

# GENERAL INFORMATION

## TICKET COLLECTION

**General Tickets:** Tickets can be bought or collected at the box office located at ❶.

**Artist Area/Guestlist:** Wristbands must be collected from the Admissions Marquee signed GUESTLIST at ❷.

**VIP Packages:** Wristbands must be collected from the Admissions Marquee signed VIP Nation at ❸.

**Info Tent:** The Info Tent is located at ❹.

**Toilets:** Toilets are located ❺. (See "Disabled Section" for disabled toilet information).

## TRAVEL

### Bus

Stephensons 6, 59 & 313

C.J. Myall service 101 (132 Sun only)

TGM 301

Viceroy 34, 59, 590

Please note: All pass within 1/4 mile of entrance

### Train

Audley End 1 1/4 miles.

Last train from Audley End Station to London Liverpool St Station

Friday 11.46PM

Saturday 11.44PM

Sunday 11.10PM

Last train from Audley End Station to Cambridge Station

Friday 11.52PM

Saturday 11.55PM

Sunday 11.23PM

Please Note: Footpath is beside a busy main road

**Car Park:** We expect access to Audley End House via road to be very busy, we recommend setting off early and be prepared to wait for parking. Leaving the site will also take considerable time due to the road access. We request customers please be patient and respectful to our staff when leaving the venue.

The Audley End House car park will be open for the Heritage Live concerts. We encourage purchasing a parking pass online in advance to avoid queuing before the event. While purchasing your tickets you will be offered the option to purchase a pass for £5 or alternatively, you can buy the pass in cash at the concert (fast track lane available for prebooked parking pass holders).

1 mile west of Saffron Walden on B1383

(M11 exit 8 or 10)

Sat Nav Postcode: CB11 4JF

### Taxi

Audley End Taxi Rank | 01799542001

Audley End Station Taxi Cab | 01799668166

Audley End Chauffeurs & Taxi Services | 01799543311

Safe Cars Premier Taxi & Chauffeur Services |

01799522226

Saffron Walden Wheel Chair Taxi | 01799543311

Saffron Walden Chauffeurs | 01799500548

Saffron Walden Taxis | 017799541621

### Bicycle

Find this site on The National Cycle Network

## DISABLED INFO

### General

Disabled parking and viewing platform must be booked in advance. We are unable to assist customers on site who have not booked prior to the show. Please refer to access info for further details.

### Disabled Car Park

The disabled car park is located at ❺. Spaces must be booked in advance and is for Blue Badge holders only.

### Platform

The platform is located at ❻ and is available to all customers who have pre booked spaces. Should there be space on the platform on the day of the show they will be allocated on a first come first served basis.

### Buggy Transport

The buggy pickup points are located on the trackway next to the disabled platform and also at the disabled car park. Customers can gain transport at the beginning and the end of the event.

### Toilets

The access toilets are located behind the access platform and available to all disabled customers.

## BRINGING IN ITEMS

### Bags, Food and Drink

Customers can only bring small bags on-site. Bags must not be bigger than a small rucksack or standard carrier bag. Customers can bring small picnics on-site. All bags will be searched. Sealed bottles of water can be brought on site, but strictly no alcohol or soft drinks are allowed.

### Other Items

Customers can bring in small folding camping chairs and picnic blankets. Umbrellas are allowed but we ask that you be considerate of other customers.

### Prohibited Items

Weapons of any kind or materials which can become a weapon, this includes domestic utensils, Alcohol or Soft Drinks (except for water in sealed plastic bottles), Large bags, rucksacks, holdalls or suitcases, Gazebos,

Tent's, temporary shelters or parasols, Flares, Fireworks, Fire Sticks, Chinese Lanterns, Lanterns, BBQ's, Fires, Fuel or any type of accelerant, Kites, Any Items for sale, Drugs & Illegal Substances – This is to include what were formerly named legal highs, Glass (including glass makeup and perfume bottles), Air horn, Audio visual recording or transmitting equipment (Professional) and drones, Balloons, Bicycles, Scooters, Roller skates, Blow torches, Large cool boxes (large), Flags with poles, Gas cylinders/canisters, Aerosols over 250ml, Laser pens, Smoke bombs, Sound systems (including personal speakers), Spray cans, Tables, Hi-Viz Jackets, waistcoats or tabards, Loudhailers, Generators, Animals – Unless assistance Dogs.

## ID

We operate a challenge 25 policy. Please do not be offended if you are asked for ID. If you are unable to provide ID you will not be served.

## Deck Chairs

Location The deck chair hire distribution point is located at 7.

Details Deck chairs are available for customers to hire. They do not need to be returned as our friendly staff will collect them at the end of the night.

## VIP VILLAGE

### General Info

There are two areas in the VIP Village.

Artist Guest Area is located at 8. For Artist Guest VIP wristband holders only.

VIP Grandstand is located at 8. For VIP Nation wristband holders only.

## EMERGENCY PROTOCOL

### First Aid

The Medical Tent is 9. An unwell or injured person should be taken to the Medical Tent.

## ON-SITE FACILITIES

### Smoking

There is a dedicated smoking area on site which will be sign posted.

### Timings

Vendors are open for the entire event.

### Payment

Card and/or cash is accepted at all bars. Food vendors are independent and we can't guarantee card will be accepted.

### Bars

### Licensing

Bars are open for the entire event.

