



# Blackpool Cricket Club *presents* **SOUND ON THE GROUND**

Bank Holiday Weekend 28.08.2021 & 29.08.2021

## **Ground Admission and Terms & Conditions Policy**

### **YOUR FREQUENTLY ASKED QUESTIONS (FAQ's)**

#### **WHERE IS THE EVENT TAKING PLACE?**

- Sound on the Ground@Blackpool Cricket Club, Stanley Park, West Park Drive, Blackpool, Lancashire, FY3 9EQ

#### **WHEN ARE THE EVENTS TAKING PLACE?**

- Saturday 28th August 2021 – Royal Philharmonic Orchestra + Guests
- Sunday 29th August 2021 – Hacienda Classical

#### **WHAT TIME DO THE CONCERTS START?**

- General Admission gates will open from 3.30pm on each day. Show times are always subject to change, however we anticipate entertainment to start at 5.30pm and finish at 10pm on both days.
- We would suggest arriving early for ticket and security checks.

#### **WHERE CAN I BUY TICKETS?**

- Tickets can be purchased from **Blackpool Cricket Club** [HERE](#) **Ticketmaster** [HERE](#) and **Skiddle** [HERE](#)
- Tickets & Passes purchased from unauthorised sources will be rendered invalid and admission will be refused.

#### **I HAVE NOT RECEIVED MY TICKETS YET?**

- If you have not received your digital tickets, please check your Ticketmaster or Skiddle online
- Holders of Hard Copy Tickets purchased online can contact Sound on the Blackpool Cricket Club [HERE](#)
- VIP Ticket Holders will receive entry information in the post closer to the time of the event. Please contact us [HERE](#) should you have any queries.

#### **WHERE CAN I BUY ACCESSIBILITY & ESSENTIAL COMPANION TICKETS?**

- Contact Ticketmaster or Skiddle for details.

#### **I CANNOT ATTEND THE CONCERT, CAN I GET A REFUND?**

- Tickets are non-refundable. Please refer to the terms and conditions.

#### **IS THE EVENT OUTDOORS?**

- Yes, please ensure your attire is suitable for the weather and don't forget your sun cream!

#### **WILL I NEED "ID" TO GET SERVED AT THE BAR?**

- "Challenge 25" will be enforced at all BARS – No Proof – No Alcohol
- It is an offence to sell or purchase alcohol for consumption by persons under the age of 18 years.
- A TOKEN PAYMENT system will be in operation throughout both events for all BAR PURCHASES.
- You will need to PURCHASE TOKENS by CARD from TOKEN POINTS situated at each Marquee.

#### **CAN I PAY CASH OR BY CARD AT THE BAR?**

- No. You will need to PURCHASE TOKENS by CARD from TOKEN POINTS situated at each Marquee.
- Tokens cannot be purchased for cash.

#### **WILL CASH MACHINES BE AVAILABLE?**

- No cash machines are available at the ground.
- Food concessions may accept card payments and cash.
- You will need to purchase TOKENS for the Bars using a card. Drink Tokens cannot be purchased for cash.

#### **CAN I BRING FOOD & DRINK?**

- No Food, non-alcoholic or alcoholic drink is permitted to be brought into the ground. There will food and drink concessions together with bars selling alcohol within the ground.

#### **FREE DRINKING WATER**

- There is free drinking water available at the re-fill drinking stations. Please look out for the signage within the ground.
- You are permitted to enter with 1 x EMPTY reusable water bottle only. No re-useable bottles containing liquid are permitted at the entry point.
- If you have a medical condition, then a doctor's note will permit diet-specific food and drink only.
- Please help Sound on the Ground@Blackpool Cricket Club to reduce plastic and bring a re-usable water bottle.

#### **CAN I BRING A BAG?**

- Bags larger than an A4 piece of paper are not permitted.
- All bags are subject to a search so please avoid bringing one if you can. This will speed up your entry into the festival.

#### **CAN I BRING A CHAIR?**

- Chairs or inflatable seats are not permitted into the ground.
- Prams or pushchairs are not permitted into the ground.

#### **CAN I BRING AN UMBRELLA?**

- Umbrellas are not permitted into the ground as they obscure the view for others, so please dress appropriately.

#### **CAN I BRING A CAMERA?**

- Any cameras that are deemed as "Professional" will not be permitted into the ground.
- Permitted: Non-Professional Recording Equipment (Point & Shoot Cameras, Flip Video Cameras, etc.)

