

WILL THERE BE FILMING AND PHOTOGRAPHY?

Photographs and/or video will be taken at the event, including live video displayed on the large screens. On the day, please let a member of staff know if you object to the future use of an image or video that features you.

WHAT ITEMS ARE NOT ALLOWED INTO THE CONCERT?

For your comfort and safety and that of other concert goers, we'd ask that you do not bring any of the following into the event.

Bag searches will be in place and you will be asked to take any prohibited item(s) back to your car or allow them to be disposed of.

- Fireworks and sparklers
- Smoke or gas canisters (including aerosols and nitrous oxide)
- Chinese lanterns
- Megaphones & air horns
- Sound systems
- Naked flames
- Flares
- Weapons
- Dangerous or hazardous items
- Laser devices
- Unauthorised items for trading
- Anything that may be used as a weapon or compromise safety
- Flagpoles measuring more than 1 metre
- Drones
- Illegal drugs including 'former legal highs'
- Unauthorised professional photography or recording equipment, zoom lenses
- Audio/visual or cinematographic devices
- Barbeques including disposable barbeques, camping stoves
- Flaming torches
- Tents / gazebos / shelters



THE Hannells DARLEY PARK CONCERT



**CUSTOMER INFORMATION
AND FREQUENTLY
ASKED QUESTIONS**

WHAT ARE THE OUTLINE TIMINGS FOR THE EVENT?*

1pm	Car parks open
2pm	Gates open
6:15pm	Concert begins
7pm-8pm	Sinfonia Viva
8:05pm-8:25pm	Interval music
8:30pm	Box Office points and entrance gates close
8:30pm-9:30pm	Sinfonia Viva (fireworks starting just after 9:15pm)
9:30pm	Concert ends

*Timings are approximate, please do allow plenty of time and be prepared for extra security measures. We respectfully ask for your cooperation on bag searches and approaches from security personnel to ensure everyone's safety and comfort.

WHAT TIME CAN I ARRIVE AND

CAN I LEAVE THE EVENT AND COME BACK?

Gates open at 2pm, with the concert starting at 6:15pm. No access will be granted into the event without a ticket and the entrance gates will close at 8:30pm to those arriving.

You will be able to leave the event area but re-entry will be with ticket only and you will be required to go through a search procedure again.

AM I ALLOWED TO BRING MY OWN FOOD AND DRINK?

We know that you love to bring a picnic for the concert, so food and drink are allowed. Please check the prohibited items list for additional guidance. There will be a range of catering units on site for those who wish to purchase food and drinks.

AM I ALLOWED TO BRING ALCOHOL?

Yes, alcohol is permitted. There will be a bar on site serving alcoholic and soft drinks.

CAN I BRING BOTTLES/GLASS?

Yes you can, but please bring plastic where possible. We request that all waste is deposited in the appropriate bins.

CAN I BRING MY OWN SEATS?

Yes you can.

IS THERE ANYTHING ELSE I SHOULD BRING?

We recommend you wear sensible shoes, warm clothes and bring waterproofs with you. The grass can become slippery in bad weather.

WILL I NEED A TORCH?

We will light the entrances and exits, but it is always useful to bring additional lighting.

CAN I BRING MY DOG WITH ME?

Please bring only assistance dogs into the event area and ensure that if they are afraid of fireworks, that you leave before this time.



WILL THERE BE AN ACCESSIBLE VIEWING AREA?

Yes, there will be an accessible viewing area located just off centre of the stage/stage right, audience left as you look at the stage.

WHAT HAPPENS IF I LOSE MY TICKET?

If you lose your ticket you will need to purchase a new ticket.

WILL THE CONCERT BE CANCELLED DUE TO BAD WEATHER?

No, not unless we are advised that health and safety is at risk.

CAN I GET A REFUND ON MY TICKET?

