

FAQ'S: LONDON FASHION WEEK FESTIVAL

What is the difference between London Fashion Week and London Fashion Week Festival?

London Fashion Week is a trade event for fashion industry professionals who must register or be invited in order to attend. **London Fashion Week Festival** (formerly London Fashion Weekend) is the consumer event that follows directly on from London Fashion Week. London Fashion Week Festival is a designer shopping event, which also features AW18 catwalk shows, and fashion industry talks

Is there an age limit for entry?

Yes, London Fashion Week Festival is an event for those over the age of 18 ONLY. London Fashion Week Festival is not available to under 18s unless accompanied by an adult (maximum of two under 18s per adult).

Is there a cloakroom where I can leave my coat/bag?

Yes, there is a cloakroom available for use during our opening hours. £1 per item.

THE CATWALK

Do all tickets include a Catwalk Show?

No, Festival Entry Tickets do not include a Catwalk Show. Silver tickets include one Catwalk Show (you will select your catwalk when booking), Gold tickets include two Catwalk Shows (again, you will select your catwalk when booking), LUXE Tickets include front row seats at one Catwalk Show (you will be allocated a LUXE Catwalk session when booking)

Is the catwalk at London Fashion Week Festival the same as those at London Fashion Week?

The catwalk at London Fashion Week Festival differs from that of London Fashion Week. You will see AW18 collections at London Fashion Week Festival in September. There are two types of catwalk show available to attend:

Trend Shows - these are made up of a variety of designers' collections previewing the trends for AW18. Each show will last approximately 30 minutes.

Designer Shows – each show will preview the AW18 collection from one designer, lasting approximately 25 mins.

Where can I find the Catwalk Schedule?

You will be given the catwalk times available to you during the ticket booking process.

Will I be able to swap my catwalk time?

No, **catwalk times are non-transferrable**. You are responsible for arriving in good time for your catwalk show, please note - **late arrivals will not be admitted into the catwalk show.**

Are catwalk seats pre-allocated?

No, seats are allocated on a first-come, first-served basis. LUXE tickets include front row seats.

Can I take my own photographs during the Catwalk show?

Yes, however professional photography equipment (eg tripods) are not allowed outside of the photographers pit.

Front row seats

LUXE Tickets include a seat on the front row for your catwalk show. Gold and Silver ticket holders have the option to upgrade their ticket to Front Row when booking.

TALK SCHEDULE

Do I need to purchase a ticket for the talks?

Talks are available for all visitors to attend, however seats are available on a first come first served basis. If you would like to secure your space in a talk, you can book a talk ticket when purchasing your event tickets.

Can I reserve a space in the talks?

Yes, you are able to secure your seat in a talk by purchasing a talk ticket. These are available to add on to your booking at the time of purchase. Pre-booked ticket holders will be given access to the talks lounge before visitors who have not booked.

Please note, speakers and talk times within the talks schedule may be subject to change.

TOTE BAGS

All tote bags subject to availability. Unfilled tote bags are available to purchase at the event (subject to availability).

Festival Entry ticket holders

Festival Entry ticket holders **do not** receive a tote bag included in your ticket package. Tote bags will be available to purchase at the event (subject to availability)

Silver & Gold ticket holders

Silver and gold ticket holders will receive a limited edition reusable canvas London Fashion Week Festival tote bag designed exclusively for the show (the bag **will not** contain products).

LUXE ticket holders

LUXE ticket holders will receive a limited edition reusable canvas London Fashion Week Festival tote bag, filled with a selection of gifts.

What is in the Tote Bag?

Our LUXE Tote Bag will include a selection of products from our sponsors and other brands (whilst stocks last). Previous seasons' Tote Bags have included products and samples from brands such as TONI&GUY, Maybelline, Roc, Lindt, Swell, Kurt Geiger and St Tropez. Silver and Gold ticket holders will receive a tote bag only.

TICKETS

Why are the tickets broken down into certain sessions (e.g. 12.30-3pm)?

Does this mean I am only allowed to stay at London Fashion Week Festival during that time?

We allocate ticket sessions each day to reduce queuing time, control the venue's capacity and ultimately to allow you to have a more relaxing shopping experience.

The session times dictate your allocated time at the event. **You should aim to arrive at the event for the start of your session and should not arrive any later than 45 minutes before the end of your session.**

Re-admittance once your session time has expired will not be allowed.

What is the difference between each ticket package?

For a full details on each ticket package please click [here](#).

How much do the tickets cost?

For a full breakdown of ticket prices please click [here](#).

I have booked tickets but am yet to receive my confirmation email – what do I do?

You need to contact our booking agents SEE Tickets directly on 0871 230 1558 – they will be able to advise / resend the email to you.

Are tickets available to purchase on the door?

There may be a limited number of tickets available to buy on the door. However we cannot guarantee this – it completely depends on the capacity within the venue at that time. Therefore we strongly recommend visitors book their tickets in advance.

When will I receive my tickets?

Tickets are sent out by our booking agents, SEE Tickets, approximately one week prior to the event. If you would like to change a delivery address or arrange to collect your tickets from the box office you need to contact SEE Tickets directly on 0871 230 1558.

I live overseas and understand that my tickets will be sent to the address provided during the booking process, will my tickets still be sent to me in the post/arrive in time?

SEE Tickets – our booking agents do not send tickets out to addresses overseas. Therefore your tickets will be held at the box office for your collection on arrival – please be sure to bring your confirmation email/booking reference number with you.

PHOTOGRAPHY DISCLAIMER

By attending London Fashion Week Festival you give your express consent to your actual or simulated likeness to be included within any film, photograph, audio and/or audio-visual recording to be used in any and all media for any purpose at any time throughout the world. We hope that this will not inconvenience your visit. Thank you.

DATA COLLECTION

When you purchase a ticket for London Fashion Week Festival, you have the option to opt into or out of future marketing communications about the event during the booking process. If you opt in, your contact details (name, email and postal address) will be held for future marketing communications about the event. We do not pass data on to third

parties. You are able to opt out of these communications at any point by either unsubscribing from a marketing email, or by contacting info@londonfashionweekfestival.com

UNDER 18'S

Please note: London Fashion Week Festival is not available to under 18's unless accompanied by an adult (maximum of 2 minors per adult). Under 12's may enter the event free of charge, however will need a paid for catwalk or talk ticket. Under 5's are not permitted in the catwalk shows.

PARKING & PUBLIC TRANSPORT

There is no parking on site and therefore it is advisable to use public transport. 180 The Strand is 3-4 minutes walk from Temple Underground (District and Circle lines) and 10-12 minutes' walk from Holborn (Central and Piccadilly lines) or Covent Garden (Piccadilly Line). For further travel information, please contact London Transport on 020 7222 1234 or see www.tfl.gov.uk

DISABLED ACCESS

London Fashion Week Festival is fully accessible. If you require a carer's assistance for your visit, they will be entitled to a free event entry pass (carer tickets are valid for event entry only and do not include any ticket bolt-ons: catwalk shows, tote bags, talks, complimentary drinks etc). If you require a carer pass please contact SEE tickets on the ticket hotline: 0871 230 1558 (calls cost 13p per minute plus network extras).