

## **Cliff Richard – Tour FAQ's**

### **GREENWICH – OLD ROYAL NAVAL COLLEGE**

- **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?**

Old Royal Naval College, King William Walk, Greenwich SE10 9NN

Please follow the link to find out the best way for you to get to the ORNC

<https://www.ornc.org/Pages/FAQs/Category/getting-here>

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

No car parking is provided, however there are several pay and display car parks near the event. Please use this link to locate a car park.

[http://www.royalgreenwich.gov.uk/directory/19/directory\\_car\\_parks/category/50](http://www.royalgreenwich.gov.uk/directory/19/directory_car_parks/category/50)

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

No car parking is provided, however there are several pay and display car parks near the event. Please use this link to locate a car park.

[http://www.royalgreenwich.gov.uk/directory/19/directory\\_car\\_parks/category/50](http://www.royalgreenwich.gov.uk/directory/19/directory_car_parks/category/50)

- **Public Transport**

Nearest Train Station – Cutty Sark DLR

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

The stage is situated a very short walk from the entrance barriers.

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

6pm

- **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 is a raised, accessible, wheelchair user platform situated towards the rear of the seating. Tickets can be purchased from Ticketmaster only. You can contact Ticketmaster Accessible Line on 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 7ppm plus your phone company's access charge)*

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

The Venue Box Office is situated within the grounds of the Old Naval Collage on King Williams Walk.

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

The Venue Box Office is open from 10am each day.

- **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.