- Not Permitted: Professional Recording (Photo, Video, Audio) Equipment (NO Detachable Zoom Lens, Tripods or Other Commercial Equipment) Selfie Sticks

#### **WHAT ITEMS ARE PROHIBITED?**

- To see our prohibited items, please see below.

#### **WHAT IS YOUR POLICY FOR CHILDREN/YOUTHS UNDER 18?**

- On SATURDAY 28th August, Royal Philharmonic Concert Orchestra: Under 16s must be accompanied by an adult aged 18 years and over - all must have tickets. Children aged 2 and under can attend for free and do not require a ticket. All other children must have a full price ticket to enter the festival.
- On SUNDAY 29th August, Hacienda Classical: No Under 16 years admitted. Youths Over 16 to 17 years must be accompanied by an adult over 18 years - all must have tickets.
- Prams or pushchairs are not permitted into the ground.

#### **IF IT RAINS WILL THE CONCERT STILL GO AHEAD?**

- Yes of course! Concerts are only ever cancelled if the weather conditions become dangerous. Umbrellas are not permitted, so please dress appropriately.

#### **RE-ADMITTANCE POLICY**

- Once you leave the ground you will not be allowed back in.

#### **TOILETS, WELFARE, FIRST AID & LOST CHILDREN**

- Toilets are signposted and are situated throughout the ground.
- There are medical and welfare facilities available within the ground.
- Please ask a steward to direct you to the facilities if required.
- A Lost Children point is signposted, please ask a steward for any assistance needed.

#### **CAN I BUY OFFICIAL SOUND ON THE GROUND MERCHANDISE?**

- Yes, if it is available, you will be able to purchase it from within the ground.
- No Official Merchandise will be on sale outside of the ground.

#### **ARE DOGS ALLOWED IN?**

- Animals are not permitted on site with the exception of registered assistance dogs.
- You must contact us [HERE](#) if you are bringing a registered assistance dog.

**TRAVEL** - Information will be available on the website.

**PUBLIC TRANSPORT INFO** - Information will be available on the website.

**GROUND MAP** - Information will be available on the website.

**LOCATION TRAVEL MAP** - Information will be available on the website.

#### **ACCESSIBILITY**

Sound on the Ground@Blackpool Cricket Club will try and offer an accessible and enjoyable experience to all.

#### **ACCESSIBLE RAISED VIEWING AREA**

This area is for customers who require a wheelchair to make their experience comfortable.

The accessible raised viewing area has a prime view of the stage. There are accessible toilets located nearby.

The accessible raised viewing area has a limited capacity and is strictly for access to customers plus 1 companion only.

To purchase a ticket for the accessible raised viewing area please contact Ticketmaster.

### **ACCESSIBLE DROP OFF POINT AT MAIN ENTRANCE**

Accessible Ticket Holders may be dropped off at the main gate of Blackpool Cricket Club situated in Barlow Crescent off West Park Drive. This is a busy and strictly controlled thoroughfare and as such vehicles should offload and exit as soon as possible. Vehicle must not be left unattended for any reason due to safety and security.

Accessibility Ticket Holders must only use this entrance gate. Stewards will be on hand to direct you to the accessibility raised viewing area.

### **ACCESSIBLE TOILETS**

Accessible toilets are situated at the accessibility raised viewing area and main toilet blocks in the ground.

### **GROUND CONDITIONS**

The Sound on the Ground@Blackpool Cricket Club concert takes place on a cricket ground playing surface therefore it is relatively flat. The ground may be muddy or dusty dependant on the weather conditions.

### **STROBE LIGHTING & SPECIAL EFFECTS**

Smoke machines, strobe lights, fireworks and other effects may be in use at this event. Anyone affected by these should bear this in mind.

### **MEDICATION**

You are permitted to bring required medication into Sound on the Ground@Blackpool Cricket Club. Please bring a copy of your prescription or a doctor's note. Please make sure you only bring enough for the duration of the festival and ensure you keep it safe with you at all times.

### **CHAIRS**

Chairs are not allowed into the ground on both days. If you have a medical requirement for a chair, please purchase an ambulant ticket to gain access to the accessible viewing area.

