

Ministry of Sound Classical – Caldicot Castle

Caldicot Castle, Monmouthshire

7 JUNE 2024

DOORS OPEN: 5:00PM

The event will finish no later than 10:30PM

Set times

Show Timings (please note that these are subject to change):

DOORS OPEN:	5PM
DJ K-CLASS:	6PM
DJ SEB FONTAINE:	7.15PM
MOS CLASSICAL:	8.45PM
CURFEW:	10.30PM

We hope you're excited as us to see Ministry of Sound Classical at Caldicot Castle! We ask for your co-operation and request you abide by the following guidelines designed to assist you and make your day as smooth as possible.

Customer Info

TICKETS

Please ensure tickets are downloaded or printed out prior to arrival at the gate.

If you haven't received your tickets a week before the event, please contact your tickets agent, you will find these details on your confirmation email.

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.

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.

WEATHER

Do check the weather and bring weatherproof clothing if appropriate. Umbrellas are not allowed at the event.

MERCH

There will be an official merch stand at the event. Avoid unlicensed traders outside of the grounds.

SHARE

Tag us in your photos at @myticketuk on Instagram.

TRAVEL

Do allow ample time for your journey and to enter the site due to additional security checks.

Do plan your travel in advance for the event and that 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.

Safety & Security

BAGS & VALUBLES

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.

Please Note: There Is No Cloakroom Facility On Site. All Bags Will Be Searched

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. This includes professional photography equipment.

Do not bring furniture of any kind.

Do not bring picnic blankets.

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 doors 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 animals to the event (with the exception of registered hearing or guide 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)

Getting here

*THE EVENT TAKES PLACE IN: **CALDICOT CASTLE, CHURCH RD, CALDICOT NP26 4HU***

By car

Car Park address - Castlegate Business Park, Caldicot, NP26 5YR

Located on Caldicott Road, off the B4245, it will open on the day of the event from 4pm until midnight (no overnight parking). Please follow signs for "event parking".

When you arrive, please display the voucher in your windscreen.

Please note parking tickets won't be sold on site, they must be purchased in advance.

All existing ticket holders have been sent an email by their ticket agent with a link to purchase parking. If you haven't received this, please contact us at customerservices@kilimanjarolive.co.uk

If you are yet to purchase your entry ticket to the show, you can [purchase your parking pass via our website](#), the parking pass option will appear after you select your entry tickets.

There is a limited number of Blue Badge parking spaces available within the castle grounds. To apply for this, please contact us at accessibility@kilimanjarolive.co.uk

By Bus

Public transport is available to:

Caldicot Cross, Stop ID: gweamgw (8 min walk)

Castlegate Business Park, Stop ID: gweawgm (8 min walk)

By Train

The nearest railway station is Caldicot Station, which is approximately a 22 minute walk or 6 minute drive away.

Concert goers should be mindful of the timing of the concert and are advised to check with the operator for details of the timetable.

Check timetables at www.nationalrail.co.uk

Transport for Wales - www.tfw.wales (03333 211 202)

Great Western Railway - www.gwr.com

Taxi Pick up & Drop off

If you are arriving by taxi you should aim to be dropped off and collected at the East Car Park - Castlegate Business Park, Caldicot, NP26 5YR

Taxis will not be permitted to enter the castle grounds. The concert is scheduled to end at approximately 22:30. Please allow plenty of time to walk from the event arena to your collection point when booking your taxi.

Event Area

SEATING

This is a standing concert.

You are NOT permitted to bring any furniture or picnic blankets of any kind into the event. Medical aids are allowed.

ACCESSIBILITY

There will be accessible toilets plus a disability viewing platform. The venue is suitable for wheelchair users with assistance.

Please note the accessible viewing platform is not covered.

There is a limited number of Blue Badge parking spaces available within the castle grounds. To apply for this, please contact us at accessibility@kilimanjarolive.co.uk

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 are not allowed; please 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.

PLEASE NOTE: THIS IS A CASHLESS EVENT.

TOILETS

There are standard and accessible toilet facilities at the venue.

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: customerservices@kilimanjarolive.co.uk

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: accessibility@kilimanjarolive.co.uk

Please note disabled tickets need to be arranged ahead of time and not on the day of the event.

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/refundable.

OTHER

For any other questions please email:
customerservices@kilimanjarolive.co.uk

WILL I BE ABLE TO COME AND GO DURING THE DAY?

Please note this is a no re-entry event.

If you have a medical condition that may cause you to need to leave and re-enter the event site, you will be required to provide a medical exemption card or evidence from your doctors of this.

WHAT IS THE AGE RESTRICTION?

Aged 5+ only. Under 14s to be accompanied by an adult.

Please keep your children close and be aware that amplified noise presents a danger to vulnerable hearing, so we would strongly recommend that you bring hearing protection for your children.

WHAT SHOULD I DO IF I HAVE A LOST OR FOUND CHILD?

Please speak immediately to the nearest member of staff, ideally someone in the security or stewarding team but most staff members are able to raise an alert.

DRUGS POLICY

Kilimanjaro Live has 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 may be searched at the entrance. Any items which the organisers consider may be used in an illegal or offensive manner will be confiscated.