

STATELY MADNESS



FAQ's - THETFORD - Euston Park

HOW DO I BOOK TICKETS?

To book tickets [CLICK HERE](#)

I HAVE A QUERY REGARDING MY TICKETS, WHO SHOULD I SPEAK TO?

For any questions you may have with regards to your tickets, you'll need to contact your point of purchase and their customer services team will be able to help.

Ticketmaster: Sales is 0844 844 0444 or for Customer Service is 0333 321 9999 or the Accessibility Line is 0800 988 4440
VIP Nation: vipnation@livenation.co.uk or for more information visit vipnation.eu/statelymadness
Ticketline: 0161 813 2222
See Tickets: 0871 220 0260
Encore: 0207 492 1583
AXS: 0203 481 55 06 (Customer Service) and General Inquiries 08448 24 48 24
Gigantic: 0115 807 7900

IS THIS CONCERT OUTDOORS?

Yes and it is fully standing however you are permitted to bring 1 x foldable chair per person should you wish to sit in a mixed seating and standing area.

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 is not permitted. However, people with special dietary requirements can be accommodated alongside a doctor's note. You may bring in 1 sealed bottled of water per person max 500ml. There will be a selection of hot and cold food stalls available to choose from inside the venue grounds.

HOW DO I GET THERE?

Euston Hall, Thetford, IP24 2QH.
Near Thetford on the A1088 between Thetford and Ixworth on the Norfolk/Suffolk border.

WHERE IS THE NEAREST CAR PARK?

There will be paid car parking available on site. To book tickets in advance please click on the link below. Advance tickets are £10 plus fees and on the day parking is £20.

Car parks will open at 3pm on the day of the show.

To book car park tickets [CLICK HERE](#)

IS THERE A PICK UP AND DROP OFF POINT?

Yes, please follow the yellow traffic signage for directions. Please note the directions will change during the evening to allow for the smooth flow of traffic leaving the event.

I HAVE A BLUE BADGE, WHERE CAN I PARK?

There is a designated blue badge area at the venue. When arriving please display your blue badge and you will be directed to park in the blue badge area. We suggest booking as early as possible to secure a space.

Please [CLICK HERE](#) to book your car parking ticket. You simply need to purchase a general car park ticket and ensure you display your valid blue badge on arrival at the venue.

WILL THERE BE ACCESSIBLE TOILET FACILITIES?

Yes, accessible toilet facilities will be provided with in the concert area.

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 or call 0800 988 4440

WILL THERE BE ACCESSIBLE TOILET FACILITIES?

Yes, accessible toilet facilities will also be provided with in the concert area.

PUBLIC TRANSPORT

Nearest Train Station - Thetford (3 miles) / bury St Edmunds (10 miles) / Main line Stowmarket (18 miles) / Diss (22 miles) / Cambridge (35 miles)

WHAT TIME DO GATES OPEN?

Gates will open at 5pm

WHEN WILL THE SHOW START?

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.

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 2pm. (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 from 2pm from the Venue Box Office.

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.