If you have any questions, please [CONTACT US](#)

### **ASSISTANT DOGS**

Assistant dogs are permitted on site. If you require to bring a registered assistant dog, you must [CONTACT US](#)

### **TEMPORARY IMPAIRMENTS**

Please note that accessible facilities at Sound on the Ground@Blackpool Cricket Club cannot cater for people with temporary impairments such as broken bones, healing injuries and those who are pregnant.

If you do have a temporary impairment, please be aware that there will be a lot of walking to get around the festival and not many places to sit.

If you have any questions, please contact [CONTACT US](#)

### **SAFETY & SECURITY**

#### **FREE DRINKING WATER**

There is free drinking water available at the re-fill drinking stations. Please look out for the signage within the ground.

You are permitted to enter with 1 x empty reusable water bottle only. No re-useable bottles with contents are permitted at the entry point.

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

Please help Sound on the Ground@Blackpool Cricket Club to reduce plastic and bring a re-usable water bottle.

### **WELFARE & FIRST AID**

There are medical and welfare facilities available within the ground. Please ask a steward to direct you to the facilities if required.

### **LOST CHILDREN/PROPERTY**

If you are still at the concert, please locate a member of the stewarding team.

If you have lost anything at Sound on the Ground@Blackpool Cricket Club, please [CONTACT US](#) and clearly describe the item you have lost.

### **MEDICATION**

You are permitted to bring required medication into Sound on the Ground@Blackpool Cricket Club. Please bring a copy of your prescription or a doctor's note. Please make sure you only bring enough for the duration of the festival and ensure you keep it safe with you at all time.

### **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 will speed up your entry into the festival.

### **CRIME PREVENTION**

We advise against bringing valuables to the event.

### **CCTV**

The event ground and surrounding areas are covered by CCTV.

### **RE-ADMITTANCE POLICY**

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

### **LOCAL RESIDENT'S INFORMATION**

The dates for Sound on the Ground@Blackpool Cricket Club are Saturday, 28th August 2021 and Sunday, 29th August 2021

The concert ground preparations will begin on Monday, 23rd August 2021 and continue throughout the week until the weekend and then dismantled by Friday, 3rd September 2021.

### **ROAD CLOSURE**

It is expected that West Park Drive on Saturday and Sunday, 28/29 August 2021 will be closed to traffic between 9.45pm until 10.30pm

### **CONTACT US**

If you have purchased tickets from Ticketmaster or Skiddle please contact their Customer Services for assistance.

If you have purchased tickets from Blackpool Cricket Club please [CONTACT US](#)

For any other enquiries, visit our Information page

If you still can't find the answer to your enquiry then [CONTACT US](#)

## **Ground Admission and Terms & Conditions Policy**

These Terms and conditions (T&Cs) incorporate, and should be read together with, any Vendor's and/or Agent's T&Cs or regulations, which you can obtain from the point of purchase from the Official Agent

Artists and billed attractions may be subject to change

No trading is allowed within the ground without the prior consent of Sound on the Ground@Blackpool Cricket Club.

Goods using unauthorised event logos and unauthorised professional recording equipment must be surrendered to staff.

Do not buy tickets or goods from unlawful street traders/touts. They are invalid.

You give your express consent to your actual/ simulated likeness to be included for no fee within any audio or visual recording to be used in any media for any purpose at any time. This includes filming by the police or security staff which may be carried out for the security of customers and/or the prevention of crime.

No unauthorised vehicles will be allowed on site.

### **Age Policy**

On SATURDAY 28th August: Under 16 years must be accompanied by an adult aged 18 years and over - all must have tickets.

On SUNDAY 29th August: No Under 16 years admitted. Youths under 18 years must be accompanied by an adult over 18 years - all must have tickets

### **Tickets**

Tickets & Passes are non-transferable and only valid when purchased from either Sound on the Ground@Blackpool Cricket Club or Ticketmaster.

Tickets & Passes purchased from unauthorised sources will be rendered invalid and admission will be refused.

Tickets must be valid, presented in full, with stubs and not tampered with (in the event of accidental damage, refer to point of purchase prior to the event). Tickets remain the property of Sound on the Ground@Blackpool Cricket Club.

Sound on the Ground@Blackpool Cricket Club nor Ticketmaster will not issue duplicate tickets for lost or stolen tickets.

Tickets cannot be used as part of any marketing, media, sales or promotion, without the prior written consent of Sound on the Ground@Blackpool Cricket Club.

