



## **Frimley Lodge Live 4th and 5th August 2018**

### **FAQS**

#### **Where is the festival?**

Frimley Lodge Live is held at the award-winning Frimley Lodge Park. If using a sat nav please use GU16 6HY and follow event signage and marshals.

The park will be operational as normal and the festival is located in the private hire field located to the top left of the pavilion.

#### **Who organises the festival?**

The festival is organised by Camberley Theatre and Surrey Heath Borough Council and 2018 is our 5<sup>th</sup> year.

#### **How do I get in to the festival?**

Ticket holders will exchange their ticket for a wristband at the entrance of the arena. The festival site is self-contained with toilets, food and drink all inside.

#### **Can I get tickets on the day?**

Yes, if we haven't sold out! The ticket office is located next to the café at Frimley Lodge Park. Please follow signage and staff instructions. You can pay by cash, cheque or card. On the day prices are £30 per day. The ticket office is open 10am-4pm both days.

#### **I've ordered tickets online – can I collect them from the Theatre?**

The theatre will be closed all weekend but any pre-purchased tickets will be available to collect from the festival ticket office from 10am both days.

#### **I've purchased Print @ Home tickets – what do I need to do?**

Just bring this e-ticket to the park where this will be scanned and exchanged for a festival wristband.

#### **Are children welcome to the festival?**

Yes, this is a family friendly festival and there's lots of fun to be had by all!

As per our standard theatre T&Cs, children under 18 months do not need a ticket but everyone else needs one.

#### **Can you bring dogs to the festival?**

Dogs on leads are welcome. Please remember that not all dogs will be fans of loud music, keep them watered and do not leave them in hot cars!

### **Is food and drink available on site?**

Yes; we have a range of hot and cold food and drink vendors on site and we have a fully licensed bar. More details on these vendors and their prices will be on our website.

If you are bringing your own food and drink please note you cannot bring glass into the site so ensure bottles are plastic. There is no decanting service and security will throw any glass bottles away.

### **What else can / can't I bring?**

Low backed chairs, picnic rugs, pushchairs and dogs on leads are welcome. Please note due to the predicted hot weather audience members may bring beach tents and parasols for shelter, however, gazebos are not permitted. The First Aid tent will have free sun cream and there is a water tap on the pavilion.

Please do not bring glass, BBQs or gazebos on site. Please be mindful that Frimley Lodge Park is a Green Flag award winning site so please help us keep the park clean and safe.

### **Challenge 25**

Our bars will be operating and enforcing a strict Challenge 25 policy at Frimley Lodge Live. If you can't provide valid identification when asked, you will not be allowed to buy alcohol. So if you are lucky enough to look 25 or younger, please make sure that you bring an acceptable form of identification.

Valid forms of ID include:

- A valid photocard driving licence (full or provisional)
- A valid passport (not a photocopy).
- A Proof of Age Standards Scheme Card (showing the PASS hologram).

### **Drugs and legal highs**

We have a robust zero tolerance approach across the site to illegal drugs and legal highs. No illegal or legal highs of any sort are permitted to be brought into the event or to be sold within the festival site and should any person be found to be doing so they would be ejected from the site.

### **Do you search bags?**

Our security team will operate a random bag search policy and may check your bags if they wish to. Please ensure you pack light and cooperate with our staff to make the day enjoyable and easy for everyone!

### **What are the timings for the weekend?**

Gates open at 11am both days with music starting from 11.30am and finishing approximately 10pm on Saturday and 9pm on Sunday.

### **What is the last admission time?**

Bands start from 11.30am both days and a full line up and schedule is available on our website and will be promoted on social media.

For those wishing to buy on the day, the last admission time will be 4pm. (subject to availability)

### **Can I park on site?**

Festival parking is £5 for the day or £7 overnight/weekend. Please follow event signage and instructions from marshals. Please note, other areas in Frimley Lodge Park are patrolled by Surrey Heath Borough Council's Parking Services team and you may get a fine if you don't follow signage.

### **Can I camp overnight?**

No, there are no camping facilities at the park.

### **Is the festival disabled friendly?**

Yes, the field is flat with good access and there are disabled toilets and a disabled viewing area near the front of the stage.

### **Are there cash points on site?**

No, but many of the traders will accept cards. There is a cash point in Frimley Green around the corner from the park.

### **Is there security on site?**

Yes, throughout the weekend so please work with them to make Frimley Lodge Live a safe and happy environment for all. They will remove any trouble makers so please be on your best behaviour!

### **What if it rains?**

The festival will continue *should* the weather be bad. As this is a completely outdoor event please dress appropriately and bring plenty of sun cream in the event of hot weather.

### **How do I contact the festival on the day?**

The ticket office will be open from 10am-4pm both days and is your port of call for sales and enquiries. The Theatre will be closed but our Box Office will be manned from the festival so please call 01276 707600.

Alternatively email [Camberley.Theatre@surreyheath.gov.uk](mailto:Camberley.Theatre@surreyheath.gov.uk) or follow us on Twitter @CamboTheatre for updates across the weekend.