

## Trentham Live FAQ's

### **BOOKINGS**

#### **Should I book in advance?**

Yes, we have an initial limited capacity for this event which includes free parking onsite at The Trentham Estate. Once these tickets are sold, we may add more standard ticket capacity however parking will be in a different location. There will be no additional VIP and Golden Circle tickets made available.

#### **What happens if we are in lockdown or social distancing measures are in place at the time of the event?**

The safety of our visitors and staff is our number one priority and we therefore stringently follow Government advice and guidance at all times. If the event does get cancelled or postponed, Ticketmaster will email you straight away with all the information you need. You do not need to contact us.

#### **How do I purchase tickets?**

Tickets must be purchased online at [www.ticketmaster.co.uk](http://www.ticketmaster.co.uk). Tickets are **not** available to purchase over the phone or online at The Trentham Estate.

#### **Can we have our tickets sent out in the post?**

Tickets will be sent out via mobile tickets or standard post, depending on what you opt for at the time of booking.

#### **Do carers accompanying disabled persons require a ticket?**

Each person attending the event needs to have a valid ticket, bought through Ticketmaster. You can book your accessible tickets online, by visiting the event page.

#### **Are children allowed?**

Yes, however all children will require a ticket and children under 16 must be accompanied by a parent/guardian (18 or over). There is a minimum ratio of one adult per four children (under 16). If you are 16 or over, you do not need an adult to accompany you to our events. Entry may be refused without valid proof of age (photocopy of passport or birth certificate is accepted). Challenge 25 will be in operation, so anybody who appears to be under the age of 25 will be asked for ID when purchasing alcohol from the bar. Please be aware that some artists may use explicit language during their performances and as young children have more sensitive hearing, we encourage the use of hearing protection for very young visitors.

## **ADMISSION & PARKING**

### **Where can I park for the events?**

Concert guests will be able to park at The Trentham Estate, at the main north entrance. Please follow the road around to the left once you turn into the Estate where you will be directed by marshals. Please note that cars cannot be left overnight in the car park.

Disabled parking will be in a different location, closer to the event location. Full details will be provided to those guests requiring this facility nearer the time.

VIP parking is in a separate area of The Trentham Estate, closer to the event location. Full details will be provided to VIP ticket holders nearer the time.

### **Can I get there by public transport?**

Yes. The nearest train station is Stoke-on-Trent, which is approximately 4 miles from The Trentham Estate. Stafford Station is approximately 12 miles from The Trentham Estate. Buses and Taxis are readily available at both stations. You can also get to us on bus from Hanley Bus Station and Stafford Town Centre.

### **What time can I arrive?**

Admission to events field is from 4pm via the main entrance to the gardens. Please do not arrive on site prior to this, as your concert ticket will only allow access after this time. Concert tickets allow admission to the concert area only.

### **What is the latest time I can arrive at the venue?**

Event entry will be permitted until 8.30pm on the night of the event(s). Visitors arriving after 8.30pm will be unable to access the event.

### **How can I find out when the artists will be on stage?**

The concert arena opens at approximately 4pm, with live music starting from approximately 7/7.30pm. These times are approximate, for the latest updates on running times please check the website as the concert date approaches.

### **Is there disabled access to the concerts?**

Yes, the route from the main entrance and the disabled car park to the events arena is wheelchair friendly. There will be a wheelchair accessible viewing platform, with limited availability. Assistance dogs are welcome. Please book your accessible tickets online, on the main event page.

### **What should I bring?**

Please only bring items that are essential to your evening. Our security team will carry out bag searches at all entry points. The less you bring the quicker it will be for you to enter the arena. There is a 'fast lane' for customers not carrying large bags. Dress for the outdoors - bring something warm for later in the evening and bring a waterproof as we do not permit umbrellas in the arena.

**What happens if I have all the tickets but my friends are arriving separately?**

If you opt for a mobile ticket, then you can transfer this to your friends via your Ticketmaster online account. Or if you have opted for a physical ticket, then please ensure everyone has their own to hand, if you're arriving in separate groups.

**Who can use the 'fast lane' at the arena entrance?**

Those who are carrying bags smaller than A4 size will be able to access the arena through our 'fast lane' giving faster access into the venue.

**Can I bring my own food and drink?**

No, sorry food and drink purchased outside of the venue will not be permitted past the bag search area. However, there will be bars and food outlets available for purchases inside the area.

**Which items cannot be brought into the arena?**

In addition to food and drink, there are certain other items which are not allowed in the arena for both the audience and the artist's safety and comfort. It is essential that you check the terms and conditions for the complete list of prohibited items, however the most common prohibited items to be aware of are:

- Trolleys
- Umbrellas
- Tables
- Glass of any kind including bottles and jars
- Cans

**What about cameras?**

Trentham prohibits photography and use of video/recording equipment during performances, unless for private use. We therefore do not permit the following items to be brought into the events arena.

