



SOUTH WEST FOUR

South West Four Weekender 2018

General Event Information

EVENT DATES

Saturday 25th August

Sunday 26th August

EVENT TIMES

SOUTH WEST FOUR SATURDAY OPENING TIMES ARE: 11.30 TILL 23.00

SOUTH WEST FOUR SUNDAY OPENING TIMES ARE: 11.30 TILL 22.30

THERE IS NO ENTRY TO THE EVENT AFTER 21.30

BAR AND CATERING CLOSE AT 22.30

GUEST LIST ENTRANCE CLOSES: 19.00

AGE RESTRICTIONS

South West Four is an 18 and over event. If you are lucky enough to look younger than 18 please make sure that you have ID which you can provide on request.

We are operating a 'Challenge 25' policy at the bars, so any person who appears to look younger than 25 may be asked for ID. If they cannot provide suitable ID the bar will refuse to sell them alcohol.

Please note that the drinking age for the 'Challenge 25' policy is actually 18. If proof of age is requested at South West Four, we will accept the following ID:

Passport

Photo Driving Licence

Prove It Cards that carry the PASS logo (e.g. [CitizenCard](#), [ONE-ID4U](#), [Validate UK](#))

We would also like to point out that photocopies of these documents will not be accepted as valid ID at South West Four.

Festival goer general info on safety and more

On the www.festivalsafe.com site, you will find impartial general information which will help you enjoy festivals in general. A large part of this is relevant to Sw4 so please take a look at it in order to make your experience with us as good as possible. Much of the advice on offer has been verified by experts in each field who are not associated with any one event.

IMPORTANT SW4 NOTICES

NO BAGS OR LIQUIDS TO BE TAKEN INTO SW4

BUM BAGS AND CLUTCH BAGS WITH THE DIMENSIONS
W16.51CM X H11.4CM X D11.4CM
W4.5\"

ARE THE ONLY BAGS ALLOWED INTO THE FESTIVAL.
LARGER BAGS ARE NOT ALLOWED INTO SW4.

WE APPRECIATE YOUR CO-OPERATION AND PATIENCE WHEN ENTERING THE FESTIVAL

Due to the current security climate, the following are now part of the conditions of entry in to the South West Four event. These do not negate our existing terms and conditions but supplement them.

Admission to SW4 is subject to agreement to be searched. This would include pat-downs and/or metal detector checks. Some guests may be asked to submit to an enhanced search. If you refuse to submit to a search you will not be able to enter the event.

As per last year backpacks, larger purses or bags will not be allowed into the event. More info below:

No Liquids, gels or lotions will be allowed into the event. See below.

There are NO onsite lockers or storage facilities at SW4, so you need to consider this prior to coming to the event.

BAGS

Only ladies purses or clutch bags and standard sized bum bags measuring 4.5in/11.4cm x 6.5in/16.51cm x 4.5in/11.4cm or smaller will be allowed. These will of course be subject to a security search on entry. To be clear, no one is going to be measuring these to the nearest inch but if you bring a bag that is noticeably bigger, it will not be permitted into the event. Security staff decisions will be final.

LIQUIDS

No liquids, gels or lotions are permitted into the event. This includes perfumes and similar liquids. Gel products include hand sanitisers. No liquids means exactly that and Security will strictly adhere to this. Sun cream or lotion sized at 200ml or less in original containers, vape fluid, and eye drops in standard plastic 10ml containers will be allowed but contents will be tested on arrival.

Empty plastic bottles, no larger than 600ml, may be brought into the site. Any gels or liquids that do not comply will be disposed of by Security staff. Guests travelling with liquid toiletries (this does not mean lipsticks or ladies sanitary products) are advised to make alternate storage arrangements off-site.

Dedicated staff will be on hand to deal with guest queries in the queues before the admission searching process.

There is NO on-site or local storage facility for baggage or banned products. Banned products will be disposed of by Security.

No alcohol or food is allowed to be taken into the event by visitors.

No professional cameras or video recorders of any type are allowed onsite.

As ever, if you see or hear anything which gives you a security concern please speak to the nearest member of Security staff or Police officer. Your help with this is most welcome and plays a part in making sure that everyone who is coming to SW4 this year remains safe and has a great time.

THEFT / PICK POCKETING

South West Four, like any event that draws large numbers of people, can occasionally be attended by pickpockets who are looking to steal mobile phones and other valuables from the crowds. Becoming a victim of crime will make your night out memorable for the wrong reasons. Being careful and taking some simple precautions will reduce your risk of being targeted by those looking to take advantage of fun loving visitors like yourself. Here are some steps to help you have a safe and enjoyable festival:

- Avoid displaying your phone and valuables unnecessarily.
- Don't keep cash, cards and valuables in one place. Spread them out among your pockets and clothing, using pockets secured by zips/buttons or in pockets inside jackets where possible. Be aware that in a crowded environment where contact with other people is unavoidable thieves will try to unzip/unbutton pockets and bags.
- Be aware of the behaviour of those around you. Report anything suspicious to a Security Guard or Police officer.

