

RESIDENT FAQs

Are the sound levels monitored by the council?

Yes. We have a stringent sound management policy that is managed and adhered to by a recognised independent company.

What arrangements have been made to transport people home after the event?

Chepstow Concerts work in partnership with Big Green Coach and First Transport Solutions who will be providing shuttle buses and coach services to and from the event. There are two park and rides in operation, shuttle busses and also taxi pick up point outside the racecourse. We aim to reduce the traffic and number of cars to the racecourse and offer alternative choices for our customers.

Will there be fireworks?

There will be no fireworks during the concerts, however please note that pyrotechnic effects may be in use on some shows.

Why are there road closures on the A466 and surrounding roads on the night of the events?

The roads are required to be closed at times to vehicles on all three nights to maintain a safe environment for the general public.

Will there be additional security at the event?

Yes, Chepstow Concerts pay for an additional security presence during the concerts.

Can I still purchase tickets for the festival?

Yes. Please visit <https://www.ticketmaster.co.uk/> to book.

KEY INFORMATION

CONCERT ARENA

The main concert arena preparations will begin on Monday 19th June 2023 with all work finished by Saturday 8th July.

Please note there will be load out activity and essential site maintenance directly after each event. This includes site activity, stage activity and litter picking. All crew are briefed to keep the sound to a minimum.

All site activity will be suspended on Monday 26th June due to the Chepstow Race Day.

CAR PARKS

Car parking at the Racecourse is now SOLD OUT for Saturday and Sunday. All customers are advised to pre book their travel or walk to the racecourse if possible

No overnight car parking is permitted. Car parks will open daily at 12:00 and close at midnight or after the last car has left (whichever is earlier).

At the end of each concert, event customers can easily access the transport hub opposite the racecourse entrance. First Transport Solutions will be managing the dedicated buses which will be ready to take customers towards Newport and Park & Ride locations. This is a dedicated service for event customers only and has been organised to reduce waiting times and provide an efficient way to travel to and from Chepstow Concerts.

TRANSPORT

We aim to reduce the traffic and amount of cars at the Racecourse and offer alternative choices for our customers. Chepstow Concerts travel partners include the Big Green Coach, First Transport Solutions and Transport for Wales who will be providing additional, and in most cases, dedicated coach, bus and train services. We will be posting further details on our social media and website and communicating this to our ticket holders in advance of the events. We would recommend walking to the racecourse, if possible, as the roads around the local area will be busy especially around 16:00-18:00.

CTM Event Traffic Management is employed by Chepstow Concerts to manage all car parking and traffic management and signage for the duration of the festival (<https://www.ctm.uk.com/>)

KEY INFORMATION CONTINUED

RESIDENT ACCESS

As part of the traffic management plan, there are planned road closures in place to ensure the safety and security of all concert goers and residents on Friday, Saturday and Sunday. Please find details below:

Before the concert:

11:00 – 20:00

A466 Southbound closure Itton Roundabout to Kingsmark Lane. South of Kingsmark lane will be two way but no left turn out of Kingsmark Lane. Diversion via Cheptow B4293 and A48.

B4293 Westbound closure Piercefield Avenue to Itton Roundabout.

B4293 Weston resident closure Kingsmark Lane to Piercefield Avenue – resident access to Piercefield Avenue, The Rosary, The Cloisters.

After the concert:

21:00 – 02:00

A466 Full closure Devauden Road junction at St Arvans to Itton roundabout. Diversion via B4293. All of the closures will be manned throughout by the traffic management team with access for emergency vehicles only. Outside of these hours, the roads will be open as usual.

Throughout the event:

A48 to B4245 - Crick Road manned closure (resident access) – Park and Ride location.

For more information on the events, please visit the Live Music Events FAQs on the Chepstow Racecourse website.

On behalf of ourselves and everyone attending Chepstow Concerts, we thank all local residents for your enthusiasm and support during the planning and delivery of our 2023 events.

HOW TO CONTACT US

RESIDENT PHONE LINE

Phone Number: 03301 270 418

Concert Days: 11:00 - 00:00 (outside of these times, please email the address below)

Please note all calls will be logged and may be recorded.

RESIDENT EMAIL ADDRESS

Chepstow Concerts has a dedicated resident's email address. If you do have any queries and would like to contact a member of the team, please send an email to the address below and we will get back to you.

Email: hello@cuffeandtaylor.com

SOUND

Chepstow Concerts has a stringent sound management policy in place which is managed by an independent sound management company, if you do have any queries regarding sound during the event, please contact the resident phone line above.