

## **Cliff Richard – Tour FAQ's**

### **DERBYSHIRE – CATTON HALL**

- **Is this concert outdoors?**

Yes, this is a fully seated outdoor concert.

- **If it rains, will the concert still go ahead?**

Yes, the concert will go ahead in the rain so please come prepared. Concerts are only ever cancelled if the weather conditions make it dangerous.

- **Can I bring an umbrella?**

Umbrellas are not permitted.

- **Can I bring a camera?**

Domestic Cameras are permitted. However, ones with a detachable lens are not. No Flash photography is permitted either

- **Can I bring food and drink?**

Food and Drink are not permitted. However, people with special dietary requirements can be accommodated alongside a doctor's note. There will be a selection of hot and cold food stalls available to choose from inside the Venue grounds.

- **How do I get there?**

Estate Office, Catton Hall, Catton, Walton upon Trent, South Derbyshire DE12 8LN  
Leave the A38 at the Alrewas Junction and take the A513 towards TAMWORTH. Follow this road for 1 mile to the Railway Bridge. Turn left IMMEDIATELY after this Railway Bridge. Catton Hall is 1.5 miles along this road on the left, shortly after the Lodge House and 'South Derbyshire' sign.

- **Where is the nearest Car Park?**

There is carpark availability on site. To book tickets click on the link below

<http://www.ticketmaster.co.uk/event/1F005164B30AC205>

- **I have a blue badge, where can I park?**

There will be a designated area for blue badge holders within the car park with limited availability. You must still purchase a standard car park ticket for this area.

- **Public Transport**

Nearest Train Station Lichfield / Tamworth / Burton-on-Trent

- **Is the stage close to the entrance?**

The stage is no more than a 125 metre walk away.

- **What time do gates/doors open?**

5pm

- **Will there be a support act?**

Yes, there will be a support act. Entertainment should be expected to begin from 7pm, however please note that this is always subject to change.

- **What time should the show finish?**

The performance should finish no later than 10.30pm.

- **Is there a dedicated Wheelchair area?**

Yes. There will be a raised, accessible, platform suitable for wheelchair users. You can purchase tickets from [www.ticketmaster.co.uk](http://www.ticketmaster.co.uk) or call 0800 988 4440

*(Please note that calls to 0844's cost 7ppm plus your phone company's access charge)*

- **Is there suitable seating for people who require better access?**

Call Ticketmaster Accessible Line on 0800 988 4440

*(Please note that calls to 0844's cost 7pm plus your phone company's access charge)*

- **Where will I collect my tickets from?**

There will be an on-site Box Office situated within the Venue grounds clearly signposted from the entrance to the Venue.

- **What time can I collect my tickets from?**

The Venue Box Office will be open from 10am.

*(Please note that times are subject to change. Keep checking back for regular updates)*

- **Can I purchase tickets on the day?**

If there is availability, yes, tickets can be purchased on the day of the performance.

- **Can I have a refund or exchange on my tickets?**

We regret that we cannot exchange, refund or transfer tickets unless the event in question has been cancelled or rescheduled. This is part of the purchase policy you agree to when purchasing tickets

- **If in the unfortunate circumstance the performance is cancelled, how do I obtain a refund?**

All necessary information will be displayed across all social media sites and the Cuffe and Taylor website detailing what steps to follow. Please allow 24-48 hours for this information.

- **Can I see a seating plan?**

Yes, seating plans are available on the Ticketmaster website.