

FAN GUIDE

We hope you're excited to join us for a great day of music at the QEII Arena! We ask for your co-operation and request you abide by the following guidelines designed to assist you:



+ WES NELSON
NATHAN DAWE

TELFORD QEII ARENA
9 JULY 2023

GATES OPEN: 5:00PM

BOX OFFICE OPENS: 3:00PM

The box office is open from 3PM on the day of the event and is situated at the top of the arena opposite the Ice Rink.

APPROX. CONCERT FINISH TIME 10:30PM



CUSTOMER INFO

TICKETS

- Please ensure tickets are downloaded prior to arrival at the gate.

TRAVEL

- Do allow ample time for your journey.
- Do plan your travel in advance for event. There aren't any planned road works in the area to cause delays. You can check for any roadworks at www.roadworks.org
- Do tune in to local radio and check social media for the latest travel updates.

WEATHER

- Do check the weather and bring weather proof clothing if appropriate.

ID

- Do bring valid photographic ID (Passport, UK Driving Licence, ID with a Pass logo), we operate a strict 'Challenge 25, Serve 18 Policy'. Please remember that legally there is no automatic right to be served alcohol. Service is always at the discretion of the licensee for whatever reason they decide, and the licensee is under no obligation to explain the reason.

RESPECT

- Do be patient.
- Do arrive at the venue in good time prior to the start of the concert, due to additional security checks and other events in the area.
- Do leave the event quietly and please respect our neighbours.
- Do put any rubbish in the bins provided for you.

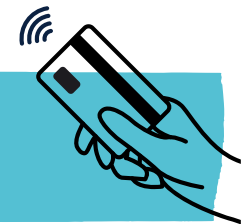
MERCH

- Do look for official vendors and concessions stalls. Avoid unlicensed traders outside of the grounds.

SHARE

- Do use **#NDUBZTelford** and tag us in your photos at **@Orchard_Live** on Twitter and Instagram.

PLEASE NOTE:
THIS IS A CASHLESS EVENT.



SAFETY & SECURITY



BAGS & VALUABLES

- Do not bring a bag if you can possibly avoid it. If you must please don't bring one larger than an A4 sheet of paper.
- Do not bring any valuables if it can be helped.

BANNED & PROHIBITED ITEMS

- Do not bring anything that could be considered a weapon.
- Do not bring aerosols, airhorns, megaphones, gas canisters, psychoactive substances aka 'legal' highs, paper lanterns or glass items. These will be confiscated upon entry and not returned.
- Do not bring any type of pyrotechnics such as fireworks, flares or smoke bombs. It is illegal for a persons to let off the firework, flare or smoke bomb in a public place.
- Do not bring an umbrella to the event.
- Do not arrive with any form of professional audio or visual recording equipment.
- Do not bring furniture of any kind.
- Do not bring food and drink into the event.

RE-ENTRY

- We operate a strict no re-entry policy.

LATE ENTRY

- Please don't leave it until the last minute to enter the site or you may miss out on the performance. The gates open at 5:00pm and it is your responsibility to ensure that you give yourself plenty of time to enter the venue. Last entry to the concert is 8:00pm.

PETS

- Do not bring dogs to the event (with the exception of assistance dogs).

AGE RESTRICTIONS

- No under 5s.
- 5 to 16 year olds must be accompanied by an adult 18+ (No more than 3 under 16s to 1 adult).

PLEASE NOTE:
THERE IS NO CLOAKROOM FACILITY
ON SITE. ALL BAGS WILL BE SEARCHED.



GETTING HERE



CAR

Please visit www.telfordtownpark.co.uk

Enter your postcode location and directions will be provided. There are a number of car parks around the town centre within easy walking distance. All car parks are accessible off junction 5 of the M54 and are signposted from this point.

You can view the location of these car parks and applicable charges on the Parkopedia website.

The closest car park which is open 24 hours a day is the Southwater Multi-Storey Car Park, TF3 4BZ

Alternative Car Parks:

Long Stay Car Park 1, TF3 4BX

Cinema and Restaurants Car Park, TF3 4BX

(Please refrain from using Dark Lane Car park as this closes at 9pm)

BY BUS

Bus services can be found via:

www.arrivabus.co.uk/midlands/bus-travel-in-telford

Telford bus station is located within a 5 minute walk from the park.

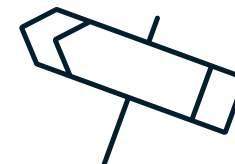
BY TRAIN

Telford Central Station is served by West Midlands Trains, with direct services from many mainline stations. Once you arrive in Telford the QEII Arena is a 25 minute walk away from the station.

