



CUSTOMER INFORMATION

Saturday 21 August & Sunday 22 August 2010

Weston Park STAFFORDSHIRE

WESTON PARK

Weston Park is situated on the A5 at Weston-under-Lizard just 30 minutes from central Birmingham. The park is set in 1000 acres of park and woodland and has the beautiful 11th century Weston House within its grounds which was first mentioned in the doomsday book.

HOW TO GET THERE

Big Green & See Tickets Coaches

If you have booked a festival and coach travel package with one of the above you must travel to the festival via your booked coach. Tickets will only be handed to you on the coach or when you disembark at the festival.

If you have not yet decided how to travel to the festival why not get green, have fun on route and go by coach? Visit www.vfestival.com for information on how to book travel to the Festival.

By rail or bus

National Express West Midlands will be operating a £8 return shuttle bus service from Wolverhampton - Fryer Street (50 meters from Bus Station) and Stafford Rail Station to Weston Park and back. They will run up to every 15 minutes during the times detailed below.

Wolverhampton - Fryer Street

(2 minutes walk from the Rail Station)

FRIDAY 20 AUGUST

Wolverhampton Bus Station to Weston Park 9.30am - 10.30pm

SATURDAY 21 AUGUST

Wolverhampton Bus Station to Weston Park 9.30am - 3.30pm
Weston Park to Wolverhampton Bus Station 8.00pm - 12.30am (Sunday Morning)

SUNDAY 22 AUGUST

Wolverhampton Bus Station to Weston Park 10.30am - 3.30pm
Weston Park to Wolverhampton Bus Station 7.00pm - 12.30am (Monday Morning)

MONDAY 23 AUGUST

Weston Park to Wolverhampton Bus Station 4.30am - 12.30pm

Stafford Rail Station

FRIDAY 20 AUGUST

Stafford Rail Station to Weston Park 9.30am - 10.30pm

SATURDAY 21 AUGUST

Stafford Rail Station to Weston Park 9.30am - 3.30pm

Weston Park to Stafford Rail Station 8.00pm - 12.30am (Sunday Morning)

SUNDAY 22 AUGUST

Stafford Rail Station to Weston Park 10.30am - 3.30pm

Weston Park to Stafford Rail Station 7pm - 12.30am (Monday Morning)

MONDAY 23 AUGUST

Weston Park to Stafford Rail Station 4.30am - 12.30pm



Save money, save the planet and meet new people all at the same time. We've teamed up with Liftshare.com to make sharing transport to V a lot easier. By car sharing you can share the travelling costs, reduce CO2 emissions and cut congestion possibly resulting in you arriving at V much easier.

Car and Campervans

FROM LIVERPOOL,

MANCHESTER & NORTH WEST:

M6 South to J12 then follow directional signs to V Festival

FROM NORTH WALES, WIRRAL & CHESHIRE:

Use A49, A41 south then follow directional signs to V Festival

FROM M6 NORTHBOUND:

off at J12 then follow directional signs to the V Festival

FROM M6 NORTHBOUND

off at J10a then M54 to J3 to the V Festival
- No access to V via M6 J12 northbound

FROM SOUTH WALES:

M4 to A449 then A40 to M50, M5, M6, M54 J3

FROM NORTH EAST:

M1 to J23A, then A42, M42, M6 Toll off at Junction T8, A460, M54 J3

FROM SOUTH EAST:

M40, M5, M6 Northbound as above or M1, M6 as above.

There will be road signs as you approach the V Festival. Failure to follow the signed routes may prevent entry to the park. Road closures are in place so DO NOT follow your Sat Nav, but DO follow all directional signs.

Keep updated with festival traffic by tuning into Absolute Radio 105.8FM in London, 1215AM & digital nationwide or Beacon FM on 97.2FM.

Customers will generally attempt to leave V Festival at the same time which can cause congestion on the surrounding roads especially on Monday morning when local people are traveling to work. There is only limited number of gates to exit the park so the egress can be slow. Please be patient, the stewards and police will do all they can to assist. Our advice is to stay calm, have breakfast and a cuppa and relax until the traffic has died down.

The AA will be at V Festival to help you should you have any problems with your vehicle. They can be found next to the festival Police Station.

Do not drink or take drugs and drive or drink alcohol or drive if you think you are too tired to do so. Look after yourself and others by ensuring you are fit to drive before you leave V.

