

# NILE RODGERS & CHIC



## FAQ's - ALNWICK CASTLE - NORTHUMBERLAND

### HOW DO I BOOK TICKETS?

To book tickets please click on the following link: [www.cuffeandtaylor.com/events/nilerodgers](http://www.cuffeandtaylor.com/events/nilerodgers)

### I HAVE A QUERY REGARDING MY TICKETS, WHO SHOULD I SPEAK TO?

For any questions you may have with regards to your tickets, you'll need to contact your point of purchase and their customer services team will be able to help.

Ticketmaster: Sales is 0844 044 0444 or for Customer Service is 0333 321 9999 or the Accessibility Line is 0800 988 4440  
VIP Nation: [vipnation@livenation.co.uk](mailto:vipnation@livenation.co.uk) or for more information visit [vipnation.eu/nilerodgers](http://vipnation.eu/nilerodgers)  
Ticketline: 0161 813 2222  
See Tickets: 0871 220 0260  
Encore: 0207 492 1583  
AXS: 0203 481 55 06 (Customer Service) and General Inquiries 08448 24 48 24  
Gigantic: 0115 807 7900

### IS THIS CONCERT OUTDOORS?

Yes, this is a fully seated outdoor concert. Please be aware that people may stand around you. The ground may be slightly uneven in parts, so we recommend wearing suitable footwear.

### IF IT RAINS, WILL THE CONCERT STILL GO AHEAD?

Yes, the concert will go ahead in the rain so please come prepared. Concerts are only ever cancelled if the weather conditions make it dangerous.

### CAN I BRING AN UMBRELLA?

Umbrellas are not permitted.

### CAN I BRING A CAMERA?

Domestic Cameras are permitted. However, ones with a detachable lens are not. No Flash photography is permitted either.

### CAN I BRING FOOD AND DRINK?

Food and Drink is not permitted. However, people with special dietary requirements can be accommodated alongside a doctor's note.

You may bring in 1 sealed bottled of water per person max 500ml. There will be a selection of hot and cold food stalls available to choose from inside the venue grounds.

### HOW DO I GET THERE?

Alnwick Castle, Alnwick, Northumberland, NE66 1NG. Please note this is the Post Code for Alnwick Castle's entrance on Castle Square. For people travelling from the South this will bring you through the town centre. On approach to Alnwick please turn off your satellite navigation equipment and follow Event signage

### WHERE IS THE NEAREST CAR PARK?

There will be paid car parking available on site. To book tickets in advance please click on the link below. Advance tickets are £10 plus fees and on the day parking is £20. Car parks will open at 12 noon on the day of the show. To book car park tickets please visit [www.cuffeandtaylor.com/events/nilerodgers](http://www.cuffeandtaylor.com/events/nilerodgers)

### IS THERE A PICK UP AND DROP OFF POINT?

Yes, please follow the yellow traffic signage for directions. Please note the directions will change during the evening to allow for the smooth flow of traffic leaving the event.

### I HAVE A BLUE BADGE, WHERE CAN I PARK?

There will be a designated area for blue badge holders within the car park with limited availability. We suggest booking as early as possible to secure a space. To book disabled car park tickets please click on the following link [www.cuffeandtaylor.com/events/nilerodgers](http://www.cuffeandtaylor.com/events/nilerodgers)

### WILL THERE BE ACCESSIBLE TOILET FACILITIES?

Yes, accessible toilet facilities will be provided with in the concert area.

### IS THERE A DEDICATED WHEELCHAIR AREA?

Yes. There will be a raised, accessible, platform suitable for wheelchair users. You can purchase tickets from [www.ticketmaster.co.uk](http://www.ticketmaster.co.uk) or call 0800 988 4440

### IS THERE SUITABLE SEATING FOR PEOPLE WHO REQUIRE BETTER ACCESS?

Call Ticketmaster Accessible Line on 0800 988 4440

### CAN I SEE A SEATING PLAN?

Yes, seating plans are available on the Ticketmaster website.

### PUBLIC TRANSPORT

The East Coast mainline from London to Edinburgh stops at Alnmouth station, which is four miles from Alnwick. A taxi or bus (X18) can be taken from Alnmouth station (a journey of approximately 10 minutes).

### WHAT TIME DO GATES OPEN?

Gates will open at 5pm

### WHEN WILL THE SHOW START?

Entertainment should be expected to begin from 7pm, however please note that this is always subject to change.

### WHAT TIME SHOULD THE SHOW FINISH?

The performance should finish no later than 10.30pm.

### WHERE WILL I COLLECT MY TICKETS FROM?

There will be an on-site Box Office situated within the event area on Alnwick Pastures clearly signposted from the entrance to the event site. Please note the box office is not located at Alnwick Castle. Alnwick Pastures is the large open space area just down from the Castle.

### WHAT TIME CAN I COLLECT MY TICKETS FROM?

The Venue Box Office will be open from 2pm. (Please note that times are subject to change. Keep checking back for regular updates)

### CAN I PURCHASE TICKETS ON THE DAY?

If there is availability, yes, tickets can be purchased on the day of the performance from 2pm from the Venue Box Office.

### CAN I HAVE A REFUND OR EXCHANGE ON MY TICKETS?

We regret that we cannot exchange, refund or transfer tickets unless the event in question has been cancelled or rescheduled. This is part of the purchase policy you agree to when purchasing tickets

### IF IN THE UNFORTUNATE CIRCUMSTANCE THE PERFORMANCE IS CANCELLED, HOW DO I OBTAIN A REFUND?

All necessary information will be displayed across all social media sites and the Cuffe and Taylor website detailing what steps to follow. Please allow 24-48 hours for this information.