
THE DOWNS * BRISTOL

SATURDAY 02 SEPTEMBER 2017

FAQ'S

DETAILS OF THE EVENT

Outdoor music concert on the Clifton Downs with a main stage of live music, a stage of electronic performance, smaller venues with panel discussions, film and art, food, alcohol and soft drink concessions, children's entertainment and decorations throughout the site.

TIMINGS OF THE EVENT

Doors to the event will open at 1pm with the music finishing at 11pm. Last entry to the event is at 8pm.

LOCATION OF THE EVENT

The Clifton Downs is located to the North West of the city – a large area of open grassland nestled between Clifton and Sneyd Park.

HOW MUCH ARE TICKETS?

Tickets are £45.00 plus booking fee for adults, £10.00 for children between the age of 5 and 12 years old. Free for under 5 years. We also run a low-income ticket at £25.00 plus booking fee.

LOW INCOME TICKETS

Discounted tickets are available to those on unemployment benefits or income-support. Please call in person to Bristol Ticket Shop with some proof of support to purchase your ticket directly.

AGE AND ID

This event is for people of all ages. A responsible adult MUST accompany any person who is under the age of 16. Identification will be required and under-16s will be refused entry without an adult. Acceptable ID: full British photo driving licence, valid passport, pass logo ID card.

CHILDREN

Children are more than welcome at this event. Under 5's go free, all children aged between 5 and 12 years old must have a child's ticket. We will have a specific children's area with entertainment

and activities including Ape Project - Crazy Bikes, Spin Painting & Carouse, Karaoke Horsebox, Big Outdoor Games (Chess, Connect 4 etc.), Circus Skills & Hula Hooping, Junk Ball Run, Play Dough Kitchen, Family Chill Out Area with comfy chairs, books & beanbags, Baby Changing area, Face Painting, Explorer Dome - Science Workshops.

We would like to make parents aware that this is not a crèche serviced and children must be supervised at all times. Please ensure that you receive a specific child's wristband before entering the site so that a mobile phone number can be written on it. Please bring suitable hearing protection for young children.

CAN I LEAVE TO DROP OFF MY CHILDREN AND RETURN TO THE FESTIVAL EVENT?

We have been receiving quite a few enquiries from people with children who would like to leave site to drop them off with relatives or a babysitter and then come back to the event.

Because of the number of enquiries we have been getting, we have decided to introduce an official family re-admission policy whereby someone who has a child will be allowed to leave site and come back in without the child. This policy only extends to people who are leaving site with a child and must still be cleared with security at the main gate. Please make sure that you (or whichever adult) is taking the children off site speaks to the team at the main gate BEFORE leaving as they MUST collect a pass out and be back on site by 8pm. If no pass out is collected then they will not be allowed to come back on to site.

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ACCESSIBILITY

We have made the following accessible facilities available at the event:

2 for 1 PA ticket scheme / Viewing Platform / Accessible Parking Accessible Toilets. These facilities will only be available to ticket holders who have pre-registered their requirements. Please email: katie@teamlove.org or call 01179 411611. These facilities are for festival goers with permanent disabilities only.

Please note: The whole festival site is a green field site with the entire area covered in grass. Please be aware this could be affected by adverse weather.

SEARCH POLICY

For the safety of our customers and staff, security will be conducting stringent searches at the gate. Anyone found to be carrying illicit items will have them confiscated and may be removed from the festival and handed over to the police where necessary.

Please do not attempt to bring any of the following items inside the event:

Fireworks, laser pens, or flares / Alcohol, illicit drugs, or legal highs including nitrous oxide / Animals (with the exception of guide dogs) Selfie sticks / Anything which could be considered an offensive weapon / No glass / Umbrellas.

FOOD AND DRINK

Outside food and drink (including alcohol) is not allowed inside the festival, with the exception of attendees with specific dietary requirements backed up by a doctor's note. This is a condition of our license and it is something we must enforce in order to secure permission for the event to go ahead. There are, however, plenty of

reasonably-priced bars and traders providing refreshments all day long as well as ample water points.

VALUABLES AND SAFETY

We recommend taking some easy steps to maximise your enjoyment of the day. We will have a cloakroom onsite, so use that to store your belongings or if you don't need it, don't bring it.

Keep money, mobile phones and cameras on your person at all times. If you suspect you have had something stolen, please check with the Information Tent to see if it has been handed in before reporting it to the police.