- Stick with your friends and identify a suitable meeting point, so if you do get split up you can find each other even if someone has lost their phone or had it stolen.
- As soon as you realise that any of your property is missing inform both the venue's Security and Police immediately. Do not wait until you get home. South West Four has a clearly marked lost property area located next to the main entrance.
- If your mobile phone gets stolen contact your network provider to ask for the SIM card and handset to be blocked.
- Register your mobile phone IMEI number and the serial numbers of other valuables for FREE on www.immobilise.com or similar property registration sites
- Activate you phone's security code so that the phone can only be used by inputting this.
- Back up all your contacts and data before you leave home.

DRUGS

There is a zero tolerance to drugs policy at South West Four. Offenders will be handed over to the Police and drug dealers will be prosecuted. Those caught in possession of personal drugs will be evicted from site whatever the circumstances.

There will be drug searches at the front entrance as well as sniffer dogs patrolling the queues. This includes nitrous oxide/laughing gas and poppers.

BUYING TICKETS OFF TOUTS

As everyone is aware, all festivals are plagued by touts.

Do not buy tickets from anything other than affiliated ticket agency or bona fide seller. If you do otherwise you run the risk of having bought either a forgery or a stolen ticket.

Since 2008, we have installed a state of the art ticket scanning system. This resulted in nigh on 1000 forgeries being discovered at the entry gate to the event that year. These people were not allowed in and some got quite upset about it. At the end of the day, the only people that gain from this are the touts. Whatever your excuse you will not gain access to the event with a forgery. Please also be aware that as tickets are all barcoded stolen tickets can now be cancelled; and again if your ticket is identified as having been stolen you will not gain access.

Encouragingly since 2009, considerably fewer forgeries have been discovered.

So once again, we strongly advise that you only buy tickets from established agencies or genuine ticket sellers. If in doubt, contact the organisers on enquiries@locknloadevents.com

If you do get refused entry to the event due to your ticket being a forgery or stolen please do not come crying to the organisers. You are an adult and as such should know better than to take this risk by buying a ticket from anyone that cannot prove to you that they genuinely represent this festival.

HOW TO GET TO AND FROM THE SOUTH WEST FOUR WEEKENDER 2018

GETTING TO CLAPHAM COMMON

Clapham Common is an easy destination to reach. There are two tube stations on the actual Common both on the Northern Line. There are also a number of bus routes that service this area. Scroll down for more info. Clapham Junction station, where both trains and London Overground operate from, is approximately a 25 minute walk.

Parking

The festival has no public car parking available. Please be warned that there is very little parking around Clapham Common on weekends so we strongly advise visitors not to drive. There is plenty of local transport options so leave your car at home and make life easier and the day more fun.

BY TUBE OR RAIL

Please use nearby Clapham South on the Northern Line (Zone 2) for a short walk across the common. Please note that Clapham Common station will be closed when the event finishes. The best Tube options for getting home will be Clapham South which is around 8 minutes walk or alternatively use Clapham Junction (for Southern or South West Train rail services) which is 25 minute walk from the event.

For last Tubes check <https://www.tfl.gov.uk/modes/tube/first-and-last-tube>

By Bus

Routes: 35 (24 hours), 37 (24 hours), 50, 88 (24 hours), 137, 155, 249, 255, 295,322, 344, 345 (24 hours), 355, 417 and P5 and G1 run near to the Common. Night buses N19, N31, N87, N155, N137 and N345

Plan your journey:

<http://www.nationalrail.co.uk>

www.tfl.gov.uk

IMPORTANT INFORMATION ABOUT GETTING HOME FROM SW4

Clapham Common tube will be closed from 21.30 on each event evening. With this in mind, we suggest that you use nearby Clapham South (Northern line) or Clapham Junction (Southern services to Victoria or South West Train services to Waterloo). If you are using Southbound Northern line services you may wish to use nearby Balham to avoid queues into Clapham South station.

In order to make your journey home as easy as possible please consider carefully how you will get back. The route back to Clapham South will be signed posted and lit through the Common, with staff on hand en-route to assist you. However, there is no doubt that due to the volume of people heading that way there will be queuing time both outside and inside the station. Please take into account that last trains run fairly soon after the event especially on the Sunday. Check your relevant timetable to be sure!

SECURITY AT SOUTH WEST FOUR WEEKENDER 2018

REQUEST TO ALL TICKET HOLDERS

Due to the constant terrorist threat existing in London as well as an increase in pick pocketing Event Security will be thoroughly checking all bags belonging to ticket and pass holders entering the event site.

This is, however, a time consuming job therefore ticket holders should aim to arrive at the event site earlier than in normal circumstances as well as cooperate fully with all requests from the Event Security staff.