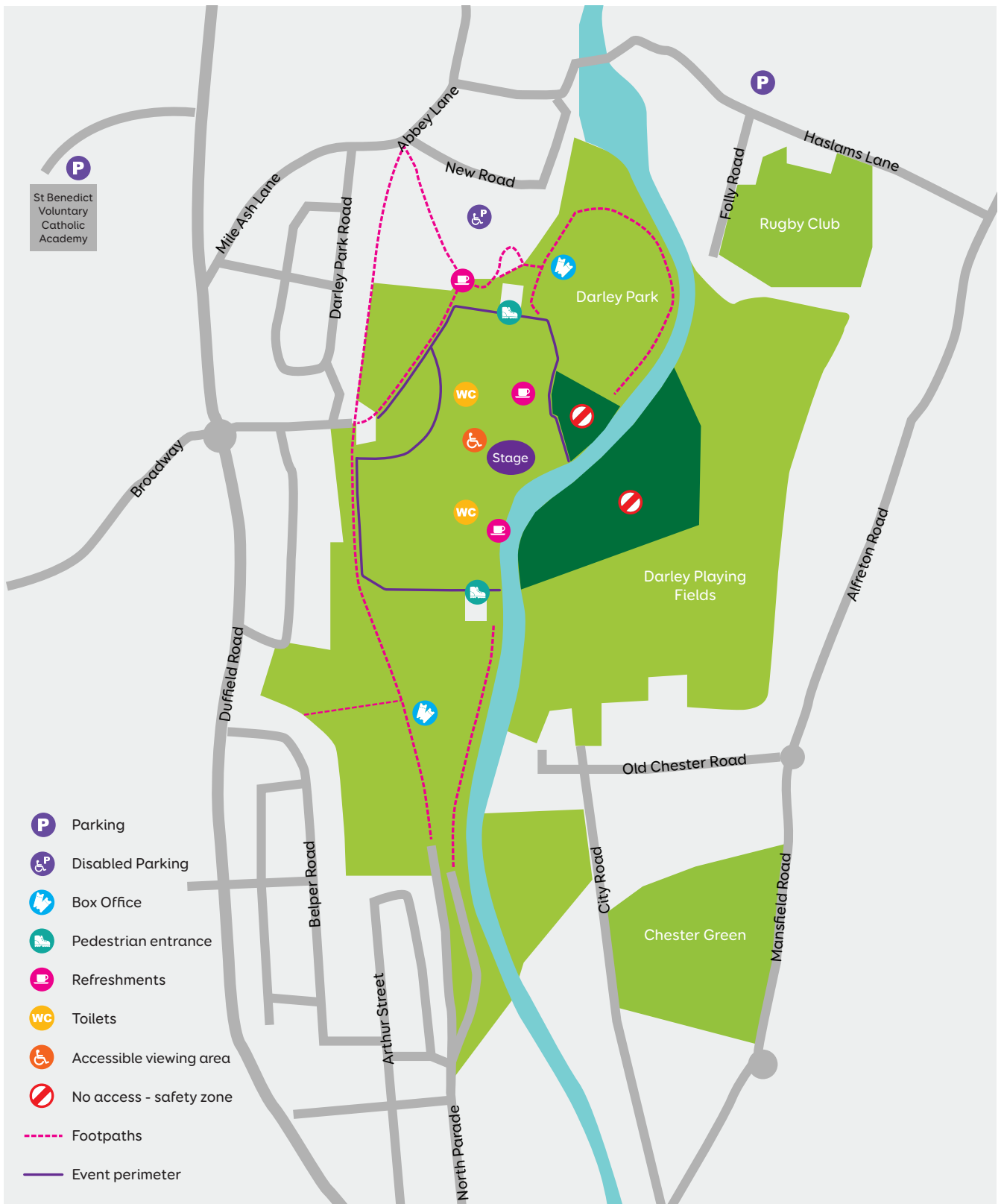
No, when you buy your tickets we will not refund your money. Please read our terms and conditions fully prior to purchasing. These can be found at derbylive.co.uk/ts&cs

IS DARLEY PARK OPEN TO THE PUBLIC PRIOR TO THE EVENT?

Yes, but if you are in the event area of the park at 12 noon, you will be asked to vacate this area. If you have a ticket for the concert, or wish to purchase one, you will then be able to re-enter the event area anytime from 2pm.

WILL THE DARLEY PARK TERRACE CAFÉ BE OPEN ON THE DAY OF THE CONCERT?

The café will be open.



HOW DO I GET INTO THE EVENT AND WHAT SECURITY MEASURES ARE IN PLACE?

There will be two entrances, one located at the Rowing Club end of the park, the other at Darley Abbey village end of the park. These will be located after the box office points, should you wish to purchase tickets on the day.

We respectfully ask for your cooperation on bag searches and approaches from security personnel to ensure everyone’s safety and comfort. Bag searches will be in place before the ticket gates.

There will also be a dedicated lane for those wishing to leave the event area. Re-entry will be with ticket only and you will be required to go through a search procedure again.

WHERE CAN I PARK?

We recommend you walk to the concert or use public transport to get to the park.

Car parking is priced at £5 (cash only) at St Benedict Catholic Voluntary Academy (DE22 1JD) and Derby Rugby Club (DE22 1EB), with limited spaces available.

We have first-come, first-served, limited parking available for Blue Badge Holders at the Cricket Club in Darley Village. This is located directly opposite the Abbey pub (DE22 1DX). If you show the badge to the security steward on the gate they will show you to a parking space. We estimate this is no more than a 3 or 4 minute walk to the main event site.

There will be two bicycle parks located outside the event area, close to each entrance.