

## THE DOWNS \* BRISTOL

## INFORMATION

**EVENT OVERVIEW**

Now in its fourth year, The Downs Bristol is a one day event that combines music, performance, art, good food and information sharing, creating a community who come together annually to dance, listen and build connections.

With performances by artists who range from the established to the emerging, alongside talks and panel discussions from expert speakers, culinary offerings from independent, ethical traders and a lively children's area. The Downs offers a myriad of opportunities for positivity, building awareness and musical discovery.

**TIMINGS OF THE EVENT**

Doors to the event will open at 1pm with the event finishing at 11pm. (Please note that there is no camping at the festival.) Last entry to the event is at 8pm.

**LOCATION OF THE EVENT**

The festival takes place on the Clifton Downs located to the North West of the city of Bristol – a large area of open grassland nestled between Clifton and Sneyd Park.

**TICKETS**

Please only buy tickets from the authorised agents listed on our ticket page. Beware of touts and unauthorised ticket agents selling tickets as there is no guarantee of their authenticity. You will be refused entry if you attempt to use a counterfeit ticket. Please note that tickets are non-transferable.

**LOW INCOME TICKETS**

Discounted tickets are available to those on unemployment benefits or income-support. Please call in person to Bristol Ticket Shop with some proof of support to purchase your ticket directly.

**ARENA ADMISSION**

Gates will close at 8pm – there will be no admittance to the event after this time. There is no re-entry to this event. The only exception will be for family re-admittance (please see Can I Leave to Drop Off my Children (below) for details). Please see Search Policy section (below) for items that are prohibited from being brought onto site.

**AGE & ID**

This event is for people of all ages. A responsible adult **MUST** accompany any person who is under the age of 16. Identification will be required and under-16s will be refused entry without an adult. We will be operating a Challenge 25 policy at all bars on site.

**Acceptable Forms of ID:**

- A European Union photocard driving licence
- A Ministry of Defence Form 90 (Defence Identity Card)
- A photographic identity card bearing the national Proof of Age Standards Scheme (PASS) hologram
- A national identity card issued by a European Union member state (other than the United Kingdom), Norway, Iceland, Liechtenstein or Switzerland
- A Biometric Immigration Document. Please remember that there is no automatic right of entry to licensed premises nor is there an automatic right to service of alcohol. Service is always discretionary.

Please note that children's tickets are only valid for entry if the holder is under 12. If your child looks older, please bring proof of age for them.

**SEARCH POLICY**

For the safety of our customers and staff, security will be conducting stringent searches at the gate. Anyone found to be carrying illicit items will have them confiscated and may be removed from the festival and handed over to the police where necessary. Please do not attempt to bring any of the following items inside the event:

- Fireworks, lasers, laser pens, or flares
- Alcohol, illicit drugs, or legal highs including nitrous oxide
- Animals (with the exception of guide dogs)
- Selfie sticks
- Umbrellas
- Glass
- Cans
- Food & Drink
- Unauthorised or Counterfeit Merchandise
- Hi Vis waistcoats, jackets or vests
- Bicycles or scooters
- Cool boxes / picnic hampers
- Any type of Paint or Marker Pen
- Unmanned Aerial Vehicles (UAV's); commonly known as 'Drones' or 'Remotely Piloted Aircraft'
- Professional tape recorders, film and video equipment (without written approval)
- Any object that the festival considers to be potentially harmful to public safety, being a single item or a potential component part for another object.
- Anything which could be considered an offensive weapon or could cause danger or a nuisance

Please ensure that you don't have any of these items on your person as we are not able to return anything that is confiscated at the gate.

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## CHILDREN

Children are more than welcome at this event. Under 5's go free, all children aged between 5 and 12 years old must have a child's ticket.

We will have a kids area at the festival with entertainment and activities specifically aimed at our younger guests and their families. We would like to make parents aware that this is not a crèche service and children must be supervised at all times.

Please ensure that you receive a child's wristband when entering the site so that a mobile phone number can be written on it. Please bring suitable hearing protection for young children.

## CAN I LEAVE TO DROP OFF MY CHILDREN....

Because of the number of enquiries we have received in previous years from people with children who would like to leave site to drop them off with relatives or a babysitter and then come back to the event, we have introduced an official family re-admission policy for this event.

Someone who has a child will be allowed to leave site to drop them off and then come back in without the child. This policy only extends to people who are leaving site with a child and must still be cleared with security at the main gate.

Please make sure that you (or whichever adult) is taking the children off site speaks to the team at the main gate BEFORE leaving as you MUST collect a pass out and be back on site by 8pm. If no pass out is collected then you will not be allowed to come back on to site.

## FOOD & DRINK

Outside food and drink (including alcohol) is not allowed inside the festival, with the exception of attendees with specific dietary requirements backed up by a doctor's note. This is a condition of our license and it is something we must enforce in order to secure permission for the event to go ahead. There are plenty of reasonably-priced bars and traders on-site providing refreshments all day long.

There are vegetarian, vegan and gluten free options available at the festival. The pre-order Picnic Hampers that proved popular last year will also be available for the 2019 event.

We have three water points across the site run by Frank Water who will be providing free chilled water refills throughout the day. You can bring your own bottle to fill or FRANK will be selling re-usable bottles with all profits going towards their work providing safe drinking water, sanitation and hygiene in India and Nepal. <https://www.frankwater.com>

## LOST PROPERTY

If you lose or find something at the festival, please go to the Info Tent. All lost property from the festival will be kept for a month after the event and then recycled where possible or disposed of. Please contact: [enquiries@lovesavestheday.org](mailto:enquiries@lovesavestheday.org) to enquire about your item.

## CLOAKROOM

This is located in the Information Tent, next to the main gate and it will be open throughout the festival. The cloakroom cost is £3 per item.