Tickets and enquiries: www.westmidlandsrailway.co.uk

TAXI PICK UP & DROP OFF

There is a large lay-by opposite the international centre car park where taxis can be met.



**THE CONCERT TAKES PLACE IN:
QEII ARENA, TELFORD TOWN PARK, TELFORD**

EVENT ARENA

ENTRANCES

All ticket types should use Gate 1 (see site map for location).

SEATING

- **This is a standing concert.**
- You are **NOT** permitted to bring furniture of any kind into the event. Medical aids are allowed.

ACCESSIBILITY

- The event takes place on grass; friendly stewards will be around to assist, accessible toilets plus an accessible viewing area are available. The event arena is suitable for wheelchair users with assistance.
- Please note the accessible viewing platform is not covered.

TOILETS

- Standard and accessible toilet facilities are located throughout the event arena.

WEATHER

- The concert will not be cancelled in the event of inclement weather.
- Please bring clothing appropriate to the expected weather conditions. In consideration of other concert goers' umbrellas should not be used in the crowd; respect fellow concert goers' space.

REFRESHMENTS

- You are not permitted to bring food and drink* to the event. (*unless for medical circumstances).
- A range of catering, offering a variety of street food and drink will be available within the event arena from the time the gates open.



TELFORD QEII ARENA



BAR



FOOD & DRINK



WATER



FIRST AID



BOX OFFICE



TOILETS



ACCESSIBLE
VIEWING
PLATFORM



FAQS



I CAN'T PRINT MY TICKET / MY TICKET HASN'T ARRIVED YET, WHAT SHOULD I DO?

In the first instance please contact the ticket outlet you purchased your tickets from. If requiring further help after this please email: ticketing@orchardlive.com

For Gigantic assistance, please email: customerservices@gigantic.com or you can call them on 0115 807 7900

HOW DO I APPLY FOR A PERSONAL ASSISTANT TICKET?

In our efforts to make this event accessible to everyone, we offer disabled ticket holders, subject to availability, a free ticket for a personal assistant.

To book a space on the accessible viewing area and/or to request a free ambulant carer/companion ticket, please contact: theatre@telford.gov.uk or call 01952 382 370

IS THERE AN ATM ON SITE?

There are no ATMs on site. This is a cashless event.

CAN I BRING WATER TO THE EVENT? WILL THERE BE FREE WATER AT THE EVENT?

You are allowed to bring a bottle of water with you (of not more than 500ml), as long as it is unopened/sealed when you arrive. Anything considered open will be confiscated on the gate. Camel packs (or similar) are not permitted. You may bring along a reusable water bottle. Please note there will be free water points inside the arena so you can refill any empty water bottle throughout the day.

I CAN'T GO ANYMORE AND NEED TO SELL MY TICKET.

If for any reason you cannot attend the event, tickets purchased for this show can be re-sold to another customer for entry to this show through Twickets:

www.twickets.live

Other than this **tickets are strictly non transferable.**

OTHER

Any other questions please email: enquiries@orchardlive.com

DRUG POLICY

ORCHARD LIVE HAVE A ZERO TOLERANCE POLICY ON THE USE OF, OR THE DEALING IN, ILLEGAL DRUGS ON SITE, INCLUDING LEGAL HIGHS.

DRUG ENFORCEMENT LAWS ARE APPLICABLE ON THIS SITE AND SIA SECURITY IS ON SITE TO DEAL WITH DRUG OFFENCES IN ACCORDANCE WITH NATIONAL GUIDELINES. IF YOU DEAL IN DRUGS, YOU WILL BE ARRESTED. NEITHER ANTI-SOCIAL NOR ILLEGAL BEHAVIOUR SHALL BE TOLERATED AND PARTICIPANTS SHALL LEAVE THEMSELVES LIABLE FOR EVICTIONS FROM THE SITE AND POSSIBLE PROSECUTION.

EXPERIMENTING WITH DRUGS CAN LEAD TO ADVERSE REACTION. IF YOU DO TAKE DRUGS AND YOU BECOME ILL, DEPRESSED OR FRIGHTENED, PLEASE ASK A STEWARD TO DIRECT YOU TO OUR ON-SITE WELFARE CENTRE WHICH CAN HELP AND SUPPORT YOU.

YOU WILL BE SEARCHED AT THE ENTRANCE. ANY ITEMS WHICH THE ORGANISERS CONSIDER MAY BE USED IN AN ILLEGAL OR OFFENSIVE MANNER WILL BE CONFISCATED.

