

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:

- Event Gates open at 4pm and live music starts at approximately 7.30pm. The concert should finish 10-10.30pm.
- Your tickets will give you access to the Gardens from 2pm to enjoy the facilities. All carparks will be open and available from this time, carparking locations vary across all ticket categories. Event site/arena access will be from 4pm.
- There is no re-admission after entry. Please plan ahead because once you're in, you're in!
- Seats and chairs of any kind are 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. Please see the accessible ticket holder information below as this does vary slightly.
- 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 and the Live events will go ahead.
- No food or drink is permitted to be brought into the event. Empty reusable water bottles are permitted, which you can fill at our free water station. Please see FAQ below relating to medical requirements.
- No glass of any kind is permitted. Including but not limited to, glass perfume and makeup bottles.
- We operate a Zero Tolerance policy with regards to Drugs, should any be found on your person during search, you will be ejected from site.
- We do not allow large bags into the event, but you will be permitted to take small bags, no larger than A4, in with you. Please just bring what is entirely essential to you on the evening.
- 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.
- Once purchased, tickets cannot be exchanged, refunded or returned unless the event is cancelled.
- The arena map is provided as a guidance only.

FAQS

Should I book in advance?

Yes, we have an initial Earlybird capacity for this event which will be the cheapest you will ever see the tickets. Once these tickets are sold, the next pricing increment will be released so we suggest you buy early to avoid disappointment! Tickets will not be available on the door on the night.

Can I park onsite?

We have free parking onsite which is available on a first come first served basis. We recommend using public transport, walking and using taxis/lift shares where possible.

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

General Admission

Access to the gardens from 2pm, access to the main concert arena from 4pm. Main concert arena will have bar and eatery access.

VIP

VIP parking to ensure speedy entry and exit (note, unlike Trentham Live parking will be in a different location), a separate queue line and bag check, entry into your exclusive area in-front of the stage (standing only), covered seating area near to your own VIP eatery, bar and toilets.

Please note, entry is permitted at the same time as the general admission queue.

Please note that these areas are ALL standing only, no seats will be provided or can be taken into this event.

Ambulant Accessible (limited availability)

Access to accessible parking near to the event arena (or designated parking with a shuttle). Access to accessible toilets, access to dedicated seating area.

Please note, Ambulant accessible tickets are general admission tickets with access for the ticketholder and one accompanying carer within an area of allocated seats.

Wheelchair Accessible, Platform Access (limited availability)

Accessible parking near to the event arena (or designated parking with a shuttle), access to accessible toilets, a seat for accompanying carer on the platform.

Please note, wheelchair accessible tickets are general admission tickets within the main concert arena on a raised accessible platform suitable for wheelchairs and mobility scooters.

PRE- EVENT

How do I purchase tickets?

Tickets must be purchased online at www.ticketmaster.co.uk

A limited number of physical tickets will be available onsite at our Visitors Centre upon release once they're gone, they're gone.

Can we have our tickets sent out in the post?

This is no longer an option with Ticketmaster to opt in for postal tickets. All tickets will be sent via email/available in the Ticketmaster app.

When is best to buy tickets/will you discount tickets at any point?

With our tiered pricing, tickets will be at their cheapest upon release with our Earlybird ticket allocation. We suggest you get in quickly as once they're gone at this price; the next tier will release.

Do carers accompanying disabled persons require a ticket?

Yes. When you select your wheelchair accessible or ambulant accessible ticket, please select 1 accompanying carer alongside, this is a complimentary ticket. You will then be issued 2 tickets for both you and your carer. Each accessible ticket purchased will enable one carer free of charge.

Should you require any further carer tickets, these will be payable. Please purchase your initial accessible ticket and complimentary carer, you can then contact Ticketmaster via your online account to request the addition of general admission tickets. Please note, only one carer is permitted with the accessible ticket holder on both the platform and in the ambulant area.

Are children allowed?

Yes, however all children will require a ticket and children 16 and under 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 (16 and under). If you are over 16, 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). Under 3's go free.

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?

