

Lionel Richie – Longleat **Frequently Asked Questions**

Please note that the information below is subject to change.

General Information

This page aims to give you all the general information you need about facilities, restrictions and prohibited items.

The main points to be aware of are:

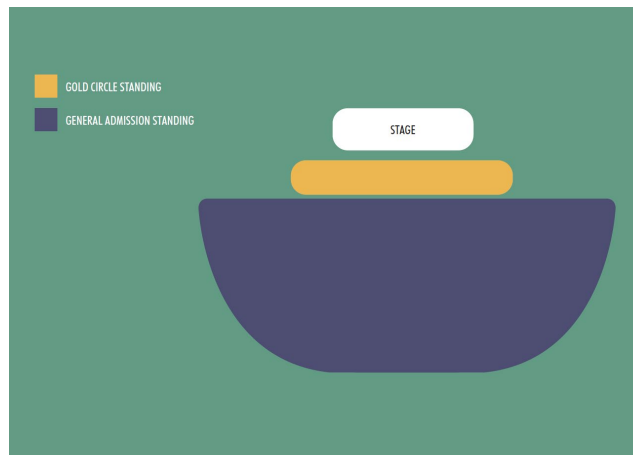
- There is no re-admission after entry. Please plan ahead because once you're in, you're in!
- Seats and chairs of any kind not permitted into the event. This includes seat sticks and inflatable seats. You are permitted to bring a blanket to sit on, although you may be asked to pack this up when the show starts.
- We can rely on the British weather to be unpredictable so please come prepared with sun cream and hats if the weather is good and waterproof coats and shoes if the weather is bad! No refunds will be given due to inclement weather.
- No food or drink is permitted to be brought into the events (with the exception of water in unopened plastic containers of up to 500ml, and baby food where not in glass containers).
- We will not allow large bags into the events but you will be permitted to take small bags in with you. We class small bags as no larger than 35cm x 40cm x 19cm.
- No banners, flags or laser pens are permitted.
- Animals, with the exception of registered assistance dogs, are not permitted in the Event.
- The unauthorised use of photographic, video and/or sound recording equipment is prohibited and such items may be confiscated and any tapes or films destroyed.
- Please note that there may be additional measures in place to ensure the safety of staff and guests in relation to COVID-19 which may vary according to health and safety and government advice at the time of the Event (and your breach of any of these may lead to you being refused Entry and/or ejected from the Event).

Ticket Information

General Admission Standing: £75.00 + fees

Gold Circle Standing: £170.00 + fees

Once purchased, tickets cannot be exchanged, refunded or returned unless the event is cancelled. Seating Map provided as a guidance.



Authorised ticket agents:

Ticketmaster
AXS
Bristol Beacon
ATG Tickets

Customer Services

If you have already made your purchase and have a question about your ticket please contact your point of purchase.

If you have not received your tickets 72 hours prior to your event date, please contact your point of purchase.

If your query is regarding accessible tickets see our Disability Access Information below.

Food & Drink

No food or drink is permitted to be brought into the events but there will be a range of food and drink available to purchase on site.

There will be free drinking water on site.

Disability Access

The following facilities are available only when booked in advance, with valid proof of disability and subject to availability.

Disability access will be sold via Ticketmaster online.

Viewing Platform:

This raised platform is designed for wheelchair-users and those with disabilities for whom the Ground Level Viewing area is not suitable, and a Personal Assistant (PA) if required.

Ticket includes:

- 1 free Personal Assistant Ticket (please select this at the same time as the full price accessible ticket. (1 full price accessible purchase is entitled to 1 optional personal assistant)

- A reserved place on the Viewing Platform at the Main Stage
- General Admission entry
- Use of accessible toilets
- Chairs on the platforms will be provided with priority for customer requiring these

Proof of disability will be required on the day of the show, to provide you with access to the above booked facilities.

Transportation

Please see [here](#) for transportation information.

As well as Ticketmaster's Purchase Policy outline at time of booking, please note the Promoter Ticketing Terms and Conditions below:

We set out below the terms and conditions ("Terms") that shall apply to your purchase of tickets ("Tickets") which are sold by or on behalf of Senbla Ltd ("we", "us" or "Senbla") for a particular event ("Event"). When purchasing tickets, you are limited to a specified number of tickets for each event. This amount is included on the purchase pages and is verified with every transaction. This policy is in effect to discourage unfair ticket buying practices.

Please note that by proceeding to purchase Tickets, you agree to be bound by these Terms. Also, please note that the purchase of Tickets is also subject to the terms and conditions of the relevant venue where the Event is due to take place ("Venue") and we therefore encourage you to check with the Venue website and/or Venue box office for these terms and conditions.

The Terms are as follows:

1. You must produce a valid Ticket to gain entry to the Venue and you must produce that Ticket for inspection upon request at any time. Failure to produce such Ticket when requested may result in you being removed from the Venue.
2. Tickets are not transferable. Any unlawful reselling (or attempting to do so) is prohibited and may result in the cancellation of the Ticket without any refund or compensation and/or the ticket holder being refused entry or removed from the Venue.
3. Tickets may not be used for any advertising, competitions, contests, sweepstakes, promotions, or used, sold or given away in conjunction with other products or services (such as part of a travel or hospitality package) without the express written permission of Senbla in advance. Failure to comply with the foregoing may result in the cancellation of the Ticket without any refund or compensation and/or the ticket holder being refused entry or removed from the Venue.
4. We reserve the right to restrict the sale of Tickets to a maximum number per person, per credit card and/or per household and to cancel any Tickets purchased in excess of this number.
5. It is your responsibility to check your Tickets and to ascertain the date and the time of the Event and any rearranged event.
6. We are not responsible or liable for any Tickets that are lost or stolen. Removing the Ticket stub will invalidate the Ticket.