Getting a lift

There is a drop off/pick up point located off the A5, please follow the directional signage as you near V. This is the only pick up/drop off point that is to be used. Don't arrange to be picked up from anywhere else as usual routes may not be in operation and your driver may be prevented from accessing the location.

ARRIVING AT V

The festival site consists of the car parks, campsites and the arena which is where the stages are situated.

Opening Times

Car Parks - 8am on Friday

Campsites - 9am on Friday

The Arena - Approximately 1.00pm on Friday for campers only, 12 noon on Saturday and Sunday

The village is an area within the main arena that will remain open throughout most of the night with films showing in the Arena (Stage 3) for Weekend Campers. This area will remain open after 11pm on Friday and Saturday nights until approximately 4am on Saturday and Sunday.

Weekend Camping Ticket Holders

Weekend camping ticket holders must exchange their ticket for a wristband on arrival at the wristband exchange tent marked on the map. Ensure you make a note of which campsite you camp in to find it later.

You must wear your wristband all weekend to remove it will invalidate it and you will not be allowed back into the campsites or the arena. Replacement tickets and wristbands will not be given under any circumstance.

Campsites are opened at the organisers discretion in. Please do not wait at unopened campsites as you may cause congestion and risk being moved on.

There are fire lanes within every campsite which are marked with white lines on the grass please do not pitch tents within these lanes. If you do pitch your tent within the fire lanes it will be removed, even if you are not present. If you are in any doubt please check with a steward.

Please collect a bin bag on arrival and use it over the weekend in the campsites. There are rubbish and recycling collection points where you can deposit your bags or any recycling you have.

Weekend without Camping Ticket Holders

You are not permitted to camp on site and do not need to exchange your ticket for a wristband. Your ticket will have 3 sections; the left hand is to be handed in to the stewards at the gate on Saturday, the right hand on Sunday and the centre is to be retained by yourself. Do not lose any of these sections as you will not be granted admittance and duplicate tickets will not be issued. Please ensure you have all your belongings with you when you enter as there is no re-admission should you leave.

Day Ticket Holders - Saturday and Sunday

You are not permitted to camp on site and do not need to exchange your tickets for a wristband. Your ticket will allow you entry to the arena on Saturday or Sunday (whichever day is printed on your ticket). Hand your ticket to the steward at the gate to the arena to have the bar code scanned and the stub removed. Please ensure you have all your belongings with you when you enter as there is no re-admission should you leave.

Campervans

Campervans/trailer tents and caravan pitches are £90 per pitch booked in advance and at the time of going to print pitches were still available via See Tickets. If you have booked a campervan pitch you must exchange your camper van ticket and weekend camping tickets for a wristband on arrival. There is a max of 4 persons permitted per pitch and each must have a weekend camping ticket.

You cannot pitch tents around your pitch but awnings that are integral to the campervan are permitted. No freestanding structures are permitted and any equipment that the organiser feels could infringe safety regulations will be removed. This isn't to spoil your fun it's due to fire safety regulations. Campervans are not permitted in the car parks. Vehicles other than campervans, caravans and trailer tents will not be permitted into the campervan area.

You should have received a hanging card showing a caravan symbol, please display this in the rear view mirror of your vehicle as you near V Festival.

Security Searches

You may be searched by the Police or security on entry to the festival. Please refer to the list below for some items not permitted at V, please use common sense when deciding what to bring, anything illegal or that might be considered an offensive weapon is not permitted

Campsites - Not Permitted

No Fires
No Glass
No Fireworks
No Air Horns
No Vehicles
No Gazebos
No Flame/Flying Lanterns

If using a camping stove or portable BBQ please ensure you have a bottle of water handy to put it out quickly should you need to. Do not light these items close to your tent.

Arena - Not Permitted

No Alcohol
No Glass
Canned food and drink
No Fires
No Long Pole Flags
Fold Up Chairs
No Fireworks
No Flame/Flying Lanterns

Campsites - Permitted

Alcohol (not in glass)
Food (not in glass)
Small portable BBQ's
Canned food & Drinks

Arena - Permitted

Soft drinks in plastic of max 1 litre.
Plastic container for FREE drinking water available at the stand pipes

IMPORTANT INFORMATION

Disabled Customers

If you are registered disabled there is a separate campsite, car park and viewing platforms. All disabled bookings should have been made as advertised via See Tickets on 0871 230 5584. If you are a disabled person attending V and did not book via See Tickets please email disabledcustomer@vfestival.com detailing your name and address. You will receive detailed information in relation to disabled customers you can also visit festival.com for further information.