Parking is free and is on a first come first served basis, whilst we have a large carpark with numerous spaces, we cannot guarantee you will find a space. We encourage guests where possible, to use public transfer, lift shares, drop offs, or walk if local. Please note cars cannot be left overnight in the car park. Full details will be provided to accessible and VIP ticketholders via a pre-event email from Ticketmaster nearer the time, this will vary to our Trentham Live parking.

Can I get there by public transport?

Yes, and we highly encourage this. The nearest train station is Stoke-on-Trent, which is approximately 4 miles from 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 to the event site open from 4pm however your concert ticket will enable you to visit the Gardens on the day of the event from 2pm. Live music will start from approximately 7.30pm and event entry will be permitted until 8pm. Visitors arriving after 8pm will be unable to access the event and we do not allow re-entry. Our concerts normally finish around 10/10.30pm.

ACCESSIBILITY

Is there accessible access to the concerts?

There will be accessible car parking near to the concert arena, available to guests with Wheelchair or Ambulant Accessible tickets or for those guests who have General Admission tickets but possess a blue badge.

There will be a wheelchair accessible viewing platform in the arena with access to accessible toilets, the space in this area is limited and is on a first come first served bases. The platform must be booked in advance via Ticketmaster, please select 'Wheelchair Accessible' tickets.

There will also be an Ambulant accessible area with access for the ticketholder and one accompanying carer within an area of allocated seats. These seats are designed as a rest area and are not located on a raised platform or suitable seated viewpoint of the stage for the duration of the event. Please select 'Ambulant Accessible' in the ticket section on Ticketmaster.

There will be a dedicated standing area towards the back of the arena for ticketholders who are able to stand for the event but need a less crowded and quiet area and/or the option of sitting for short periods of time. Chairs will be provided in this area for those ticketholders that need them, these chairs must not be moved.

I'm pregnant/I've broken a bone, can I bring a chair?

You are not permitted to bring your own, however there will be a dedicated standing area towards the back of the arena for ticketholders who are able to stand for the event but need a less crowded area and/or the option of sitting for short

periods of time. Chairs will be provided in this area for those ticketholders that need them, these chairs must not be moved.

There may also be the option to upgrade to VIP where seating is also provided in a covered area away from the stage.

I am diabetic, am I able to bring in essential snacks?

Yes, if you require anything specific, please do bring it with you.

We ask that you bring a sensible amount as the security team will take away anything deemed excessive, i.e. a full picnic. Please also have proof of dietary need with you, should the security team ask for it.

I have an allergy or other food related requirement:

We take steps to ensure all dietary needs and requirements are met with our catering options on site, however if you have a particular concern, please email events@trentham.co.uk

ON THE DAY

What happens on arrival?

Please have your mobile ticket downloaded onto your phone or visible in the Ticketmaster app, please arrive together with all members of your party as the Ticketmaster tickets are non-transferable.

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, just in case!

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.

If entering the main gardens at 2pm, you are able to bring in a picnic. This must be eaten or disposed of before entering the Event Arena.

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, jars, glass makeup and perfume bottles
- Sharp instruments

PLEASE ALSO NOTE: No chairs of any kind are allowed into our celebratory concerts. 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 at the back of the VIP area, in the ambulant 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?

All of our music 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.

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. You will be offered the chance to take items back to your vehicle.

Where do these concerts take place?

Celebrating Stoke 100 concerts will take place in Trentham Gardens on The Trentham Estate in Staffordshire, in our Events Field. The concerts will be held on the

events field 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. Please note, this is a completely different location to 'Trentham Summer Concerts'.

How do I access the event?

Please use the main gardens entrance in the centre of the Shopping Village for all ticket types. Be prepared to go through the search area prior to entering. Accessible ticketholders will access Trentham through a separate entrance (information will be shared on a pre-event email). Security and searches will be conducted in these areas.

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 estate and car parks safely due to the number of persons and vehicles leaving at the same time. Thank you in advance for your patience as our marshals work to get everyone out as quickly and safely as possible. Please follow the advice of marshals to assist us in managing the exit of all guests safely.

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. We do have a Premier Inn located right on our carpark, please visit their website for booking information and pricing. Accommodation packages are available through Ticketmaster.

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 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. 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?

These concerts are standing events therefore seating is not provided, except for at the back of the VIP area, ambulant 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?

These concerts take 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.