## SPECIAL EFFECTS

Please be aware that strobe lighting and other special effects may be used as part of performances at The Downs.

## VOLUNTEERING

Volunteer with My Cause UK for free entry and more! Simply give a few hours of your time at the event and in return My Cause will make a donation to any charity of your choice. My Cause volunteers have raised thousands of pounds since our first event in 2016 and we're proud to be working with them again in 2019. The role: welcoming people to the festival, checking their tickets, and getting everyone in the festival mood! Sign up link: <https://mycauseuk.com/volunteer/>

## FIRST AID & WELFARE

There is an onsite medical centre with fully qualified staff just inside the Main Gate. Please make yourself aware of it's locations when you arrive. There is also a welfare tent where you can go if need to grab quiet minute or just want someone to talk to.

## ONSITE EMERGENCY SERVICES

Police, Ambulance Teams and a Fire Response Team will all be onsite. If you need any assistance alert a member of Security or the Stewarding Team rather than calling 999 as our onsite teams will be able to deal with most incidents. If you suspect somebody is unwell take him or her to the Medical Tent. If in severe cases they are not moving, please do not attempt to move them - alert a Steward immediately who will call for the exact help needed. If you take any medication regularly, remember to bring it with you and make your friends aware of any illness or allergies you may have. Look after yourself and those around you.

## HEALTH & SAFETY PLANNING

Public health and safety is our priority for every event that we do. Our event plans will be constantly reviewed by the Safety Advisory Group, whose members include Avon & Somerset Police, Avon Fire & Rescue, South West Ambulance Service and relevant council departments. This will help to ensure that our event is carried out professionally and safely.

## VALUABLES & SAFETY

We recommend taking some easy steps to maximise your enjoyment of the day. We will have a cloakroom onsite, so use that to store your belongings or if you don't need it, don't bring it. Keep money, mobile phones and cameras on your person at all times. If you suspect you have had something stolen, please check with the Info Tent (just inside the Main Gate) to see if it has been handed in before reporting it to the police. Make yourself aware of the location of the emergency exits, and follow any instructions given to you by security or stewards. In the unlikely event that you witness dangerous or antisocial behaviour move away and alert security if they are not already in the immediate vicinity.

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## TOILETS

Please make sure that you do use the loos provided and not the ground of The Downs as this can be harmful to local wildlife. There are ample toilet facilities on site that are cleaned and re-stocked throughout the day. We all know that festival loos can be a bit of an ordeal so please do your bit by leaving them as you'd like to find them! We will also be providing toilets on the pedestrian routes to and from the event. Please respect the area and use them (not the bushes!)

## BENEFIT TO THE DOWNS

We will be contributing to the Downs Committee a significant hire fee for the use of the site – and this money will go directly into the budget administered by the Downs Committee for the upkeep and maintenance of the area. In addition to this we will pay a large security deposit to the council in advance of the event that will ensure that any damage or wear and tear to the ground caused by the event is repaired or replaced at our own cost. This proposed event has the full support of the Clifton Downs Committee and is seen as a great opportunity for the Clifton Downs to generate some much needed revenue to ensure the future upkeep of the area. The concert will be sympathetically programmed to ensure the minimum of disruption to local residents and to appeal to the largest cross-section of the local population who will be excited by such an event taking place in the locality.

## LOCAL RESIDENTS

We are committed to causing minimum disruption to local residents. There will be increased noise in the area on the event days. We have employed an independent specialist noise management company to carry out tests throughout the event to ensure that levels do not exceed those set by the Council. They will be taking readings from various points off-site including local residential areas. We have designed our site layout first and foremost with local residents in mind. The main stage has been positioned in such a way that the projected sound travel would have to travel over 1 km before it reaches the nearest residential premises to minimise disruption. If you have any concerns that you would like to raise prior to the show, please contact us on [enquiries@teamlove.org](mailto:enquiries@teamlove.org) or feel free to attend one of the public resident meetings we shall host. Sound checks will be scheduled for the Friday afternoon before the event day and on the Saturday morning before the event commences.

## TRAFFIC & TRANSPORT

We have a full traffic management plan in place for the day of the event. We foresee an increase of traffic to the site – and will have plans in place to control and direct this. We will be encouraging people to use sustainable means to travel to and from the event. We will supply secure bike racks for people wishing to cycle to the event. We will also have a public transport partnership in place with First Bus to enable a large proportion of ticket holders to get to and from the event. No parking will be provided around the site for the event. We will be running park and ride services to the event. Please see Travel section for more information.

## WASTE & RUBBISH

As part of our best sustainable practices for all events we will have a full waste management plan in place to include a commitment to recycling all litter that we possibly can from the site. Not only will the site be covered by our litter pickers and waste management – but also the main routes to and from the site.

## SUSTAINABILITY POLICY

Team Love recognises that climate change is a challenge to the quality of life for many in the world today and for future generations, and that as an event's company our operations have environmental impacts. We also recognise the immediate impact the events we manage can have in the local environment and community. Team Love is founded on the concept of respect; with regards staff and volunteers, audience, local residents, nature and the many companies involved. Our goal is to have a positive impact; providing inspirational entertainment, managing relationships with integrity, minimising the environmental impacts associated with Team Love events, adding value to the local area where possible and creating new opportunities for people involved with the festival.

## TERMS & CONDITIONS

Visit: [www.thedownsbristol.com/termsconditions](http://www.thedownsbristol.com/termsconditions)

## Contact

Ticket Enquiries: [www.seetickets.com/customerservice](http://www.seetickets.com/customerservice)

Telephone: 08712200260

General Enquiries: [enquiries@teamlove.org](mailto:enquiries@teamlove.org)

Telephone: 01179 411 611