

FAQS

LITTLE MIX AT DONINGTON PARK | SATURDAY 1 JULY

If you require information that is not answered here, please contact at info@musicplussport.com

Booking / Collecting Tickets

Q: When will I get the tickets I bought over the phone/online?

A: You should receive your tickets by two weeks before the event. If you do not have our tickets, please contact Ticketmaster at help.ticketmaster.co.uk. If tickets bought through Derby LIVE please contact 01332 255800.

Q: What should I do if my tickets don't arrive?

A: Please contact Ticketmaster at help.ticketmaster.co.uk. If tickets bought through Derby LIVE please contact 01332 255800.

Q: Where can I buy tickets?

A: Tickets can be purchased [here](#) or by calling 0333 321 9999.

Q: Can I buy tickets on the day?

A: If tickets are still available on the day of the event, they can be purchased from the box office. Box office opens at 3pm.

Q: How can I tell if a ticket seller or website is legitimate?

A: We recommend not purchasing tickets from unauthorised vendors as we cannot guarantee that they are authentic and you may be refused entry.

Q: If I can no longer attend, can I return my tickets? How do I get an exchange or refund?

A: Unfortunately, we cannot offer any exchange or refund unless the event is cancelled.

Q: What do I do if the concert is cancelled?

A: In the event of the event being cancelled, tickets will be refunded at face value. Service charges will also be refunded, but order processing fees will not be. We will provide information from the event promoter regarding cancellation and refunds as soon as we have it.

Q: How can I buy accessible seats?

A: Please contact Ticketmaster in advance by calling 0333 321 9999.

Q: Do I need a £0 ticket option for under 5s? Will under 5s have physical tickets?

A: There are no physical tickets for under 5s, but if your child looks over 5 you may be asked to prove their age upon entrance.

Q: Donington Park provides special offers to some local resident areas; will there be local residents discount to this event?

A: No

FAQS

LITTLE MIX AT DONINGTON PARK | SATURDAY 1 JULY

Before You Arrive

Q: What should I bring with me?

A: We recommend bringing the following items:

- Cash – while the majority of vendors will accept card payment, there are no cash machines on site
- Credit / debit cards
- ID (driving licence or passport will be required to purchase alcohol if ID is requested)
- Sealed, plastic water bottles of no more than 500ml
- Sunscreen
- Waterproof clothes
- Picnic blanket

Q: When should I arrive?

A: Gates open at 16:00. The first act will begin at approximately 17:30. We recommend arriving early to allow for bag checks and queues.

Q: What are the timings for the day?

A:

Parking opens at 15:00

Gates open at 16:00

Stage times:

17:30 Entertainment starts (Ella Eyre and Sheppard)

20:00 Little Mix

21:30 Concert due to end

Q: Can I bring my mobile phone?

A: Yes, but recording of the performance is not permitted.

Q: Can I bring my camera?

A: Cameras will be allowed in but photography of the performance is not permitted.

Q: Can I bring my iPad / tablet?

A: iPads/tablets will be allowed into the venue, but photography or recording of the performance is not permitted.

Q: How can I best plan my travel to and from the event?

A: BY TRAIN

The nearest train station to Donington Park is East Midlands Parkway, through which East Midlands Trains operate regular trains. It takes approximately 15 mins by car to travel from the train station to Donington Park.

BY COACH

The closest bus stop is outside Donington Park (entrance closest to the airport). The service is operated by TrentBarton on their Skylink service. Details available [here](#).

National Express Coaches offer coaches to East Midlands Airport. Coaches frequently go from Derby, Loughborough, London Victoria coach station and other national destinations.

FAQS

LITTLE MIX AT DONINGTON PARK | SATURDAY 1 JULY

Parking and Drop off points

Q: Is there parking available?

A: Access will be made via Melbourne Road entrance and car parking will be directionally sign posted on the day via a traffic management system. There will also be parking attendants on hand to coordinate the parking.

Q: Will car parking be free or charged? If charged how much will car parking be if charged?

A: Car parking will be £5 per vehicle.

Q: Can I leave my car overnight?

A: No.

Q: Is parking available for blue badge holders?

A: Yes, subject to availability, please enter using Market Gate.

Q: Where can I drop children off if I am not attending the event?

A: Pick up and drop off points will be clearly signed on the day.

Q: I am taking a Taxi to and from the event, where should I be dropped off?

A: Pick up and drop off points will be clearly signed on the day.

Q: I am dropping off people with accessibility needs, where can I drop them off and collect them?

A: Pick up and drop off points will be clearly signed on the day.

Entry

Q: What security measures are in place for the event?

A: Due to recent events, an enhanced security operation will be in place for this event. We are working in partnership with the local Police and all appropriate security measures have been taken. Bag searching will be carried out at all entry points, so please allow time for your bag to be checked. However, where possible please bring small bags or none at all.

Q: What time do gates open for the event?

A: Gates open at 16:00. (Parking from 15:00)

Q: Can I take my bag in to the event?

A: We would encourage you not to bring a bag. But if necessary ensure they are small bags. All bags will be checked thoroughly on entry.

Q: What can't I bring into the stadium?

A: The following items will not be allowed into the stadium:

- Audio or visual recording equipment
- Banners
- Fireworks
- Flags / Flagpoles
- Food
- Any bottle, apart from unopened plastic water bottles no larger than 500ml

FAQS

LITTLE MIX AT DONINGTON PARK | SATURDAY 1 JULY

- Laser pointers or similar
- Chairs
- Smoke canisters or similar

Q: Are we allowed to bring food/drink and alcohol onto site?

