

KILIMANJARO & DHP PRESENTS
BY ARRANGEMENT WITH CAA

Ed Sheeran

CHANTRY PARK, IPSWICH - 23, 24, 25 & 26 AUGUST 2019

CUSTOMER INFORMATION

Dear Customer,

There's not long to go until Ed Sheeran returns home to conclude his mammoth Divide world tour with 4 huge shows at Chantry Park. Here's some information so that you can get organised and have the best time possible, whilst also keeping yourself and your belongings safe.

WHEN ARE THE SHOWS?

Ed Sheeran will be playing Chantry Park, Ipswich on Friday 23, Saturday 24, Sunday 25 and Monday 26 August 2019.

WHAT TIME CAN I ARRIVE?

The box offices open at 3pm & the entrances will open at 4pm each day. We will be conducting enhanced checks of tickets and bag searches at the venue so we strongly recommend you arrive early.

HOW DO I GET TO CHANTRY PARK?

ON FOOT

Chantry Park is a 25-minute walk from the Town Centre and the railway station, so walking is a great option to get to and from the park quickly.

BY SHUTTLE BUS

A shuttle bus service will run every 10 minutes between Ipswich railway station, Old Cattle Market bus station and Tower Ramparts bus station to the park. From 2pm with return journeys starting at 10pm.

£3 per person.

PARK & RIDE

A Park & Ride service provided by First Travel Solutions will be available from Trinity Park, Felixstowe Road, Ipswich, IP3 8UH.

Advance tickets cost £12 per person, inclusive of parking and bus travel to and from Chantry Park.

Tickets on the day cost £15 per person, inclusive of parking and bus travel to and from Chantry Park.

We strongly recommend that you book in advance to guarantee your place.

Tickets for the Event Park & Ride service are available to book via the First Bus app. Download the app via the [App Store](#) or [Google Play](#).

For more information please visit <https://www.trinityparkevents.co.uk/events-diary/official-ed-sheeran-park-and-ride/>

BY COACH

Big Green Coach is the official and exclusive coach travel partner to the Ed Sheeran 2019 UK Tour and they are operating day return coach services from over 51 locations to Chantry Park. Fares start from just £25 but spaces are limited so please book in advance.

Tickets for national coaches can be purchased from:

<https://www.biggreencoach.co.uk/events/ed-sheeran-tickets-coach-travel>

BY CAR

In order to minimise disruption in the local area and to provide safe walking routes for concert goers there will be no parking available at the park or the surrounding areas and some traffic restrictions will be in place. For more information on where you can park within the town centre, see here: <https://allaboutipswich.com/>

There is limited parking available for valid blue badge holders which must be booked in advance and will be on a first come, first served basis. Spaces can be booked up to 24-hours in advance of the concert date.

For information on how to book a space please [click here](#).

Please note - You will first need to register an account on the Ipswich Borough Council website. Once you have done so you will be taken through to the information page.

DROP OFF & PICK UP

Drop off/pick up point ONLY for customers and taxis at Sainsbury's, Hadleigh Rd, Ipswich, IP2 0BX from 2pm each day. Normal parking restrictions apply in the Sainsbury's car park.

BY TRAIN

Greater Anglia will be operating additional services after the concert on the mainline between Ipswich and Norwich, Colchester and London. For full details and to book tickets please visit

<https://www.greateranglia.co.uk>

For full details of all travel options please visit

<https://www.ipswichentertains.co.uk/ed-sheeran-at-chantry-park/>

OFFICIAL COACH AND MINIBUS PARKING

Are you bringing a coach or minibus to any of the Ed Sheeran shows at Chantry Park, Ipswich? If so, you need to pre-book your parking space in the Official event coach park.

Please click on the following link to view all the details and purchase your parking pass:

www.biggreencoach.co.uk/events/es-coach-parking-permits

Spaces are limited and prices are discounted when buying in advance

WHAT DO I DO WHEN I ARRIVE AT CHANTRY PARK?

A new paperless ticketing system will be in operation and no physical tickets will be issued in advance. You'll need to bring the following to gain entry to the event:

- The original payment card used to make the booking
- Your booking confirmation email (you can show this on your phone or printed out)
- Government issued photo ID that matches the name on the payment card (driving licence or passport)

To speed up entry there will be designated queueing lines for each ticket provider so make sure you note who you bought your ticket through and when you get to the entrance LOOK UP and make sure you get into the right lane.

Ticketmaster	Yellow
See Tickets	Blue
AXS	Red
Gigantic/Alt	Green

Our stewards will be on hand to help you when you arrive. Look out for them in their coloured high visibility jackets.