Drink

There are a number of bars throughout the festival serving alcohol during licensed hours to over 18's only. The bars are operated on a token system, tokens are purchased from the token booths then exchanged at the bars for drinks. Some token booths will remain open after 11pm for refunds.

V operates the 'Challenge 21' policy so, if our staff think you look under 21 please don't be offended if they ask you for proof of ID. Bring proof of age to show you are over 18, do not buy alcohol for under 18's, if you do you risk being ejected from the festival. Visit www.citizencard.com to register for a nationally recognised proof of age card.

Emergency Services

There are full emergency services at V, if you have any issues please alert a steward, go to the first aid points or the festival Police Station. Visit the welfare area on arrival and make a note of the on site emergency telephone numbers. This will ensure services from outside areas are not tied up.

Food

There is a large selection of food stalls serving a variety of foods both in the campsites and the arena. In the arena you'll find our very funky food courts with additional seating and some very tasty gourmet foods and drinks.

Glass Bottle Exchange

There are a number of glass amnesty points where you can tip the contents of any glass bottle into a plastic bottle for £1 and keep the plastic bottles which are 1 litre in size, your glass bottle will then be recycled. This will be run by Village Water and all proceeds from each bottle will go to helping create water wells in Africa. Visit www.villagewater.org for more information

Trolley Service

Don't struggle with your load... There will trolleys available to hire or buy. This service will also be run by Village Water and all proceeds will go to the charity. www.villagewater.org.

Leaving Your Tent Behind

It would appear that leaving tents and camping equipment behind has become the norm for many people. Please be advised that just because it gets left behind doesn't mean that it will be collected and recycled for charity, the Rotary Club and Duke Of Edinburgh scheme can only collect so many so please think carefully before you leave equipment behind. Please pack it up and drop it off at the campsite exit if you would like to donate equipment to charity. Anything not salvaged has to go to land fill which isn't good for our environment. We've also teamed up with The Green Tent Company who will have dedicated points within the campsites where you can leave your unwanted camping gear. Visit www.thegreententcompany.co.uk for details.

Lost Property

If you find anything at V then please hand it in at the Welfare area. Anything handed in during the clean up not claimed from the Welfare area during the weekend will be taken to the lost property office, please write giving a detailed description to V Festival Lost Property, Wolverhampton Civic Hall, North Street, Wolverhampton, WV1 1RQ or visit vfestival.com and click on Lost Property for an email address.

If you think you have had something stolen please check at the Welfare area before reporting it missing to the police.

Rubbish and Recycling

Please use rubbish bins provided, our biggest issue at V is litter clearance. Your help in keeping the environment clean is invaluable and mutually beneficial.

There is a recycling point outside of the arena and in each campsite, please use these for any recyclable materials you accumulate. This goes a long way to helping with the clear up of Weston Park and is great for our environment.



Go green by recycling your drink cups in the arena. There is a 10p deposit for drinks which is included in the price of your drinks tokens. All you need to do is take your used cups to one of the 4 Cup Return Points and claim 10p per cup. You can take back as many cups as you can carry! Visit www.vfestival.com for all our green initiatives

Showers

Showers can be found in orange and blue campsites, please help us to keep them clean and remember to bring a towel and flip flops.

Smoking

V Festival has designated no smoking area in line with the UK Smoking Laws. Signage is displayed in no smoking areas, please look out for these as enforcement officers will be at V, if you smoke in these areas you may be liable to pay a fine.

Stages

V has two outdoor stages and 2 indoor stages as well as other attractions. Any indoor stage or marquee has a set capacity that cannot be exceeded. If you wish to see an artist at any indoor stage we advise you get there early as we cannot guarantee admittance. Once these marquees have closed for a performance they will not reopen until the end of that performance so please do not wait outside, enjoy another artist at another stage.

Toilets

Please use the toilets and urinals provided. It's in our nature to join the back of a queue but we know from experience that sometimes toilets are not used as the assumption is made that somebody is in them. We don't want people to queue jump but don't be afraid to ask people to check the doors or to check them yourself before joining a queue at the toilets. It is you that use the toilets so please help keep them in a clean and working order. Do not use the surround trees and parkland, if you are caught doing so you risk being ejected from V and your wristband being confiscated.

