

# Live Promotions Concerts FAQ's

## Sandringham Estate 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](http://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](http://www.eventbrite.co.uk/support/contact-us) or [info@livepromotions.co.uk](mailto:info@livepromotions.co.uk)

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

Please contact [www.eventbrite.co.uk/support/contact-us](http://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 will open at 18:00hrs

### **What time does the concert finish?**

Approximately 22:30hrs

### **What are the directions for Sandringham Estate?**

#### **BY CAR**

Sandringham is 6 miles north-east of King's Lynn and is signposted from the A148 Fakenham road and the A149 Hunstanton road.

#### **BY BUS**

The bus stop for Sandringham is at the Country Park.

#### **TO KINGS LYNN**

National Express run coaches to King's Lynn Bus Station, for detailed timetables and enquiries please phone [0871 781 8181](tel:08717818181) or visit [www.nationalexpress.com](http://www.nationalexpress.com)

#### **FROM KINGS LYNN**

Bus number 35 from King's Lynn Bus Station or from Hunstanton. Tel: 01553 611955 (Lynxbus)

#### **TRAIN**

The nearest train station is King's Lynn (6 miles approximately), where you can connect to the CoastHopper bus service.

King's Lynn train station has the following connections:

- London (Kings Cross): Hourly service to and from King's Lynn

- Peterborough: Hourly service to and from King's Lynn
  - Norwich: Hourly service to and from King's Lynn
- Detailed timetables can be found at [nationalrail.co.uk](http://nationalrail.co.uk)  
First Capital Connect run trains to King's Lynn Railway Station. Telephone 08457 48 49 50.

**Is this concert outdoors?**

Yes, this is an outdoor concert.

**Am I able to bring my out food and drink onsite?**

Yes we allow for picnics to be taken onsite, please though note the glass/plastic point below:

**Can I bring glass or plastic into the event?**

Due to safety reasons, no glass is permitted in the Concert Venue. Single Use plastic bottles, cups and non-recyclable catering disposables must not be used at the event. Please be responsible for your own waste disposal.

**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.

**Am I allowed to bring a foldable chair/table?**

Yes, chairs and tables are permitted.

**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 coats but there are toilets on site.

**Do I have to pay for parking?**

Both car parking and coach parking are free of charge.

Please follow road signage for event car parking. Please use the following postcode PE35 6EN postcode for parking.

**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](mailto: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](mailto: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](mailto: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.

**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/>

*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.*