Ed Sheeran's official website carries an FAQ section for the UK shows which may help you with any questions you have on how the ticketless entry works.

<https://www.edsheeran.com/faq-uk>

IMPORTANT INFORMATION RELATED TO INVALIDATED RESOLD TICKETS:

If you can no longer attend the concert you must only sell tickets through official fan to fan resale through your ticket provider.

If you have sold your tickets through Viagogo or any other secondary site these buyers will not get in to the concert. You should inform them instantly.

If you or someone you know were sold tickets for the show through either Viagogo or any other unauthorised ticket site, these tickets will not be valid for entry.

Please visit the Fanfair Alliance where you will see advice on how to get refunds for invalid tickets:

http://fanfairalliance.org/wp-content/uploads/2017/08/VofV_Guidance.pdf

ACT NOW – do not leave this until the day of the event as this will be too late.

WHAT ARE THE SHOW TIMES?

The first act will take to the stage at 5.45pm.

The show will finish at approximately 10.15pm.

Full show times will be published closer to the time of the shows.

WHAT HAPPENS IF I LEAVE THE PARK? CAN I COME BACK?

No, if you leave the event you won't be able to come back in. Once you're in, you're in so please make sure you bring everything you need with you.

IF I ARRIVE LATE, WILL I STILL BE ALLOWED INSIDE?

Yes, latecomers will be permitted entry. Please follow instructions from stewards on arrival.

WHERE IS THE BOX OFFICE?

There are box office cabins at both the London Road and Hadleigh Road entrances.

CAN I STILL BUY TICKETS?

Both general admission and grandstand seated tickets are still available for some of the shows. Join the fun here <https://myticket.co.uk/artists/ed-sheeran>

Disabled customer tickets are available here <https://edsheeran.alttickets.com/ed-sheeran-tickets>

There will be a British Sign Language interpreter available on request for the show on Saturday 24 August & Sunday 25 August. If you would like to use this service please book via <https://edsheeran.alttickets.com/ed-sheeran-tickets>

Limited tickets may be available on the day. The box offices at Chantry Park will be the only official place to purchase tickets.

IS THERE AN AGE RESTRICTION FOR THE SHOW?

Yes, to ensure the safety and wellbeing of everyone at the show, we have imposed age restrictions. Nobody under the age of 5 will be allowed inside the concert site. Anyone under the age of 16 must be accompanied by an adult aged 18+.

WHAT SECURITY WILL BE IN PLACE?

Enhanced security checks are in place at Chantry Park and we ask you to support our stewards and cooperate fully so our team can carry out these measures efficiently in order to ensure your safety. Do not bring bags larger than A4 sized. See below for a list of what you can/can't bring into the site.

WHAT SHOULD I DO IF I HAVE A LOST OR FOUND CHILD?

Please speak immediately to the nearest member of staff, ideally someone in the security or stewarding team but most staff members are able to raise an alert.

CAN I BRING A BAG?

You are allowed to bring a small bag. As a general rule, the less you bring, the quicker you and everyone else will get in. Please note there are no temporary storage facilities for any items that are not allowed into the concert site so it will be up to you to find somewhere to store these items. Bags left in unauthorised surrounding areas will be disposed of immediately by the police. We cannot be held responsible for late admission or non-admission as a result of this policy.

CAN I BRING ALCOHOL INTO THE CONCERT?

No. Alcohol cannot be brought into the concert site but plenty of bars are inside to provide you with refreshment. Suitable ID must be provided on request before alcohol will be served.

IS THERE A MAP OF THE SITE?

Ed Sheeran

FRIDAY 23, SATURDAY 24, SUNDAY 25 & MONDAY 26 AUGUST CHANTRY PARK IPSWICH



WHERE DO I GO ONCE I GET INSIDE?

The site map above highlights the areas of the park which will be used for the event, whilst also showing where the entrances, bars, concessions, toilets, medical and information points are. These plans will be dotted around the event site to ensure you can always find your way.

WHAT CAN I EAT?

There will be plenty of food concession units around the event site. A wide variety of food will be available to cater for all needs, this includes gluten free, vegetarian and vegan options.

Please note: not all of the concessionaires will be able to accept card/contactless payments, so please ask before you make your order.

WHERE CAN I GET A DRINK?

The site plan shows the location of all of the bars on site. Here you will be able to buy alcoholic drinks, soft drinks and water.

The bars will be operating a Challenge 25 policy so you will need to show ID if you wish to purchase alcohol and look under the age of 25.