Welfare

Look after yourself and those around you. If need to take medication at regular intervals remember to bring it with you and let your friends know of any illness or allergies you may have.

There are welfare staff in the welfare areas in both the arena and outside of the arena, they will be on hand 24/7 whilst the festival is open to offer assistance. There are also Samaritans who can listen to you in confidence.

What to Bring

Bring clothing for all weather conditions, don't forget sunscreen and a sun hat as there is very little shade and it can get very cold at night. You can visit vfestival.com and print off the 'what to pack' list.

Your Safety

- If you don't need it, don't bring it.
- Leave valuables at home
- Use inexpensive camping gear
- Keep money and bank cards with you at all times and use a money belt.
- Don't bring an expensive camera, use a disposable one
- Lock your car and don't leave valuables visible, use a steering lock
- Don't leave valuables in your tent.

We know from intelligence gained over the last year that some people travel to gigs indoor and out to steal your wallet and/or mobile phone. They work in densely populated areas such as in front of the stages. Keep your belongings in pockets or bags that cannot be tampered with or are not going to fall out if should you be jumping around.

Do not attempt to bring anything illegal into the festival as searches will be carried out.

Get to know your neighbours in the campsites, create a community.

Mark your property nice and bold with your postcode (but not your keys). Thieves target unmarked property. Protect your phone now, key in *#06# and your IMEI will be displayed, make a note of this number so that if you lose your phone or if it is stolen you can contact your service provider to have the phone immobilised.

If you know of anybody traveling to V to commit crime or if you see anybody acting suspiciously at the event please contact Crimestoppers anonymously on 0800 555111. You can also text the Police direct at V by typing Vfest then your message to 60066, you can also report them to a member of security.



Lock up your belongings at the Lockerhouse which is situated near the Welfare area outside of the arena, prices as displayed. You can book a locker in advance by visiting lockerhouse.co.uk. Each locker is 155mm deep x 100mm high and has a 12v power socket to charge your mobile or MP3 but don't forget to bring your charge lead.

VIRGIN MEDIA THE LOWDOWN ON THIS YEAR'S FESTIVAL

Everything from how to get your bags to the campsite to how to charge your mobile, the nice people at Virgin Media have thought of everything.

Virgin Mobile Angels

Got a question about line ups, directions or anything about V Festival? Find the answer fast by asking one of the Virgin Media Angels, who you'll see in red tops and white wings. They'll be there to help carry your bags from the entrance to the campsite on Friday and they're armed with the answers to all your festival questions, from where the nearest cash point is to what time bands take to the stage.

Recharge points

Mobile out of juice? No problem. Head to one of our recharge points to plug in and power up, no matter what network you're on. If you're lucky, a Nokia connector will be there to beam you the official V Festival app or bung you a freebie or two!

V Festival app from Ovi by Nokia

Get all you need for the V Festival. Live weathercasts and travel info - including free Ovi Maps navigation to get you there on Nokia smartphones. Keep up with V Festival gossip with regular tweets from artists and fans plus the latest images and films from Flickr, Facebook and YouTube. You can even create your schedule with a stage guide and clashfinder plus a must have interactive festival map. Download free now from www.store.nokia.com

The Mansion

Don't miss V Festival's newest hangout - The Mansion, brought to you by Virgin Media and Ovi by Nokia. You'll find a bar, laptops with free Wi-Fi and DJs spinning your favourite tracks throughout the day. We'll also be showing off some of the best in TV and music. So, pop in, put your feet up and chill out.

Text the Fest

Want to text your mate, or show 50,000 people your sunburnt bits? Well, now you can. Text 80310 (Stafford) or 80995 (Chelmsford) with your message or picture and it could make it onto the jumbo screens either side of the main stage. Standard SMS and MMS network rates apply.

Stay in the loop

You can follow us on Twitter at twitter.com/vfestival and tweet your V Festival news and views - just don't forget the #vfest hashtag! You can also stay up to date with our Facebook page and upload your snaps at facebook.com/vfestival or ovi.share.com. Once the festival's over, make sure you check out virginmedia.com/vfestival to see what we've got in store.



Weston Park SITE MAP