

# LITTLE MIX

## SUMMER 2020



## FAQ's - HULL COLLEGE CRAVEN PARK STADIUM

### **TICKETS**

#### HOW DO I BOOK TICKETS?

Tickets are available to be purchased through Ticketmaster <https://www.ticketmaster.co.uk> or 0844 844 0444

#### HOW DO I BOOK ACCESSIBILITY TICKETS?

Accessible viewing platform and allocated aisle seating for customers with requirements. Please contact Ticketmaster on 0800 988 4440

#### HOW DO I BOOK VIP NATION HOT TICKETS?

VIP Nation Hot Tickets are available to be purchased here [www.vipnation.eu/littlemix](http://www.vipnation.eu/littlemix)

#### HOW DO I BOOK HOSPITALITY TICKETS?

Hospitality tickets can be purchased through the venue events@hullkr.co.uk / +44 (0)8712 88 99 88 or Ticketmaster <https://www.ticketmaster.co.uk> or 0844 844 0444

#### I HAVE A QUERY REGARDING MY TICKETS, WHO SHOULD I SPEAK TO?

For any questions you may have with regards to your tickets, you'll need to contact your point of purchase and their customer services team will be able to help.

Ticketmaster Customer Services - 0333 321 9999  
VIP Nation customer services number - 0207 009 3484

#### CAN I PURCHASE TICKETS ON THE DAY OF THE CONCERT?

If there is availability, yes, tickets can be purchased on the day of the concert from the box office.

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

### **KEY TIMES**

(all subject to change)

#### WHAT TIME WILL THE GATES OPEN?

General admission gates will open at 5:00pm.  
Hospitality gates will open at 4:00pm.

#### WHAT ARE THE SHOW TIMINGS?

We do not share show times as they are subject to change. We expect entertainment to begin at 7:00pm and finish at 11:00pm or just before.

Please note timings are subject to change.

#### WHAT TIME IS THE BOX OFFICE OPEN?

Box office opening time: 3:00pm  
Box office closing time: estimate 9:30pm

Please note timings are subject to change.

### **TRAVEL AND PARKING**

Hull College Craven Park Stadium, Poorhouse Lane, Hull, HU9 5HE

#### TRAVELLING TO THE HULL COLLEGE CRAVEN PARK STADIUM...

#### BY ROAD:

Follow the M62 (eastbound) to junction 38. Here the M62 turns into the A63. Continue along the A63, under the Humber bridge, over the Dalton Street Flyover, and continue straight along the A63, continue from the A63 onto the A1033 Hedon Road passing Hull Prison on your left. After 1/4 of a mile you will come to a roundabout, go straight across and continue for approx. 1000 yards, at the roundabout turn left onto Marfleet Lane. At the next traffic light junction, you would turn right onto Preston Road with the stadium half way down on the right, however from the traffic light junction onto Preston Road there will be road closures and diversions in place.

#### CAR PARKING

There is no parking at the venue, please use public city centre car parks where possible and travel onward to the stadium via public transport.

#### ACCESSIBLE CAR PARKING

Blue badge car parking is available at Aspire Academy Car Park, Preston Road Hull, HU9 5DE

#### BY TAXI:

The taxi drop off point will be just before the road closure at Marfleet Lane and Preston Road junction.

#### BY BUS:

Paragon Interchange is the city's public transport hub. More information regarding park and ride will be available closer to the time of the event.

#### BY TRAIN:

Paragon Interchange is the city's public transport hub

### **VENUE**

#### IS THE CONCERT STANDING?

The pitch and golden circle are standing areas. The east stand is a standing terrace. The west and north stands are seated.

Please note in the seated areas people may stand around you.

#### IS THE CONCERT OUTDOORS?

Yes. Please ensure you bring clothing appropriate to the expected weather conditions.

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

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

#### WHAT ARE THE TOILET FACILITIES?

All customers will have easy access to toilet facilities. There will be accessible toilets located at the venue.

#### CAN I BUY OFFICIAL MERCHANDISE?

Yes, if available, official merchandise will be available to purchase within the venue.

#### IS THERE A CASH MACHINE?

There are no cash machines on site. We would suggest bringing sufficient cash.

#### I REQUIRE A BSL INTERPRETER?

If you require a BSL interpreter, please contact events@cuffeandtaylor.com or hello@cuffeandtaylor.com

### **SECURITY**

#### 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 would speed up your entry to the concert.

#### FOOD AND DRINK

Food and drink are not permitted however there are food and drink concessions within the event.

1 sealed bottled water per person max 500ml is permitted.

1 empty reusable bottle is permitted.

There will be free water re-fill stations at the venue.

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

#### CAN I BRING AN UMBRELLA?

Umbrellas are not permitted.

#### CAN I BRING A CAMERA?

Any cameras that are deemed as "Professional" will be confiscated until the end of the concert.

#### Allowed:

Non-Professional Recording Equipment (Point & Shoot Cameras, Flip Video Cameras, etc.)

#### Not Allowed:

Professional Recording (Photo, Video, Audio) Equipment (NO Detachable Zoom Lense, Tripods or Other Commercial Equipment)

#### CHILD POLICY

16 and under must be accompanied by an adult over 18. No Under 5's allowed on the pitch.

#### TICKET LIMIT

A max of 8 tickets per person applies for seated tickets, and a max of 8 tickets apply for Gold Circle and General Admission Standing tickets. Tickets in excess of this will be cancelled.

Resale only permitted on Ticketmaster.

Tickets purchased by businesses or traders will be cancelled.

#### RE ADMITTANCE POLICY

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

#### PROHIBITED ITEMS

<http://www.cuffeandtaylor.com/prohibited-items/>