

# FAN GUIDE

We hope you're excited to join us for a great day of music at Castle Park! We ask for your co-operation and request you abide by the following guidelines designed to assist you.

## SHOW TIMINGS

- 14:00 - Box Office Opens
- 16:00 - Gates Open
- 17:15 - Sam Tompkins
- 18:15 - Dagny
- 19:30 - Scouting for Girls
- 21:00 - Olly Murs
- 22:30 - Approx. Finish

\*Timings may be subject to change

# OLLY MURS



**CASTLE PARK COLCHESTER**  
**SUNDAY 27 AUGUST**

# CUSTOMER INFO

## TICKETS

- Please ensure tickets are downloaded prior to arrival at the gate.

## TRAVEL

- Do allow ample time for your journey.
- Do plan your travel in advance for the event. Planned roadworks can cause delays. You can check for any roadworks at [www.roadworks.org](http://www.roadworks.org)
- Do tune into local radio and check social media for the latest travel updates.

## WEATHER

- Do check the weather and bring weather proof clothing if appropriate.

## ID

- Do bring valid photographic ID (Passport, UK Driving Licence), 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.

## RESPECT

- Do be patient.
- Do arrive at the venue in good time prior to the start of the concert, there will be security checks in place.
- Do leave the event quietly and please respect our neighbours.
- Do put any rubbish in the bins provided for you.



# SAFETY & SECURITY

## BAGS & VALUABLES

- 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.
- Do not bring any valuables if it can be helped.

## BANNED & PROHIBITED ITEMS

- Do not bring food and drink into the venue - a doctor's note will permit food/drink required for medical conditions. Cups of water are available at the bars free of charge.
- Do not bring glass containers - including perfume and aftershave.
- Do not bring camping chairs, folding chairs, gazebos or picnic blankets.
- Do not bring professional cameras, video cameras or audio recording devices.
- Dogs are not permitted, except assistance dogs.

## RE-ENTRY

- We operate a strict no re-entry policy

## AGE RESTRICTIONS

- Children under 16 years old must be accompanied by an adult at all times.
- Babes in arms are free.
- For child safety please ensure ear defenders are worn.
- All ticket holders may be asked to produce proof of age upon entry and at the bars.

## SEARCHES

- Searches will be in operation at this event – bags will be searched. No bags over the size of A4 will be allowed into the arena.

## BEHAVIOUR

It is our intention for you to enjoy the event. Please help us by being kind and courteous to our team and other concert goers. Aggressive and abusive behaviour will not be tolerated. If you display such behaviour you will be asked to leave the venue immediately.

# GETTING HERE

IT IS EXTREMELY IMPORTANT THAT YOU PLAN HOW YOU GET TO THE CONCERT IN ADVANCE. THERE ARE A NUMBER OF ROAD CLOSURES AND PARKING SUSPENSIONS IN PLACE FOR THE DURATION OF THE EVENT DAY.

## PRE PAID CONCERT PARKING

Limited parking is available at Kings Meadow (accessed via Catchpool Road, CO1 1XN) which must be purchased in advance from [fatsoma.com](https://www.fatsoma.com)

## PARKING

The closest car parks are located at Priory Street and Leisure World, where you can access the Park via the north entrance. Further parking is available through the council's town centre car parks.

## BLUE BADGE PARKING

Blue badge and disabled parking is available in the High Street and Castle Street.

## TRAINS

The venue is a 10 minute walk from Colchester Town Station along Queens Street - head for the castle, the park is located just behind. Alternatively, we are a 20 minute walk from Colchester North Station.

## BUS

Colchester Bus Station is located on Osbourne Street in the Town Centre and runs regular services locally and regionally. For more travel information please visit - [colchester.gov.uk](https://www.colchester.gov.uk)

## EXITING








To allow everyone to exit smoothly, please follow any directional signage, and instructions from stewards. Please take your time, and be kind and thoughtful to other concert goers and residents when leaving the venue. Please bear in mind the exiting times when advising taxis and pickups.



