charitable organisations that will take some tents however they cannot take all the tents away and most will unfortunately end up in land fill unless you help us.

**UNOFFICIAL CAMPSITES/CAR PARKS**

We strongly advise that for your own safety you do not camp or park in unofficial campsites and car parks outside of the festival site.

**WELFARE**

Please hand yourself and those around you. If you need to take medication remember to bring it with you and let your friends know what you take and where to find it. Welfare staff will be on duty 24hrs to offer assistance whilst the festival is operating. There are also Samaritans who can listen to you in confidence.

**TOILETS**

Please use the toilets and urinals provided. It is in our nature to join the back of the queue, we don’t want people to queue jump but don’t be afraid to ask people to check the doors or check them yourself before joining a queue at the toilets. Please keep the toilets clean, they are cleaned and emptied throughout the weekend but we need your help too. Do not use the surrounding park and woodland or you risk being ejected from the festival.

**RUBBISH & RECYCLING**

There are areas inside the festival that are dedicated non-smoking areas. Please adhere to the signage in these areas or you may risk a fine by local authority enforcement officers.

**SMOKING**

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