

LITTLE MIX

SUMMER 2020



FAQ's - THE SPITFIRE GROUND, CANTERBURY, KENT

TICKETS

HOW DO I BOOK TICKETS?

Tickets are available to be purchased through Ticketmaster <https://www.ticketmaster.co.uk> or 0844 844 0444

HOW DO I BOOK ACCESSIBILITY TICKETS?

Accessible viewing platform and allocated aisle seating for customers with requirements. Please contact Ticketmaster on 0800 988 4440

HOW DO I BOOK VIP NATION HOT TICKETS?

VIP Nation Hot Tickets are available to be purchased here www.vipnation.eu/littlemix

HOW DO I BOOK HOSPITALITY TICKETS?

Hospitality tickets can be purchased through the venue on 01227 473612 or through Ticketmaster <https://www.ticketmaster.co.uk> or 0844 844 0444

I HAVE A QUERY REGARDING MY TICKETS, WHO SHOULD I SPEAK TO?

For any questions you may have with regards to your tickets, you'll need to contact your point of purchase and their customer services team will be able to help.

Ticketmaster Customer Services - 0333 321 9999
VIP Nation customer services number - 0207 009 3484

CAN I PURCHASE TICKETS ON THE DAY OF THE CONCERT?

If there is availability, yes, tickets can be purchased on the day of the concert from the box office.

CAN I HAVE A REFUND OR EXCHANGE ON MY TICKETS?

We regret that we cannot exchange, refund or transfer tickets unless the event in question has been cancelled or rescheduled. This is part of the purchase policy you agree to when purchasing tickets.

KEY TIMES

(all subject to change)

WHAT TIME WILL THE GATES OPEN?

General admission gates will open at 5:00pm.
Hospitality gates will open at 4:00pm.

WHAT ARE THE SHOW TIMINGS?

We do not share show times as they are subject to change. We expect entertainment to begin at 7:00pm and finish at 10:30pm.

Please note timings are subject to change.

WHAT TIME IS THE BOX OFFICE OPEN?

Box office opening time: 3:00pm
Box office closing time: estimate 9:30pm

Please note timings are subject to change.

TRAVEL AND PARKING

Kent Cricket, The Spitfire Ground, St Lawrence, Old Dover Road, Canterbury, Kent, CT1 3NZ

TRAVELLING TO THE SPITFIRE GROUND, CANTERBURY ...

BY ROAD: FROM THE NORTH

From M20 junction 7 turn left onto A249. At M2 junction 5 (Sittingbourne) bear right onto M2. At junction 7 (Boughton Street) turn right on to A2. From the A2 ignore the first exit for Canterbury (Harbledown, A2050) Continue on the A2 till the Bridge exit. Take the exit and then turn right travel 70 metres take the first right with a sign directing to Canterbury. Follow the road on to the A2050 (not left and back onto to the A2). Continue on the Roman Road and at the Gate roundabout take the 3rd exit onto the Old Dover Road (B2068). Continue on Old Dover Road for 800 metres and the ground will be clearly visible on the left-hand side.

FROM THE SOUTH

From M20 junction 13 bear right onto A20. Follow this road to junction with A260. Bear left and continue to junction with A2 (north). Continue to junction with A2050 and then proceed as north.

CAR PARKING

More information available nearer the time of the event.

ACCESSIBLE CAR PARKING

More information available nearer the time of the event.

BY BUS:

Buses to/from Folkestone via the Elham Valley (route 17) and Hythe (route 18) serve the bus stops immediately outside the Cricket Ground on Old Dover Road. Buses to/from Deal (route 12), Dover (route 15), and Folkestone via Hawkinge (Stagecoach Gold 16) all serve the bus stops on New Dover Road (a short walk down St. Lawrence Road opposite the ground). There are frequent buses direct to Canterbury City Centre from the bus stop on New Dover Road adjacent St. Lawrence Road.
For timetable information visit www.stagecoachbus.com/eastkent

BY TRAIN:

Canterbury East - 1 mile. Canterbury West - 1.5 miles.
Passenger information - 08457 484950
www.nationalrail.co.uk

VENUE

IS THE CONCERT SEATED?

The pitch is standing and there are seats available to purchase within the bowl.

Please note in the seated areas people may stand around you.

IS THE CONCERT OUTDOORS?

Yes. Please ensure you bring clothing appropriate to the expected weather conditions.

IF IT RAINS, WILL THE CONCERT STILL GO AHEAD?

Yes, the concert will go ahead in the rain so please come prepared. Concerts are only ever cancelled if the weather conditions make it dangerous.

WHAT ARE THE TOILET FACILITIES?

All customers will have easy access to toilet facilities. There will be accessible toilets located at the venue.

CAN I BUY OFFICIAL MERCHANDISE?

Yes, if available, official merchandise will be available to purchase within the venue.

IS THERE A CASH MACHINE?

There are no cash machines at the venue. We would suggest bringing sufficient cash.

I REQUIRE A BSL INTERPRETER?

If you require a BSL interpreter, please contact events@cuffeandtaylor.com or hello@cuffeandtaylor.com

SECURITY

BAG POLICY

Bags larger than an A4 piece of paper are not permitted. All bags are subject to a search so please avoid bringing one where you can as this would speed up your entry to the concert.

FOOD AND DRINK

Food and drink are not permitted however there are food and drink concessions within the event.

1 sealed bottled water per person max 500ml is permitted.
1 empty reusable bottle is permitted.

There will be free water re-fill stations at the venue.

If you have a medical condition, then a doctor's note will permit diet-specific food and drink only.

CAN I BRING AN UMBRELLA?

Umbrellas are not permitted.

CAN I BRING A CAMERA?

Any cameras that are deemed as "Professional" will be confiscated until the end of the concert.

Allowed:

Non-Professional Recording Equipment (Point & Shoot Cameras, Flip Video Cameras, etc.)

Not Allowed:

Professional Recording (Photo, Video, Audio) Equipment (NO Detachable Zoom Lens, Tripods or Other Commercial Equipment)

CHILD POLICY

16 and under must be accompanied by an adult over 18. No Under 5's allowed on the pitch.

TICKET LIMIT

A max of 8 tickets per person applies for seated tickets, and a max of 8 tickets apply for Gold Circle and General Admission Standing tickets. Tickets in excess of this will be cancelled.

Resale only permitted on Ticketmaster.

Tickets purchased by businesses or traders will be cancelled.

RE ADMITTANCE POLICY

Once you leave the venue you will not be allowed back in.

PROHIBITED ITEMS

<http://www.cuffeandtaylor.com/prohibited-items/>