All of the bars will be accepting card/contactless payments as well as cash.

Water refill points will also be available across the site and you're encouraged to reduce waste by bringing your own empty plastic bottle [no glass please] (under 500ml) to fill up.

WILL THERE BE CASH MACHINES?

Cash machines are available and will be accepting all major UK debit/credit cards.

Please note: a fee will be charged to use the machines.

WHAT SHOULD I BRING?

Chantry Park is a green field space, which means the majority of surfaces will be grass and although the ground is mainly flat, it can be a little uneven. To make your experience as enjoyable as possible we recommend bringing the following items with you:

- The original payment card (debit or credit card), original email booking confirmation and a Government-issued photo ID which matches the name on the card
- Appropriate clothing, footwear and protection for the weather of the day
- Sun lotion (up to 100ml)
- Empty plastic bottle that is 500ml or less, which can be refilled on site
- Money and/or bank card. There will be cash machines on site, which accept all UK debit cards. Please note: A fee will be charged to use the machines
- Photo ID. We recommend bringing your identification no matter what age you are as the bars will be operating a Challenge 25 policy and therefore you will need to use ID if you look under 25 and wish to purchase alcohol.
- Medication. We recommend bringing your prescription and/ or a doctor's note for any medication you wish to bring in to the event to show to security during the search procedure on entry.

IS THERE ANYTHING I CAN'T BRING INTO THE EVENT?

There will be a full person and bag search in operation. Please do not bring any of the following with you as you will not be allowed to enter the site if any of the below items are found in your possession.

- Aerosols
- Air horns
- Alcohol
- Animals (except assistance dogs)
- BBQs or any cooking apparatus
- Bicycles, scooters, roller skates
- Blow torches
- Cans
- Cameras (DSLR/SLR) with detachable lens
- Chairs
- Chinese lanterns
- Cooking apparatus
- Cool bags / boxes (large)
- Cigarettes (more than for personal use)
- Cutlery
- Drinks (empty plastic bottles 500ml or less are permitted)
- Drones
- Fireworks / pyrotechnics
- Flags with poles
- Flares / distress flares / smoke flares
- Food (small amounts for personal consumption permitted)
- Gazebos and parasols
- Gas cylinders/canisters
- Glass
- Knives
- Liquids (over 100ml)
- Illegal substances (drugs)
- Laser pens
- Legal / herbal highs (includes Nitrous Oxide and associated equipment including balloons)
- Megaphones
- Professional audio-visual recording equipment
- Smoke bombs / canisters
- Sound systems
- Tables
- Tabards/High Viz Jackets
- Large Umbrellas (small telescopic umbrellas are permitted)
- Weapons

Prohibited items will be confiscated and if any attendee is found with any illegal item they will be refused entry and referred to the Police.

ARE THERE MEETING POINTS INSIDE?

Due to the size of the arena there are no designated meeting points. We suggest you decide on a suitable rendezvous point with your family/friends in case you become separated. It may well be worth agreeing one outside of the arena compound as well, in case you become separated when leaving the concert. We would recommend this being a short walk away from the site as the exits will be extremely busy at the end of the show and you will not be able to wait in places where an obstruction may be caused.

WHAT HAPPENS IF SOMEONE IN MY PARTY GOES MISSING?

If you require assistance please contact a member of security, a steward or a police officer who will be happy to help.

I NEED SOME FIRST AID, WHERE CAN I FIND HELP?

We have a first aid point near the Hadleigh Road entrance. This is distinguishable on the map by a red cross and on site by the standard green cross signs. Our medical team will be mobile so if you require assistance please speak to a steward or security who will contact the medical team.

I'VE LOST SOMETHING, WHAT DO I DO?

We hold lost property on site for 48 hours before passing it on to Ipswich Borough Council. If you've lost something, please speak to a steward.

IS THERE ANYTHING ELSE I NEED TO KNOW?

Here are a few top-tips for having the best time at the show;

- Make sure your phone is fully charged, you could even bring a portable battery pack.
- Stay hydrated. All the dancing and singing can dehydrate you.
Refill your reusable bottle on site (under 500ml)
- Avoid ticket touts! Entry to the show will not be permitted without the booker's card and ID.
- Don't buy unofficial merchandise!
Use only official Ed Sheeran merchandise outlets at Chantry Park.
- Have a great time and make sure to share your pictures and videos online.
Use the tour hashtags #DivideTourIpswich #DividetourUK

DISABLED CUSTOMER INFORMATION

[Click here](#) for all information relating to disabled access, car parks and British Sign Language

