

Live Promotions Concerts FAQ's – Lincoln Castle 2020

If my event is rescheduled, what happens to my tickets?

We regret that we cannot refund any tickets. Your tickets are however valid for the rescheduled date.

When will I receive the tickets?

Once purchased from www.livepromotions.co.uk, your tickets will be sent either via e-ticket to your email address, or, if you requested an m-ticket when booking, to your mobile phone automatically. For any ticketing or booking queries please contact www.eventbrite.co.uk/support/contact-us or info@livepromotions.co.uk

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. This is part of the purchase policy you agree to when purchasing tickets.

What do I do if my tickets are lost or stolen?

Please contact www.eventbrite.co.uk/support/contact-us if your tickets have been lost or stolen.

Does my child require a ticket?

All children over the age of 5 years old will require a ticket. Children under 5 are not permitted at this event.

What time do the gates open?

Gates for Lincoln Castle Concerts open at 17.20pm.

What time does the concert finish?

Approximately 10.15pm

What are the directions for Lincoln Castle?

Lincoln Castle, Castle Square, Lincoln, LN1 3AA. If you are walking to the castle from the south side of the city, please note that there is a very steep hill on the approach to the castle. Please see <http://www.lincolnshire.gov.uk/visiting/historic-buildings/lincoln-castle/visiting-us/> and <http://www.lincolncastle.com/content/getting-here> for more information.

Is this concert outdoors?

Yes, this is an outdoor concert.

Are catering facilities available on site?

Yes, catering facilities are available at all our events.

Can I buy alcoholic drinks?

Yes. There will be a range of bars, selling lager, bitter and wine in the arena, Soft drinks and mineral water will also be available. We do not allow alcoholic drinks purchased offsite to be taken into the castle, due to safety reasons, no glass is permitted in the Concert Venue. Any alcoholic drinks attempted to be brought on site will be confiscated at our bag checking point with a no returns policy.

Am I allowed to bring a foldable chair/table?

Yes chairs are permitted however due to space restrictions tables are not.

If it rains, will the concert still go ahead?

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

Am I allowed to bring an umbrella?

Personal umbrellas are permitted however, we do not accept parasols or larger golfing type umbrellas on any of our concert sites.

Am I allowed to bring a gazebo?

No, gazebos are not permitted at this event.

Are there any cash machines in the venue?

Unfortunately there are no ATM machines at this venue but several are in close proximity.

Is there disabled access on site?

Yes. Please be aware that event fields and concert arenas are predominantly on undulating grass surfaces, and the wearing of appropriate clothing and footwear is strongly advised. Wheelchair users should be accompanied by a strong companion.

Is there seating inside the Venue?

There is no seating at all as the venue is the castle's grounds with no temporary seats constructed for the concert.

Is there a Cloakroom?

Unfortunately there is nowhere to hang your coats but there are toilets on site.

Do I have to pay for parking?

Unfortunately there is no onsite parking available at the Castle, however, there are payable car parks around the area. Parking is available in the Uphill area of Lincoln. For information on parking and how to get to the castle please see <http://www.lincolncastle.com/content/getting-here>.

There are several car parks close to Lincoln Castle, postcodes for reference are:

Flaxengate – LN2 1JX

Flaxengate 2 – LN2 1LJ (Open Bank Holidays and Weekends Only)

Langworthgate – LN22 4AW

Lucy Tower Street – LN1 1XL

Broadgate – LN2 5AP

Thornbridge – LN5 7HW

If you have a blue badge please check on accessibility parking at www.lincoln.gov.uk

Can I take photographs at the event?

Yes, please share with us on Live Promotions' Concerts Facebook page

<https://www.facebook.com/livepromotionsconcerts>

How do I get a press/photographers pass for a concert/event?

Press/photographers passes are issued by either the concert promoter or the artist's management company and you would need to contact them directly for further assistance on

info@livepromotions.co.uk

I have an important question that isn't answered here in the FAQ'S, so who can I contact?

If this is a general enquiry, please contact us on info@livepromotions.co.uk. If it is a venue specific question please contact the venue directly.

Will there be a contact point regarding lost property after a concert has finished?

Enquiries can be made to: info@livepromotions.co.uk, please put 'Lost Property' in any email subject box and detail in the email the property lost, at which show and relevant contact details. If any property handed in matches the description provided you will be contacted accordingly.

Please note: Live Promotions Concerts reserve the right to change or amend the date or venue of any concert, due to reasons beyond their control.

Is there mobility hire available on site?

There is no mobility hire available on site, please make private arrangements beforehand should you require too.

Can I purchase tickets on the day?

If there is availability, yes, tickets can be purchased on the day of the performance.

What are the terms and conditions of ticketing?

Please see all Ticket Holder Terms and Conditions at <https://livepromotions.co.uk/contact-us/>

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