

Trentham Live

FAQ's

Please note that the information below is subject to change

General Information

This document aims to give you all the general information you need about facilities, restrictions and prohibited items. The main points to be aware of are:

- Gates open at 4pm and live music starts at approximately 7.30pm. The concert should finish between 10 and 10.30pm.
- 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 and people in front of you may stand at any time.
- 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 event. Reusable water bottles are permitted, which you can fill at our free water station.
- We will not allow large bags into the event, but you will be permitted to take small bags, no larger than A4, in with you.
- No banners, flags or laser pens are permitted.
- Animals, except for 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

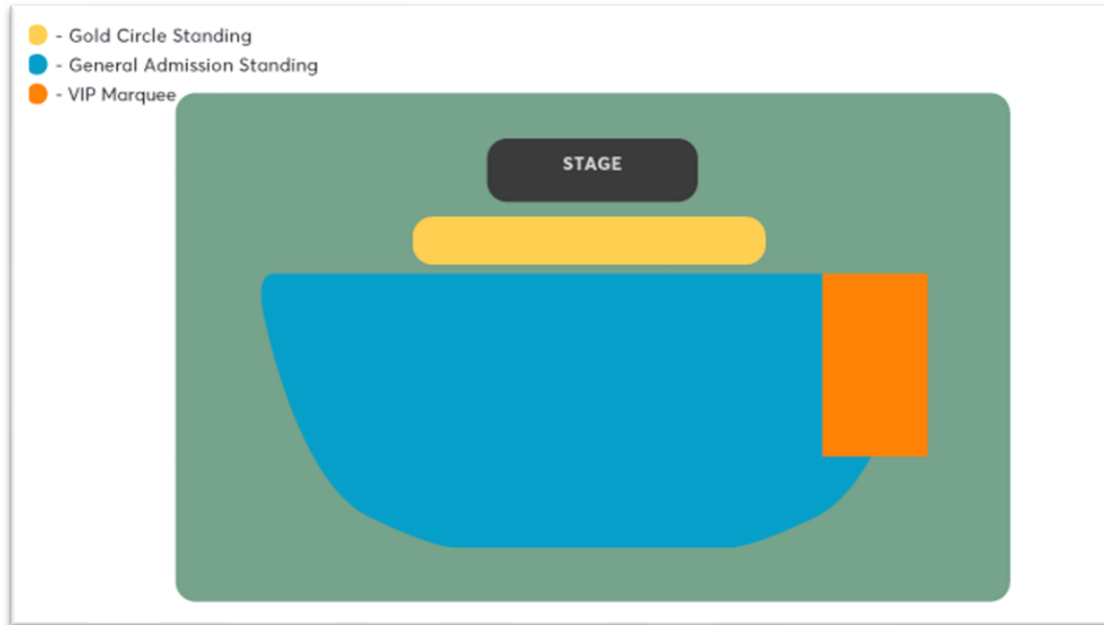
General Admission: £45.00 + fees

Golden Circle: £65.00 + fees

VIP: £125 +fees

Once purchased, tickets cannot be exchanged, refunded or returned unless the event is cancelled.

Arena map provided as a guidance only



FAQS

Should I book in advance?

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

What are the different ticket levels and what do they include?

General Admission

Access to the main concert arena and free car parking at The Trentham Estate (subject to availability). Please note that the general admission area is standing only, no seats will be provided or can be taken into this event.

Golden Circle

Access to the main concert arena, free car parking at The Trentham Estate and entry into the golden circle area next to the stage. Please note that the golden circle and general admission areas are standing only, no seats will be provided or can be taken into this event.

VIP

VIP parking, a separate entrance, a free shuttle service to and from the event arena, entry into the golden circle area next to the stage (standing only), seating in the VIP area, access to the VIP marquee, a free welcome drink, access to a VIP eatery, bar and toilets and a souvenir lanyard.

Ambulant Accessible

Accessible parking, a separate entrance, a free shuttle service to and from the event arena and access to the general admission area which is standing only - no seats will be provided or can be taken into this event. Please read the rest of this document for further accessible information.

Wheelchair Accessible (limited availability)

Accessible parking, a separate entrance, a free shuttle service to and from the event arena and access to the main concert arena on a raised accessible platform suitable for wheelchairs and mobility scooters. One seat provided for an accompanying carer and access to accessible toilets.

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 always follow government advice and guidance. If events of this nature aren't permitted at the time of the event, we'll reschedule Trentham Live to 2023 and all bookings will automatically be transferred across to a new date.

How do I purchase tickets?

Tickets must be purchased online at www.ticketmaster.co.uk/trentham-live
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. Each accessible ticket purchased will enable one carer to attend FOC.

