



QUEEN ELIZABETH OLYMPIC PARK 19 JULY 2013

GO LOCAL EVENT FAQ'S

Event

What is the event?

Go Local is a special event at Queen Elizabeth Olympic Park featuring live music, comedy and performances alongside ideas and advice on how you can make a real impact in your local community.

London 2012 inspired a generation, helped by the people who gave up their time and volunteered. Whether you were an official London 2012 volunteer or just thought 'I wish I'd done that', Go Local is for you.

It is set to be the UK's biggest ever celebration of volunteering.

Are you asking us to volunteer at the event?

No, this is an event being held *for* volunteers and potential volunteers.

Can I volunteer at the event?

We do not anticipate that there will be a huge requirement for volunteers at this event – we want you to come along and enjoy the show!

Who is organising the Event?

The event is being organised by Join In and the Mayor of London's Team London. The event infrastructure is being provided by Live Nation as part of their contract to deliver events at Queen Elizabeth Olympic Park. The event is made possible due to funding from the Big Lottery Fund's 'Spirit of 2012' trust and through BT which is a headline sponsor.

When is the event?

Go Local is happening on Friday 19th July. Gates will open at 1300, with the show starting at 1630 and ending at approximately 1900 to enable people from all around the UK to attend.

Where is the event taking place?

The event will take place at Queen Elizabeth Olympic Park, Stratford, London, in the north of the Park.

What is the event capacity?

Up to 50,000 people can attend the event. Tickets are on a first come first served basis.

What entertainment do you have confirmed?

The acts announced so far are: McFly, Eddie Izzard, The Feeling, Spelbound, BOND Quartet, The Pandemonium Drummers, The Games Maker Choir, West End Medley, The James Riley Band and Robbie Boyd.

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They will be joined on stage by special guests, including London 2012 Medallists & GB sporting heroes.

More acts are still to be announced. Be sure to follow us at @JoinIn and @TeamLDN for all the latest details.

How much are tickets?

Tickets cost £15 for two people to attend and are £7.50 for each additional ticket. This will enable London 2012 volunteers to bring friends and family, inspiring them to get into volunteering.

Why are you charging for tickets?

Join In and Team London are both not-for-profit organisations. As a result of conversations with London 2012 volunteers about the cost of an event like this, we took the decision to charge a small entrance fee to help cover ticketing and event costs.

How can I get tickets?

Tickets are available now from www.ticketmaster.co.uk/go-local

Do I have to buy two or more tickets?

The hope is that you will bring at least one friend or family member to inspire them into volunteering in their local community. Do not worry though, you can just buy one ticket for £7.50, click the blue question mark and click the link to buy a single ticket.

How many tickets can I buy?

You can buy four tickets per transaction – please bring friends or family members who have either volunteered in the past or who are interested in volunteering in the future.

Do I have to know who my friends are to buy more than one ticket?

No, you do not have to confirm the name of your guests when purchasing tickets.

How will I receive my tickets?

Tickets will be 'Print at Home' from the website www.ticketmaster.co.uk/go-local. You will be e-mailed details of how to print your tickets via the e-mail address you registered on Ticketmaster with at the time of purchase. If the print at home service is not available at the time of your purchase, Ticketmaster will email you directly to inform you when the service is activated.

For any queries regarding your tickets please contact

http://www.ticketmaster.co.uk/h/help.html?tm_link=tm_i_help

For the full ticketing terms and conditions please click here

http://www.ticketmaster.co.uk/legal/purchase.html?tm_link=tm_i_purchasep

Can I pay by cash or cheque?

No, tickets are only available online and paid for via UK credit or debit card.

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Is the event open to children?

The event is targeted at over 16s because of the age restrictions of the majority of volunteering opportunities with Join In and Team London partners.

Children aged 5 – 17 are allowed into the event but must be accompanied by an adult over 18. The content of the event is aimed at adults.

What about babes in arms?

Due to Live Nation venue regulations which apply to the event, children aged 4 and under will not be permitted into Queen Elizabeth Olympic Park. There are no baby changing or buggy storage facilities at the venue.

Will the event be fully accessible for people with access needs?

The event is the same set up as all Live Nation events at the venue and facilities are provided to accommodate most access requirements including a dedicated accessible entrance, disabled viewing platform and electrical charging facility.

Within the guest area, the terrain is a mixture of hard standing pathways and grass. The routes in and out of the guest area are hard standing paths with step free access.

Those who require a carer or personal assistant to accompany them to the event can book a free additional ticket online by clicking the 'Accessible Tickets' link. Or an additional ticket can be requested over the phone from the Ticketmaster Special Access Team. For specific queries on access needs please contact the Ticketmaster Special Access Team on 0800 988 4440.

Who can buy tickets?

Whether you were an official London 2012 volunteer or just thought 'I wish I'd done that', Go Local is for you.

Priority was given to London 2012 volunteers including Games Makers, Team London Ambassadors, Ceremonies Volunteers and City Ambassadors (out of London venue cities) but tickets are now available for purchase by anyone interested in volunteering.

At the time of purchase you will have the opportunity to buy four tickets per transaction.

Why is the event on a Friday afternoon?

There are many events already happening at Queen Elizabeth Olympic Park this summer, and our scheduling takes into account the impacts a major event has on the local area. In terms of timing, we also wanted people outside of London are able to travel to and from the event. This is a one-off event to celebrate London 2012 volunteers and introduce others to volunteering. Many London 2012 volunteers did not have the chance to visit the Olympic Park during the Games.

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Will the event be on TV for those who cannot make it?

We are in talks with broadcasters but nothing is confirmed as yet.