- Tripods
- Audio visual and video equipment
- Cameras with detachable lenses

Please note, on the night of the event, artists may make specific requests limiting photography. The security team's decision is final.

**What is the smoking policy?**

The Trentham Live events are all open air and are not classed as enclosed spaces where it would be illegal to smoke or 'vape'. Whilst smoking and vaping is permitted, we expect all our customers to behave responsibly and to be considerate to other customers. If your smoking or vaping is deemed to be causing an issue for other concert goers, you may be asked to desist or move locations.

**What is the drugs policy?**

The Trentham Estate operates a zero tolerance drugs policy. You may be searched and anyone seen

to be in possession of drugs or psychoactive substances / so-called 'legal highs', risks being ejected from the venue and reported to the police.

### **What will happen if I try to bring in a prohibited item?**

At all entrances to the arena bags will be searched by our security team and prohibited items will either be confiscated or you will be asked to return them to your vehicle.

## **LOCATION**

### **Where do the concerts take place?**

Trentham Live will take place in Trentham Gardens on The Trentham Estate in Staffordshire. The concerts will be held on the events arena, located behind the Italian Gardens Tearoom. It is not a covered area and therefore is open to the elements so please wear suitable clothing and footwear. Camping chairs are permitted, but please be aware that the event area is quite flat, so people standing may obscure your view of the stage.

### **How do I access the event?**

If you have purchased standard tickets, please use the main garden entrance in the centre of the shopping village. Be prepared to go through the bag check area prior to entering. If you're bringing a camping chair, be prepared for a delay whilst this is security checked.

If you have purchased VIP tickets, then you will need to Trentham Gardens through a separate VIP entrance near to the VIP parking area, marshals will guide this to you on arrival. You will need to show your VIP tickets in order to access the VIP entrance. Security and bag check searches will be conducted in this area.

### **How do I access the Golden Circle?**

Those ticket holders who have purchased Golden Circle or VIP tickets will be permitted entry into the golden circle area of the arena by showing their wristband at the entry gate. This area is limited access and is closest to the stage providing the best view and placing you in the heart of the action.

### **What time will the event end?**

Trentham Live concerts normally finish around 10.30pm. Live music will not continue beyond 11pm.

### **How long will it take to leave the venue at the end of the night?**

The majority of our customers will be arriving by car over a period of 2-3 hours. In some cases, it may take over an hour to exit the car parks safely due to the number of vehicles leaving at the same time. Thank you in advance for your patience as our traffic marshals work to get everyone out as quickly and safely as possible. When leaving the site, please consider our neighbours, leave quietly and have a safe onward journey home.

### **Where can I stay?**

Please contact the local tourist information website, Visit Stoke, for full details of local accommodation. The Trentham Estate does not allow camping on site or in the car park area.

**Will the concert go ahead if it's raining?**

Concerts will go ahead regardless of weather, except in extreme conditions where the venue is deemed unsafe or unfeasible to hold the event. We advise all customers to wear suitable clothing and footwear for an outdoor event. Unfortunately, we do not permit umbrellas to be taken into the arena, we instead recommend bringing a raincoat. Ponchos will also be available to purchase on the day.

**How will I find out if the event is cancelled?**

If the event does get cancelled or postponed, Ticketmaster will email you with all the information you need. You do not need to contact us.

**Is food and drink available?**

A fully licensed bar and a variety of food and drink outlets are available in the events arena. Most bar and food outlets accept card payments, however we strongly advise you bring some cash as well. A 'challenge 25' policy is in operation at the bar. You may be asked to present your ID when purchasing alcohol. Acceptable forms of ID are passport, driving license or the government proof of age scheme card. If you do not have ID when challenged, you will not be served.

Food vendors cater for vegetarian, vegan and gluten free diets. We encourage you to discuss any allergies or intolerance with the food vendors on site.

**Is seating provided and do you reserve seats?**

Seating is not provided or reserved. You are welcome to bring blankets and folding chairs but please be aware, the audience may choose to stand throughout the event in any part of the arena. You cannot claim a spot with blankets and chairs and leave it unattended.

**Will there be laser and strobe lighting?**

Laser and strobe lighting may be used at some events. Check the venue pages for more details, or if you have any accessibility concerns please see our Access Statement.

**Do the concerts affect the Gardens and the wildlife?**

Trentham Live takes place in our dedicated events arena – on the outskirts of the historic gardens. It is surrounded by Trentham Parkland which is robust and has the ability to absorb sound.

After each concert litter teams clean the site. It takes about 72 hours to de-rig the infrastructure and return the site to its original state.

We work with local authorities to ensure there will be a smooth flow of traffic to and from all events. Sites are generally clear of traffic within a couple of hours of closing the arena.

**Why does The Trentham Estate host concerts?**

We are committed to preserving the beauty and heritage of The Trentham Estate and opening up the Gardens to new visitors. Through Trentham Live we are able to reach new audiences and give them the opportunity to appreciate The Trentham Estate.

