

## **NON PICNIC CONCERTS**

### **I am having trouble downloading my ticket from the confirmation email. What should I do?**

This could be because the link in your email was broken or your mail client (outlook, google, etc) is having trouble viewing the attachment. To fix this problem, follow the below steps:

- Look for the following disclaimers: “To help protect your privacy, some of the content has been blocked. To re-enable the blocked features, click here.” Clicking at this point should unlock the email attachments, or
- There may be another disclaimer such as “Always trust content from the sender”. Telling your email client, you trust the sender will reactivate content in the email.

If you continue to have problems, this support link should answer most questions:

<https://support.seetickets.com>

### **Are child tickets available?**

We do not have child tickets available for this event, but children under the age of five can attend for free.

Children aged five and over, should purchase a General Admission ticket.

All children under the age of 16 must be accompanied by an adult. No more than four under 16s per adult.

Please note: While we are a family friendly business, please remember that this is an outdoor event with loud music and lots of people and so may not be suitable for very young children

### **Will tickets be available on the day?**

Tickets are strictly subject to availability, so it is always best to purchase your tickets in advance to avoid disappointment. It will also save you money as ticket prices may also increase on the day.

Should tickets be available to purchase on the day of the concert, we will make an announcement about prices and availability closer to the event.

### **Is parking available?**

Yes, further details will be released shortly

### **Is there a pickup/drop off point or a taxi rank?**

Yes, further details will be released shortly.

**Can I leave the venue and come back once I've entered the concert?**

Unfortunately, as the concert arena is within a confined fenced area, pass outs and re-entry will not be possible.

**Can I bring my own food and drink?**

Soft drinks are allowed but must be in 500ml sealed plastic bottle only

You are not allowed to bring any food or alcoholic drinks inside the fenced concert arena.

**Can I buy food and drink at the concert?**

Yes. We will have a fully licensed bar and a number of food outlets for varied dietary requirements and tastes within the concert arena.

Please note: We operate a 'Challenge 25' policy at the bars. Proof of identification and age may be required in the form of a valid driving licence or passport. No alcohol will be served to any persons under the age of 18.

**Can I apply to be a vendor at the events?**

We are always looking for interesting vendors selling unique products and would love to hear from you. Please email [info@iphconcertsandevents.co.uk](mailto:info@iphconcertsandevents.co.uk) to tell us about all about your offering.

Please note: You must be self-contained in terms of equipment and have current Public Liability Insurance in place.

**Can I bring a chair and other furniture to the event?**

You are allowed one folding chair per person in the concert arena for use in the marked-out area away from the stage.

This is to maintain a safe area for those customers who wish sit and those who wish to stand at the front of the stage area. Private marquees and gazebos are not permitted.

**What other items should I bring?**

This is a standing outdoor evening concert so please keep the British weather in mind. We recommend all concert goers should dress appropriately and be prepared if the ground is wet from rain in the days before the event.

Small personal umbrellas are allowed, however large parasols and golf sized umbrellas will not be permitted.

**Is there an ATM / cash machine at the event?**

Cash machines will not be available, but all bars take both cash and card payments. Please be aware that some of the independent food outlets in the arena may only take cash.

### **Can I take photographs?**

While professional photography equipment is not permitted, you're very welcome to capture the atmosphere and fun you and your friends and family are enjoying on a small camera or your phone. If you do take photos, please tag us in on Instagram ([@lphconcerts](#)) we'd love to see them.

### **Accessibility**

The concert venue has an inner tarmacked pathway running all the way around which leads directly to the grassed concert area. The grassed area is very flat and the grass is cut short.

A wheelchair platform is available on a first come first served basis and wheelchair accessible toilets are available throughout the concert site.

### **Access and companion tickets**

If you require a carer or companion, please purchase a 'Carer' ticket, which will entitle you to bring one carer or companion to assist you free of charge.

Accepted forms of documentation to request a carer or companion ticket are:

- DLA (Care and / or mobility)
- PIP (Personal Independence Payment)
- D/deaf or blind registration
- The Nimbus Access Card

To receive your carer ticket, please purchase your ticket via SEE Tickets and follow the instructions sent via email after your purchase.