**Little Mix**

**Bught Park, Inverness**

**Sunday 29th July**

**Frequently Asked Questions**

**For any queries contact Liz Hobbs Group Live Ltd enquiries@lizhobbsgroup.com or 01636 555666.**

**They have also produced a FAQ for this concert, a copy of which is attached.**

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**What time is the concert?**

4.00pm Arena Gates Open

5.40pm KMFM DJ Set

6.40pm Rak-Su, Germein Sisters, Little Mix

9.45pm Concert Ends

**What do I bring?**

-Ticket (s)/Wristband (s) **(Please put the wristbands on before you get to the concert)**

-Valid ID

-Wear Comfortable shoes (remember this is an outdoor event)

-Appropriate clothing for all weather – rain is in the forecast

-Medical info if you have any medical conditions

-Cards AND Cash. There are no ATM’s on site

**What are the conditions of entry?**

Security staff will enforce the Little Mix conditions of entry **at the entrance to the concert arena.**

When you enter the concert arena you may be subject to a personal search, and you will undergo a bag search, so if you can travel light without a bag that will be better.

The following items are **prohibited**in the concert arena, so please do not bring them with you, as they will be confiscated: -

* No bags over A4 in size
* No long lens cameras, i pads, go pros or selfie sticks
* No banners or posters over A3 in size
* No banners, posters, flags of political or religious nature or anything detrimental to Little Mix or any support artist
* No weapons, no bladed or pointed items
* No drugs, legal-highs or illegal substances
* No aerosols, gas canisters, air horns, or potentially harmful fluids
* No flares or fireworks
* No chairs, blankets, or seats
* No umbrellas
* No marker or laser pens
* No food or drink.
* If you have a medical condition which requires special dietary requirements, please bring a medical card or other proof of your condition

**Will there be a box office collection point on the day?**

The box office on site will open at 12noon on show day.

Any tickets/wristbands that have been purchased in advance and not received can be picked up from here. Please bring proof of ID

**Do children need to be accompanied by an adult?**

All children under 14 must be accompanied by an adult at all times.

**Will we get a refund if it rains?**

The concert will not be cancelled if it rains. Tickets are non-refundable.

**Travelling to the concert: -**

**Parking**

There is **no parking** for the general public at the venue.

All customers (except disabled, taxis, coaches and drop offs see below) are asked to follow the traffic signs and use the public pay and display car parks in Inverness city centre and then walk to the venue.

The city centre has lots of amenities including shops and restaurants so make sure you arrive in good time and spend a bit of time in the city.

It is a 15 minute walk along the river bank to Bught Park.

**Disabled Parking**

**Disabled blue badge parking is available at the Inverness Ice Centre. For sat nav please follow IV3 5SR**

**General public parking is not available at this venue.**

**Taxis**

Licensed taxis and private hire cars **only** will be admitted into Bught Drive to access the taxi drop off and pick up location at **Inverness Leisure Centre.**

Again, this site is not available for general concert parking.

**Dropping Off/Picking Up**

If you are dropping off family or friends for the concert and then picking them up later (i.e. not parking) please do not try to do this on the roads around Bught Park.

Instead, follow the signs to the **drop off and pick up area** which is at the Highland Council Offices on Glenurquhart Road. For sat navs please follow the **postcode IV3 5NU.**

From here it is a short 5 minute walk to Bught Park. Make sure your family and friends remember this location for picking up after the concert.

The drop off and pick up area operates as a short duration/drive through facility. There is no concert parking at the Council Offices.

Drivers picking up family or friends after the concert should return to the Council Offices at 9.30pm.

**Coach Parking**

All organised coach and mini bus excursions should use the Inverness coach parking area which is on Ardross Street **sat nav IV3 5NS**

**Public Transport**

Stagecoach have enhanced their existing service 4/4A from Academy Street in Inverness City Centre to the Cemetery Gates bus stop which is on Glenurquhart Road near to Bught Park.

These journeys will run every 30 minutes from 1508 to 1808 towards the venue. After the event, buses will be in place to provide additional capacity as required on journeys at approximately 2130 and 2230.

Additionally, Stagecoach will provide additional capacity on service 11B departing Inverness Bus Station for Nairn at 22:00 to provide connections further East.

Full timetables for services 4/4A and 11/B can be found at: [https://tiscon-maps-stagecoachbus.s3.amazonaws.com/Timetables/North%20Scotland/Highlands/TT%20Inverness%20City%20Guide%2016-April-18-WEB.pdf](https://protect-eu.mimecast.com/s/y57JCDqXqfyoKIA4RNs?domain=tiscon-maps-stagecoachbus.s3.amazonaws.com)

Stagecoach fares are:
£1.50 Adult Single, £2.70 return
£0.75 child single, £1.40 return
Inverness Zone 1 Day Adult £3.60 (allowing unlimited travel all day across Inverness Zone 1)
Inverness Zone 1 Day Group £7.60

Customers can pay with cash, contactless debit/credit card or Apple or Google Pay. We will accept Concessionary travel passes and valid Stagecoach tickets as well.