Do London 2012 volunteers have to wear uniform to the event?

Whilst you don't have to wear your uniform if you were a London 2012 volunteer, we would love to see Queen Elizabeth Olympic Park brought to life by the distinctive kits, you are encouraged to if you want!

Is this going to be an annual event?

No, this is being organised as a one-off event.

Venue

How do I get to the event?

Queen Elizabeth Olympic Park is served extensively by the public transport network. London Underground, Bus and National Rail services run into Stratford International Station from where you can easily access the event site. We strongly advise that public transport is used to travel to and from the event, please use <http://journeyplanner.tfl.gov.uk> to plan your journey.

Parking arrangements and availability are still to be confirmed and we are unable to guarantee any parking at this stage.

Customers who have purchased Accessible Tickets will receive an email providing full information about all travel options, including Blue Badge parking and public transport options. Read more information about Accessible Tickets:

<http://mail.live-store.com/images/LiveNation/GoLocal/GoLocalAccessInfo.html>

For information on accessible public transport to the Queen Elizabeth Olympic Park please visit the TFL website: <http://www.tfl.gov.uk/gettingaround/transportaccessibility/1167.aspx>

How far is the venue from Stratford station?

Queen Elizabeth Olympic Park is a short walk from the tube station. Once inside the Park, the venue area is approximately a ten-minute walk.

Please be aware that the walking route and entry into the Park is different from Games time. The new route will be sign posted.

Do I need to prove my age?

If you are lucky enough to look under 21, we may ask you to provide proof of age (original passport, photo card driving license, PASS proof of age scheme, birth certificate or Northern Ireland Electoral Identity Card) if you are accompanying a child under 18 or attempting to buy alcohol.

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Is the arena seated?

No the spectator area is 'standing only' on a hard standing surface (i.e. there are no seats). For a small charge (cash only) you will be able to rent a big cushion to sit on in the arena.

What can I bring to the event?

This is an outdoor event in the middle of British summer so come prepared for a range of changeable weather conditions. Small umbrellas are permitted but we respectfully ask they not be used during performances. Bring enough cash for the afternoon but if you forget, there are free cash machines within the arena that accept all major UK debit cards.

Prohibited items will include chairs, glass containers, pets or animals (other than registered assistance dogs), pyrotechnics, bicycles and laser pens. Restricted items will include large photographic or filming equipment, large umbrellas, flags on poles and large food hampers / cool boxes.

Please note, you will not be allowed to bring seating into the venue.

The event management team reserve the right to refuse any item not detailed above that they deem inappropriate or unsuitable to bring into the arena.

For a full list of prohibited and restricted items please see <http://www.livenation.co.uk/ticketterms>

Is there anywhere I can store items?

There will be a small amount of public lockers available for rent (for a cost of £5) which will be situated just inside the main entrance. These will be allocated on a first come first serve basis. They are 30cm wide x 30 cm deep x 40cm high – so the perfect size of small valuable such as mobiles, wallets and cameras.

Can I bring food into the venue?

Small amounts of food in backpacks will be permitted but large picnic hampers or cool boxes will not be permitted.

Can I bring a camera?

Yes all standard cameras will be permitted but you cannot take in a camera with interchangeable lenses over six inches long.

What security checks should I expect?

As this is a high profile event at one of the world's most iconic venues there will be security arrangements in place. The venue management reserve the right to conduct searches on entry and throughout the event as necessary.

Will there be food and drink at the venue?

Yes there will be concession stands selling food and drink on Queen Elizabeth Park.

Will alcohol be on sale at the venue?

Yes there will be bars.

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Will there be free drinking water available?

Yes there will be free drinking water available on Queen Elizabeth Olympic Park. Please bring an empty bottle or container. Bottled water will also be available to purchase.

Can I pay by card for food and drink and other services?

Yes, cards can be used at all of the catering concessions however, if you wish to use lockers, rentable cushions or go on any of the Fun Fair rides, you will require cash for these.

If I haven't got a ticket can I visit the Park anyway?

No the only areas of the Park open will be those used for the event, part of the Park will open to the public to come and walk around from the Monday 29 July and the Park will be fully open in spring 2014. For more information please see www.QueenElizabethOlympicPark.co.uk and sign up to the newsletter.

How much of the Park will I be able to see?

The Park is still undergoing its transformation so some places are not accessible yet, or bordered off. You will still get to see the stadium and some of the beautiful ground though.

Who can I contact if I have further questions about the event?

For general questions about the Go Local event email golocal@joininuk.org

Customers who are unable to book Accessible tickets online can call the Ticketmaster Special Access Team on 0844 844 0444.

About Join In

Join In was formed in April 2012 to maximise the volunteering opportunities across the UK created by the Olympic and Paralympic Games. A matter of days after the Olympic Games, Join In 2012 saw thousands of sport clubs across the UK hold events to capture the magic of the Games. This summer, Join In will be working with sports and community clubs all over the UK and asking them to throw open their doors again to their local community with a view to recruiting new members and volunteers alike. Through its website (www.joininuk.org), Join In aims to become a matchmaker between potential volunteers and clubs. Please contact us at hello@joininuk.org

About Team London

The Mayor's volunteering programme for London, Team London makes it quick and easy for Londoners to give their time, find volunteering opportunities and do great things for their city. Whether it's cleaning up the environment or volunteering at one of the capital's great events, Team London mobilises the community spirit and enthusiasm of Londoners to make a difference. Building on all the work that is already taking place in the capital, Team London focuses efforts on areas where volunteers can make the biggest impact. For more information please visit <http://volunteerteam.london.gov.uk> or contact us teamlondon@london.gov.uk

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