Are children allowed?

Yes, however all children will require a ticket and children under 16 must be **accompanied within the event arena** 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.

Where can I park for the events?

General admission and golden circle ticketholders can park at The Trentham Estate main north entrance for free (subject to availability). Please note that cars cannot be left overnight in the car park. Parking for accessible and VIP ticketholders is in a separate area of The Trentham Estate. Full details will be provided to visitors with these tickets 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 are the timings

Gates open for Trentham Live from 4pm, please do not arrive on site prior to this as your concert ticket will only allow access after this time. Live music will start from approximately 7.30pm and event entry will be permitted until 8.30pm. Visitors arriving after 8.30pm will be unable to access the event and we do not allow re-entry. Trentham Live concerts normally finish around 10/10.30pm.

Is there disabled access to the concerts?

There will be wheelchair friendly, free, shuttle service provided to take all accessible ticketholders and their carers from the accessible car park to the concert arena. There will be a wheelchair accessible viewing platform (limited availability) in the arena and accessible toilets.

There will also be a dedicated standing area towards the back of the arena for ambulant accessible ticketholders and their carers, who wish to stand for the event but need a less crowded area and/or the option of sitting for short periods of time. If you have booked an ambulant accessible ticket and wish to use this area, please email events@trentham.co.uk

What happens on arrival?

If you opt for a mobile ticket, please have this ready along with all members of your party. If you're arriving separately, 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.

What should I bring?

Please only bring items that are essential to your evening. Our security team will carry out searches at all entry points and **bags larger than A4 are not permitted**. The less you bring the quicker it will be for you to enter the arena. Dress for the outdoors - bring something warm for later in the evening and a waterproof.

Can I bring my own food and drink?

Similarly to other major music events, food and drink purchased outside of the venue will not be permitted past the search area. There will be bars and food outlets available for purchases inside the arena catering for all dietary requirements and access to free drinking water. You are permitted to bring an empty reusable water bottle which you can fill at our free water station.

Which items cannot be brought into the arena?

In addition to the restriction on food and drink, chairs, bags larger than A4 and umbrellas, several other items 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 –

[Trentham Gardens Event Ticket Terms and Conditions | Trentham Estate](#)

The most common prohibited items to be aware of however are:

- Bags larger than A4
- Chairs (including seat sticks and inflatable seats)
- Food
- Drink
- Umbrellas
- Glass of any kind including bottles and jars
- Sharp instruments

PLEASE NOTE: No chairs of any kind are allowed into Trentham Live. You can bring a small blanket to sit on in between performances but please be aware that people in front of you may stand at any time. Seating is only provided in the VIP area and on the wheelchair accessible viewing platform.

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?

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, it is only allowed in clearly signposted dedicated smoking/vaping areas where the risk from fire and smoke can be managed. Please ensure that you move to these areas if you wish to smoke or vape. Smoking and vaping is strictly prohibited in the Golden Circle and VIP area.

What is the drugs policy?

The Trentham Estate operates a zero tolerance drugs policy. You will be searched on entry 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?

Searches will be conducted at all entrances and prohibited items will be confiscated.

Where do these 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 which is approximately 0.5km walk from the main gardens entrance. It is not a covered area and therefore is open to the elements so please wear suitable clothing and footwear.

How do I access the event?

Please use the main gardens entrance in the centre of the Shopping Village for both General Admission and Golden Circle tickets. Be prepared to go through the search area prior to entering. VIP and accessible ticketholders will access Trentham through a separate entrance. Security and searches will be conducted in this area and transport will be provided to take you to the main event arena.

How do I access the Golden Circle?

Those ticketholders who have purchased Golden Circle or VIP tickets will be permitted entry into the golden circle area of the arena by showing their wristband and/or lanyard 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.

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

Most 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.

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.

How will I find out if the event is cancelled?

Our concerts are only cancelled in extreme circumstances. Every effort is made to proceed with the event, but if there is a need to cancel, please be advised that the decision to cancel will not be made until the day of the event(s) and will be announced on social media/website.

Is food and drink available?

Fully licensed bars and a variety of food and drink outlets are available in the events arena. To minimise contact, card payments are preferred across all concessions. 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 licence 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. You are not permitted to bring any food or drink of your own past the bag and security check.

Is seating provided and do you reserve seats?

Trentham Live is a standing event therefore seating is not provided, except for the VIP area and wheelchair accessible viewing platform. You are permitted to bring small blankets to sit on but please be aware that the audience may choose to stand throughout the event in any part of the arena.

Will there be laser and strobe lighting?

Laser lighting may be used at some events however we don't use strobe lighting at our concerts. 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 can 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.

Why does The Trentham Estate host concerts?

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