A: No food and drink will be allowed onto site with the exception of sealed bottles of water under 500ml. There will be plenty of food and drink stands options available on the day. Baby food is allowed.

Q: Are we allowed to bring collapsible chairs or tents onto site?

A: No. For security reasons no chairs or collapsible tents will be allowed. Picnic blankets are permitted.

Q: Are guests allowed to bring in medication?

A: Yes, with a doctor's note.

Q: Are there any age restriction for this event?

A: Children under 16 must be accompanied by someone who is 18 or older.

Q: Can I bring an umbrella?

A: Umbrellas will be allowed into the venue, but we politely ask that they are not opened during the performance as it will impact others' enjoyment of the event. No golf umbrellas or large umbrellas.

Q: What are the standing arrangements for children? Am I allowed to bring fold up seating/pushchairs or pram?

A: No folding seats are allowed, however prams and push chairs are permitted for young children. Please be aware that we have no storage facilities.

Q: Is there a cut off time for last entry?

A: Yes, this will be at 20:00.

Q: Is the ground tarmac or grass?

A: The ground is tarmac.

FAQS

LITTLE MIX AT DONINGTON PARK | SATURDAY 1 JULY

Show Information

Q: What support acts are playing?

A: Support acts are Sheppard and Ella Eyre.

Q: What time do performances start?

A: The first act will begin at approximately 17:30.

Q: What happens if I'm late?

A: You will be allowed access to the event up until 20:00, but no compensation will be offered if you have missed any part of the performance.

Q: What should I do if I have a problem at the event?

A: Please approach the nearest steward as soon as possible.

Q: Will there be strobe lighting?

A: Strobe lighting may be included in the performance.

Grandstand Seating

Q: How do I gain access to Grandstand Seating?

A: Via the Grandstand Entrance lane at the Main Entrance. Your ticket will be exchanged for a wristband at the entrance to give you access to the Grandstand Seating Area.

Q: Where is the Grandstand Seating?

A: Grandstand seating is to the left of the stage.

Q: Is Grandstand Seating reserved?

A: No. Grandstand seats are on a first come first serve basis.

Accessibility

Q: Will there be a disabled area and will it be wheelchair friendly?

A: Yes, there will be an accessible viewing platform for disabled customers.

Q: Will there be seats in a disabled area for those who don't require wheelchairs?

A: Yes.

Q: I'm a registered disabled how do I get a free ticket for my care assistant?

A: These are on sale from Ticketmaster only – a free ticket for a care assistant is provided when a disabled ticket is purchased (please specify at time of booking with Ticketmaster).

Q: How can I buy accessible seats?

A: Please contact Ticketmaster in advance by calling 0800 988 4440.

FAQS

LITTLE MIX AT DONINGTON PARK | SATURDAY 1 JULY

Q: Is parking available for blue badge holders?

A: Disabled parking will be available in a designated area for blue badge holders only. Disabled parking will be as close as possible to the arena. A shuttle service will be provided for those who need assistance.

Q: I have booked general admission seats but now need disabled access. What are my options?

A: Please contact Ticketmaster at help.ticketmaster.co.uk immediately. We cannot guarantee we will be able to accommodate any change in requirements on the day.

Q: Will there be accessible toilets for disabled customers to use?

A: Yes.

Q: I need to bring medication with me to the event. Is there anything I should be aware of?

A: Yes. Bag searches will be conducted as you enter the event, so we recommend bringing a doctor's note or prescription with you so that staff can easily recognize your medication.

Q: Will strobe lighting and special effects feature in the event?

A: Yes, strobe lighting and special effects will be used at this event. Please take any necessary precautions.

Facilities

Q: Are there any cash machines in the arena?

A: Yes. Credit and debit cards will be accepted at all bars and most food units.

Q: What card payments do you accept?

A: All credit and debit cards will be accepted, apart from American Express.

Q: Do you have Wi-Fi?

A: No.

Q: Where can I smoke?

A: Designated smoking areas.

Q: Is food and drink available at the event?

A: There will be a range of food and drink to suit all tastes available at the event.

Q: Are gluten free options available?

A: There will be four outlets catering to gluten free dietary requirements.

Q: What ID do you accept for the purchase of alcohol?

A: Challenge 25 will be in operation at the event and alcohol will only be served to those able to prove their age with a passport, photo driving licence, CitizenCard or a PASS identification card.

Q: Will merchandise be available?

A: There will be official merchandise stands at the event.

FAQS

LITTLE MIX AT DONINGTON PARK | SATURDAY 1 JULY

Q: Is there anywhere to sit?

A: Aside from Grandstand Seating, this is a standing event. However, you are permitted to bring picnic blankets. Be aware that you may be asked to stand during performances.

Q: Is there a cloakroom for coats, bags or luggage?

A: Unfortunately, no cloakroom facilities will be available at the event.

Q: If my child is lost, where is the nearest meeting point?

A: We recommend agreeing a meeting point in the event of losing any children, friends or family. If you require any assistance, please contact your nearest steward. There will be a First Aid Point on the left hand side of the site after the entrance. It will be clearly signposted. Wristbands will be provided to parents to write their number on for their children to wear during the event.

Q: How do I give feedback?

A: If you have a feedback or a complaint on the day of the event, please contact your nearest steward so that it can be addressed as soon as possible. If you want to leave feedback after the event, please email info@musicplussport.com