The ticket holder is responsible for the ticket until scanned on the gate. At no time will pass-outs be permitted.

### **Security**

Sound on the Ground@Blackpool Cricket Club reserves the right to evict a customer without refund and/or refuse admission. See Eviction Policy

You may be bag/body searched at the entrances, on site or when leaving.

Any item, reasonably considered for use as a weapon, which may cause danger, offence or disruption to any other person, must be surrendered to staff.

Any person carrying illegal items or carrying out illegal activities will be handed over to Police and admission will be refused.

Anti-social behaviour will lead to eviction (please see eviction policy)

### **CCTV**

The event ground and surrounding areas are covered by CCTV.

### **Damage / Losses**

Sound on the Ground@Blackpool Cricket Club are unable to accept any liability for personal or property damages, losses (including surrendered items) or injuries sustained at this event – other than caused as a result of our negligence.

### **Prohibited Items**

The following is prohibited from all event dates: Gas canisters, Aerosols over 250ml, airhorns, fireworks, flares, illegal substances, drugs, 'Legal Highs' inclusive of N2O and associated equipment such as balloons, Laser Equipment & Pens, Megaphones, sources of ignition (with the exception of lighters), hi-viz jackets, spray cans, professional camera equipment, cans of any kind, umbrellas, open drinks.

The following is prohibited from all event dates: Glass, cans, large drinks over 500ml and soft drinks, food and drink purchased outside of the ground.

Anyone who does not surrender any of the above prohibited items on entry will be refused access to the event.

### **Fire & Safety**

Fires are not permitted anywhere on site.

Smoking is not permitted in the enclosed public spaces including bars, concessions & indoor area and buildings. This includes E-Cigarettes.

Excessive exposure to loud music may cause damage to your hearing.

Pyrotechnics, Lasers, Smoke Machines, Strobe Lighting & Special Effects may take place during performances.

The use of Drones or similar equipment for any reason is not permitted on or near the event site

### **Waste Litter and Rubbish**

Please use the bins and recycling points provided on site and where possible take other waste items home.

### **Neighbours**

Please remember our neighbours and leave the site quietly.

No animals, except Guide Dogs, are permitted on site at any time.

### **Eviction Policy**

The licence is granted under strict conditions of attendance and public safety, prevention of disorder and prevention of public nuisance. Any person who disrupts the event under any of the below sections will leave themselves liable for eviction from site. If you are evicted, we will take a photograph of you as part of the eviction process (with your consent).

The decision as to the eviction will be at the discretion of the Security Manager following advice from security staff and line managed by the Security Co-ordinator.

Persons will be liable for eviction under the following circumstances:

Entering or being within the ground, without a ticket or relevant pass

Unacceptable anti-social or disruptive behaviour as outlined below

Having been arrested or cautioned in connection with a criminal offence, pending or post hand-over to the Police

Unacceptable behaviour that can lead to eviction

Includes but not limited to:

Illegal activity

Breaching the terms and conditions of entry

Failing to submit to a search upon entry to the site

Offensive behaviour

Throwing hard objects in the direction of people

Encouraging others to behave badly by incitement

Preventing our security or emergency services reacting to a situation

Building or fuelling fires

Committing a criminal offence but not arrested by the police

In possession of unlawful drugs, including legal highs

Unofficially selling alcohol, tobacco, counterfeit or any unauthorised goods

Ticket touting

### **Eviction Procedure**

Once eviction has been determined upon the following will happen:

You will be taken to the designated eviction area where the following information will be taken

Personal Details including name and a photograph (with your consent)

Reason for eviction

You will be permitted to make a phone call if you do not have a mobile phone to inform members of your party that you are being evicted.

You will be evicted from site and not allowed re-admission for any further events. Anyone who is evicted is liable to a lifetime ban from future events.

### **Ticket Scams**

We encourage our customers to only buy their tickets through Blackpool Cricket Club or our official agent Ticketmaster.

Tickets & Passes purchased from unauthorised sources will be rendered invalid and admission will be refused.

BEWARE – fake websites can look genuine, if you are unsure then do not use it and report it.

### **Contact Us**

If you have purchased tickets from Ticketmaster or Skiddle Customer Services for assistance.

If you have purchased tickets from Blackpool Cricket Club please [CONTACT US](#)

If you still can't find the answer to your question please [CONTACT US](#)