

## **Shutford Music Festival 2020: FAQ's**

### **Do I buy a ticket per car or per person?**

Tickets are per individual person (under 12s are FREE). Remember each passenger of the car will need to purchase a ticket.

### **What kind of vehicle can I bring, and how many people?**

Vehicles NOT permitted - oversized vehicles (over 2m in height), motorbikes, mopeds, coaches, buses (including minibuses), campers, RVs, limousines, commercial vehicles such as vans, light goods vehicles, heavy goods vehicles and vehicles with trailers.

- Standard passenger vehicles only
- Party size will not exceed the number of legal seats in the vehicle
- Maximum vehicle occupancy of 5 people
- It is recommended that you only travel with people from your household in line with Government guidance.
- Larger passenger vehicles such as 4x4s may be placed at the sides of the venue to avoid blocking the views of others
- At the end of the show we ask that customers refrain from starting their engines until instructed by the organisers

### **What happens if I forget my ticket?**

All attendees must have the appropriate ticket to gain entry to the event. Please ensure you have access to your tickets printed or on your phone.

### **Are there any age restrictions?**

Under 16s must be accompanied by an adult 18+.

### **How does it work?**

We will provide the following to ensure an incredible experience for you and the family.

Your own dedicated area either next to your vehicle if you choose to come by car, to stand, or bring folding chairs, complying with social distancing requirements, and enjoy the performances.

All parking is unreserved. You will be directed to a designated bay by the traffic team

All vehicle engines and lights must be switched off during the performance

If your battery runs flat, please wait until all other vehicles have left the venue and staff will come and assist you

### **Do I leave my car running / lights on / heat on?**

All vehicle engines and lights must be switched off during the performance

### **What happens if the weather is poor?**

Concerts are only ever cancelled due to the weather if the conditions become dangerous. Please bring suitable clothing.

### **How do I enter the venue?**

Event signage and stewards will direct you once you arrive at the venue.

Gates will open 60 minutes before the start of the performance.

### **Can I enter the site on foot?**

Yes.

### **Are toilet facilities available? Where are they?**

Yes, gender neutral toilets will be provided.

- Toilet facilities will be managed to maintain social distancing whilst in line
- Travel to and from the toilets, guests are required to maintain a social distance of no less than two metres in every direction

### **What do I do if my battery goes flat?**

Please wait until all other vehicles have left the venue and staff will come and assist you

### **I have a roof box, is that ok?**

Cars with roof boxes will be treated as 4x4s and may be positioned to the side of the venue to avoid blocking views of others.

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

Yes.

### **Can I purchase food and drink at the venue?**

Yes, there will be a bar and bbq at the event.

### **Can I smoke?**

Yes, as the event is open air, however, please be mindful of others and ensure you take your litter home with you.

### **Can I bring my pet?**

Yes, but please keep your dog on a lead.