# CASTLE PARK

\* The South Entrance will be split into two separate gates. One for Gold, VIP and Accessible ticket holders, the other will be for General Admission.



-  BAR
-  FOOD & DRINK
-  PIMMS & PROSECCO
-  BOX OFFICE
-  FIRST AID
-  TOILETS
-  TOKEN BOOTH
-  ACCESSIBLE AREA
-  VIP THE VIEW VIP AREA

# EVENT AREA

## ENTRANCES

- There are two entrances. The South Entrance off Middle Mill, and the North Entrance by Leisure World

## SEATING

- This event is a standing event.
- You are NOT permitted to bring camping furniture of any kind into the event.

## ACCESSIBILITY

- The event takes place on grass with flat hard paths.
- Friendly stewards will be around to assist and accessible toilets will be available.
- The event area is suitable for wheelchair users with assistance.

The accessible areas are sold out, if extra space does become available this will be on a first come first served basis.

## WEATHER

- The concert will not be cancelled in the event of inclement weather.
- Please be mindful of the weather and wear appropriate clothing and footwear.
- Umbrellas are permitted in the standing areas but must be taken down during the show.

## TOILETS

- Standard and accessible toilets facilities are located throughout the event area.

## MOBILE COVERAGE

- There may be limited phone coverage across all networks and as is often the case in large crowds, service may be unreliable.



# FOOD & DRINK

## BARS

- All bars at the event operate a fully cashless system, payments can be made with Credit or Debit cards or pre-purchased tokens.

## TOKENS

- If you wish to pay in cash, you will need to head to the token booth before heading to the bar.
- Please note that tokens are for drinks for the bars only and not the food outlets.

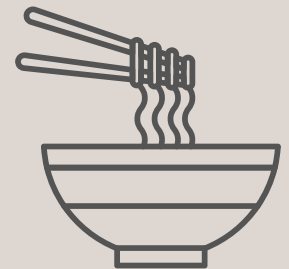
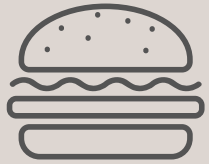
## REFRESHMENTS

- 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.

## VENDORS

- Greek Souvlaki
- Gourmet Burgers
- Ribs & Wings
- Salt & Chilli Chicken
- Noodle Bar
- Loaded Dogs & Fries
- Coffee & Churros
- Ice Cream
- Prosecco Pavilion
- Event Bars
- Wines & Cocktail Bar

\*Vegan & Gluten Free Options will be available



# FAQS

## **I CAN'T PRINT MY TICKET / MY TICKET HASN'T ARRIVED YET, WHAT SHOULD I DO?**

Please contact the ticket outlet you purchased your tickets from. If requiring further help after this please email: [tickets@lizabethgroup.com](mailto:tickets@lizabethgroup.com)

## **I'VE BOUGHT MY TICKET ON A 'SECONDARY SITE', CAN I STILL GET IN?**

We have no control over the sale of these tickets – they may be stolen, counterfeit, or in some instances the ticket never existed in the first place. In some instances, these tickets are genuine, however we cannot guarantee this as we are unable to access any order information held by these resale sites. Therefore, you may be refused entry at the event.

## **I CAN'T GO ANYMORE, CAN I GET A REFUND?**

If you can no longer attend the event, please contact the ticket outlet you purchased your tickets from, some have a re-sale function that will allow to sell your ticket on. Other than this tickets are strictly non transferable or refundable.

## **CAN I BRING WATER TO THE EVENT?**

You are permitted to bring a sealed bottle of water with you (of no more than 500ml). Anything considered open will be confiscated at the entrance. You may bring an empty reusable water bottle that can be filled one inside the venue. Free drinking water is available from the main event bars.

## **IS THERE AN ATM ON SITE?**

There are no ATMs on site.

For our full terms and conditions please visit:

[lizabethgroup.com/faq](https://lizabethgroup.com/faq)





# OLLY MURS

*MARRY ME*

TOUR 2023

**PLUS VERY SPECIAL GUESTS**

SCOUTING  
FOR GIRLS

with support from

**DAGNY**

**SAM TOMPKINS**