The promoter reserves the right to check any person or thing that it may deem suspicious. Specialized security staff will be profile searching individuals on entry.

Please accept the promoter's apologies should you experience longer than usual queues. Safety checks will be undertaken for the good and safety of all present at the event.

INFORMATION FOR DISABLED VISITORS

The festival is fully accessible to wheelchair users. Please note though that being situated on a green field site it is basically parkland and maneuverability is limited as such. The ground is notoriously hard but, of course, dependent on weather conditions.

Each of the main toilet blocks in the festival includes disabled toilets, as will the disabled person's viewing platform.

This disabled person's viewing platform is for the Main Stage and will provide a great sight line above the crowd to see the acts on stage.

There will be a fully equipped medic's tent located on site throughout the event.

If you have any further enquiries regarding disabled access and facilities at the festival, please contact enquiries@locknloadevents.com

CLOAKROOM / CASH POINT MACHINES / LOST PROPERTY

Please note that there are no cloakroom or locker facilities at this event. Please only bring with you what you are happy to carry and bear in mind the 'no bags' policy in force.

There are ATM machines onsite. These accept debit and credit cards. Transactions are subject to surcharges.

LOST PROPERTY

Within reason, we aim to collect, log, store and return items of property that are deemed to be genuinely lost by patrons on the South West Four event site and likely to be sought by the original owner.

ENQUIRING AFTER LOST PROPERTY

LOST PHONES (*for any other lost property please read on*)

The Police will collect and retain mobile phones **ONLY**. They can be contacted from Brixton Police station. Contact number is **020 8649 2025**. Please do not contact them for any other matters. You also need to ensure that you have your IMEI number when phoning in order to speed the process up.

OTHER LOST PROPERTY

If after the event you have an enquiry about other lost items, please email enquiries@locknloadevents.com putting Lost Property in the subject line.

Enquires can also be made in person at the site entrance (located at Fire Exit E / Gate X8 situated off Long Road) either on **Monday and Tuesday 27 - 28 August** between 0900 and 1700.

Please note that we will be unable to respond to lost property emails until at least a week after show as we will be tied up onsite until then.

When emailing us please include a full description of the item including size, colour, unique features, brand (where applicable), key tags or other details that will help us with identification. It may also be necessary for us to request specific information pertaining to certain items including a description of contents for bags, wallets and purses, distinguishing marks or engravings on jewellery and passport/ID card/driving licence specifics like unique identification numbers.

If any found items have clear contact details, we will endeavour to use this information to communicate with the owner.

Other than credit or debit cards, items that are handed into us will be kept within a secure location for thirty (30) days after the event. Perishable items will be kept for the date of the event only. Credit and debit cards will be held for 7 days after which we will shred them.

Once we have established an owner, they must pay any applicable postal charges required to reconnect them with their property either by the provision of a stamped address envelope of suitable size to accommodate the item or by the arranging of a courier to pick the item up. Alternatively we can provide an address for in person collections.

UNCLAIMED ITEMS

Anything unclaimed will be disposed of responsibly. All personal data will be removed and securely destroyed.

SOUND LEVELS

Music levels at all events on Clapham are a very sensitive issue.

Lambeth Council set licensing conditions which include music sound levels. The organisers do everything in their power to maximise the situation by

employing the best PA companies and noise consultants. Along with the set levels, other influences such as atmospheric conditions and wind conditions can make it extremely difficult to get the high music sound levels that some may expect. Should the levels not be to your liking we can only apologise. Rest assured we have the best people working on it however we are restrained by conditions set on us by the Council.

SITE EVACUATION

In the unlikely event that the festival site has to be fully evacuated the event would not continue on that particular day. If the reason for the evacuation falls under the heading of 'force majeure' there would not be any refunds. Adverse weather conditions or an act of terrorism are classified as an act of God.

If a full evacuation occurred and you wish to complain please do so by contacting us through our web site.

ADVERSE WEATHER

As we all know, the weather in this great country of ours is unpredictable to say the least. Please therefore keep an eye on the weather forecast for the South West Four weekend and, should it look like raining, bring suitable apparel to keep dry.... if you so wish. There are tented arenas on the site but these can only accommodate half the audience at a push.

So if rain is likely bring your brolly and put on your wellies! Nothing stops a good party.

FOOD AND DRINK

No chairs, tables, BBQs or other such articles may be brought into the event site.

Alcohol and food are not allowed into the event site. Food, alcohol and drink will be available for purchase at SW4.

WARNING

Line-up is subject to change.

Exposure to loud music can cause injury to your hearing

Strobe lights, lasers and smoke machines may be in use within event site

Pick pockets operate at all large attendance events nowadays and specifically target mobile phones. Please be streetwise and keep your personal belongings somewhere safe. Only bring to South West Four what you really need to have a good time and, in order not to make life easy for pick pockets, keep all your belongings well hidden. Make sure all hand bags are closed at all times. Do not become a victim of crime.