Further details on Stagecoach Dayrider tickets can be found at:[https://www.stagecoachbus.com/regionaltickets/north-scotland/inverness/dayrider](https://protect-eu.mimecast.com/s/J_6RCBrVrfyD9I6tYcd?domain=stagecoachbus.com)

Or visit Stagecoach’s website and Twitter handle @StagecoachNScot for transport related info.

**Can I arrive at the venue by foot?**

Yes, in fact we expect most people to walk to the concert from Inverness City Centre.

Leave the city centre via Ness Bridge and then follow Ness Walk alongside the river.

It is about a 15 minute walk.

**Can I arrive by Train?**

Concert goers will probably find it difficult accessing via train.

This is a Sunday evening concert finishing at 9.45pm and then it is a 15-20 minute walk back to the railway station in Inverness city centre, so rail services will be limited.

If you are considering this option, we recommend that you visit the Scotrail web site or the Trainline website: [www.thetrainline.com](http://www.thetrainline.com/) and check services and times

**What time will the gates open for the concert?**

Gates Opens at 4.00pm. There are limited amenities on site at Bught Park before gates open so please do not arrive too early.

**Which gate do we use?**

There will be one main entrance for Gold and Silver ticket holders, and another for Bronze ticket holders.

Disabled customers pre-issued with white wrist bands should go to the Gold/Silver entrance.

All customers with an **Event Brite** ticket should please report directly to the Box Office on arrival for ticket exchange before entering the search lanes.

**Is there a designated area for disabled concert-goers?**

Accessible ticket holders should have received a white wrist band in advance and should enter via the Gold/Silver entrance

Once gates open **Accessible ticket holders ONLY** will have a designated viewing area next to the stage. This is at level on the grass (not on a raised platform) but does have an unrestricted view of the stage.

Please note that being a blue badge holder does not guarantee access to the disabled viewing area. This area is only for pre-purchased accessible ticket holders.

Please report to the box office on arrival if you require further information.

**Will there be first aid cover?**

Yes. British Red Cross will be in attendance before, during and after the concert. Should you or anyone in your party require first aid, please notify the nearest steward/security person who will deal with your request.

The first aid points will be clearly signposted inside the venue.

**What do I do in an emergency?**

There are stewards/security/welfare staff/first aiders and event staff all on duty at the concert, locate a member of staff for any emergencies, who will be able to assist or locate the correct assistance. If you need to contact the Police to report a non-emergency crime or need to provide information on a crime while onsite, please call 101.

**What do I do if I have lost or become separated from a child/person on site?**

Please advise any member of the security and stewarding team immediately and they will take it from there..

**Can we go in and out of the arena?**

Routinely guests will not be allowed to leave and re-enter the concert arena unless in an emergency, however this will be determined on a case by case basis on the day.

**Will there be concession stands?**

There will be ample concessions for food and drink within the concert site.

No food or drink can be brought into the arena, exceptions are baby food, food and drink required due to allergies/dietary requirements (but this must be supported with medical documentation) and one sealed bottle of water up to 500ml. The lid of this water will be removed on ingress.

Any alcohol purchased at any of the bars within the venue must be consumed on site and not taken out of the arena.

There will be a **Challenge 25 Policy**in place for all alcohol sales.

**Will the concession stands cater for dietaries?**

Yes, some catering concessions will provide for dietary needs.

**Can we bring a picnic?**

No food or drink is allowed to be brought into the concert arena. No glassware will be allowed.

**Can we bring chairs and/or blankets?**

All form of seating is prohibited, this includes deck chairs, canvas chairs, camping chairs, stools, and blankets

**What clothing should I wear?**

Please come prepared for the weather forecast. We have had an unseasonably hot spell, but rain is also forecast this weekend.

For hot weather, apply sunscreen especially to children. Wear a hat for shade and stay hydrated

If it is raining bring a showerproof coat or a poncho. No umbrellas will be permitted in the arena.

The concert arena is on grass so please wear suitable footwear

**Are there toilets?**

There will be plenty of toilets on site including disabled portaloos.

**Is photography allowed?**

Only as normal usage of a personal camera or mobile phone.

The unauthorised use of photographic equipment including the use of drones and other recording equipment is prohibited. No professional or long lens camera equipment. No i-pads and no go pro permitted.

We want everyone to enjoy the concert – it’s a great show, so we’d encourage you to keep your phone in your pocket and enjoy the music! Believe it or not the artist much prefers to see you than the back of your phone!

**Can we bring our dog?**

No dogs other than assistance dogs will be permitted.

**Can I get mobile phone coverage?**

There may be limited telephone and broadband coverage and as is often the case in large crowds, it is unlikely that 3G or 4G signal will be totally reliable.

**Will there be cash machines onsite?**

There are no ATMs on site.

The bars and most concessions expect to offer card payment facilities, but this is subject to usage and an adequate signal, so we strongly recommend that you also bring cash with you.

**What time will the concert finish?**

The concert is due to finish at approximately 9.45PM