7. Each Ticket holder has a right to a seat of a value corresponding to that stated on the Ticket holder's Ticket and we and the Venue reserve the right to provide alternative seats to those specified on the Ticket.

8. Senbla has the right to replace any items bundled together with Tickets, e.g. food and beverage ("Hospitality Packages") with an alternative 'like for like' item and shall not be obligated to refund or exchange your Hospitality Package.

9. Your purchase of Tickets is subject to our right to alter or vary the programme due to events or circumstances beyond our reasonable control and in such circumstances, we shall not be obligated to refund Ticket monies or exchange your Tickets. Once purchased, Tickets and/or Hospitality Packages cannot be exchanged, refunded or returned unless the event is cancelled (see details below) or, in the case of concerts (but not festivals) subject to a material change after an order is placed (a "material change" shall mean a change of headline act).

10. If an Event is cancelled, we will use our reasonable endeavours to notify you as soon as reasonably possible (including notifying you of the details of any re-scheduled Event). If the Event is to be re-scheduled, you will be offered a Ticket (or a Hospitality Package where applicable) for the rescheduled performance of the Event (subject to availability). If you are not able to attend the rescheduled Event or the Event is not rescheduled, we shall give you a refund of the face value of the Ticket (or a Hospitality Package where applicable). If the relevant Event is only partially cancelled (e.g. if it is a multi-day Event and only one day is cancelled), we shall give you a partial refund corresponding to the proportion of the Event cancelled. If you wish to claim such a refund, please apply in writing to your point of purchase; enclosing your unused Ticket(s) within 28 days of the date of the cancelled Event (though please note that this is without prejudice to your statutory rights). Tickets and/or Hospitality Packages cannot be exchanged or refunded after purchase other than in accordance with this clause. If it becomes impossible or impractical for us to dispatch your tickets to you in accordance with the details for your initial order, we must reserve the right to change the method of dispatching your tickets, to ensure that you receive them safely. If we do elect to change the method of dispatch, we shall inform you in advance.

11. If an error is made in the price of Tickets ordered by you, you will be notified by us as soon as possible and we will give you the option to either (a) reconfirm your Ticket order at the correct price; or (b) cancel your Ticket order and receive a full refund from us.

12. Neither we nor any other party shall have any liability to you beyond the face value of the Ticket and the relevant booking fee.

13. The following restrictions will apply to your attendance at the Event and your breach of any of these may lead to you being ejected from the Venue:

- Crowd surfing and moshing are prohibited;
- There are to be no pass-outs or re-admissions after entry;
- No food or drink is permitted to be brought into a Venue;
- Please note that in seated areas, other members of the audience may stand-up during the event;
- Animals, with the exception of assistance dogs, are not permitted in the Venue
- Smoking is not permitted in the Venue- The unauthorised use of photographic, video and/or sound recording equipment is prohibited and such items may be confiscated and any tapes or films destroyed; and
- Laser pens are prohibited.

14. Efforts will be made to admit latecomers at an appropriate break in the performance of the Event.

15. In order to facilitate the security, safety and comfort of all patrons, the Venue reserves the right in its reasonable discretion to conduct security searches of persons, clothing, bags and all other items on entry and exit, to confiscate items which may cause danger or disruption to the event or other patrons or are in breach of the Terms and/or to refuse admission and refund the Ticket face value if it has reasonable grounds to do so.

16. Ticket holders may be ejected from the Venue if, in the reasonable opinion of Senbla or the Venue, the Ticket holder is a risk to the safety of any patron and/or may affect the enjoyment of other patrons and/or the running of the event or may cause damage, nuisance or injury. Examples include being (or appearing to be) drunk, incapable, intoxicated or under the influence of illegal drugs, under-age (where relevant), abusive, threatening, behaving anti-socially, carrying offensive weapons or illegal substances, declining to be searched or in breach of any of these Terms or the terms and conditions of the Venue.

17. Please note that CCTV and film cameras may be present at the Venue. By purchasing Tickets and attending the Event, ticket holders consent to filming and sound recording (which may include you as a member of the audience) and its use in distribution (commercial or otherwise) without any payment.

18. If the Event is an outdoor event, please bring suitable outdoor clothing. No refunds will be given due to inclement weather.

19. Any Tickets brought from unauthorised agents or third parties are not valid and admission to the Event will not be permitted. All Tickets remain the property of Senbla at all times and constitute a personal revocable license from Senbla to you which may be withdrawn by Senbla and admission refused at any time upon refunding the printed purchase price of the Ticket.

20. Neither we nor the Venue can accept responsibility for any personal property.

21. All children attending an Event must be in possession of a valid Ticket. Events may be age-restricted and it is the responsibility of the Ticket holder to check before purchasing. In any case, unless indicated otherwise, children 14 years of age and under must be accompanied by a responsible adult.

22. If you experience any problems at the Event, please contact a steward or duty manager as it may not be possible to resolve issues after the Event.

23. In case of emergency please follow instructions and directions from stewards, staff and/or other officials.

24. Please note that loud music can damage hearing.

25. All events are subject to obtaining the relevant licences.

26. When purchasing alcohol at the Venue, if you appear to be under the age of 21 you may be asked for proof of age.

27. Official merchandise is only available from outlets within the Venue. Please be aware of unofficial traders offering inferior goods.

28. These Terms shall be governed by English Law and we both agree to subject to the exclusive jurisdiction of the English Courts.