Make yourself aware of the location of the emergency exits, and follow any instructions given to you by security or stewards. In the unlikely event that you witness dangerous or antisocial behaviour move away and alert security if they are not already in the immediate vicinity.

TOILETS

Please make sure that you do use the loos provided and not the ground of The Downs as this can be harmful to local wildlife. There are ample toilet facilities on site that are cleaned and re-stocked throughout the day. We all know that festival loos can be a bit of an ordeal so please do your bit by leaving them as you'd like to find them!

We will also be providing toilets on the pedestrian routes to and from the event. Please respect the area and use them (not the bushes!)

ARENA ADMISSION

Gates will close at 8pm – there will be no admittance to the event after this time. There is no re-entry to this event.

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FIRST AID AND WELFARE

There is onsite medical centre with fully qualified staff. Please make yourself aware with it's locations throughout the day. There are also trained welfare staff who are the to help with personal problems also available for 12-hours.

ONSITE EMERGENCY SERVICES

Police/Ambulance/ And a fire response team will all be onsite. If you need any assistance DO NOT call 999 as we have everything needed on site. This could unnecessarily tie up services from a nearby incident. There are an ample number of Stewards and Security on site who can be alerted to call upon for any emergency services or assistance necessary.

If you suspect somebody is unwell take him or her to the first aid tent. If in severe cases they are not moving, please do not attempt to move them and alert a Steward immediately who will call for the exact help needed. If you take any medication regularly remember to bring it with you and make your friends aware of any illness of allergies you may have. Look after yourself and those around you.

HEALTH AND SAFETY PLANNING

Public health and safety is our priority for every event that we do. Our event plans will be constantly reviewed by the Safety Advisory Group, whose members include Avon & Somerset Police, Avon Fire & Rescue, South West Ambulance Service and relevant council department. This will help to ensure that our event is carried out professionally and safely.

BENEFIT TO THE DOWNS

We will be contributing to the Downs Committee a significant hire fee for the use of the site – and this money will go directly into the budget administered by the Downs Committee for the upkeep and maintenance of the area. In addition to this we will pay a large

security deposit to the council in advance of the event that will ensure that any damage or wear and tear to the ground caused by the event is repaired or replaced at our own cost.

This proposed event has the full support of the Clifton Downs Committee and is seen as a great opportunity for the Clifton Downs to generate some much needed revenue to ensure the future upkeep of the area. The concert will be sympathetically programmed to ensure the minimum of disruption to local residents and to appeal to the largest cross-section of the local population who will be excited by such an event taking place in the locality.

DISRUPTION TO LOCAL RESIDENTS

We are committed to causing minimum disruption to local residents. There will be increased noise in the area on the event days. We have employed an independent specialist noise management company to carry out tests throughout the event to ensure that levels do not exceed those set by the Council. They will be taking readings from various points off-site including local residential areas.

We have designed our site layout first and foremost with local residents in mind. The main stage has been positioned in such a way that the projected sound travel would have to travel over 1 km before it reaches the nearest residential premises to minimise disruption. If you have any concerns that you would like to raise prior to the show, please contact us on the email address above or feel free to attend one of the public resident meetings we shall host. Sound checks will be scheduled for the Friday afternoon before the event day.

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TRAFFIC AND TRANSPORT

We will be constructing a full traffic management plan for the day of the event. We foresee an increase of traffic to the site – and will have plans in place to control and direct this.

We will be encouraging people to use sustainable means to travel to and from the event. We will supply secure bike racks for people wishing to cycle to the event.

We will also have a public transport partnership in place with First Bus to enable a large proportion of ticket holders to get to and from the event.

No parking will be provided around the site for the event. We will be running park and ride services to the event. Please see Travel section for more information.

WASTE AND RUBBISH

As part of our best sustainable practices for all events we will have a full waste management plan in place to include a commitment to recycling all litter that we possibly can from the site. Not only will the site be covered by our litter pickers and waste management – but also the main routes to and from the site.

SUSTAINABILITY POLICY

Team Love recognises that climate change is a challenge to the quality of life for many in the world today and for future generations, and that as an event's company our operations have environmental impacts. We also recognise the immediate impact the events we manage can have in the local environment and community.

Team Love is founded on the concept of respect; with regards staff and volunteers, audience, local residents, nature and the many companies involved.

Our goal is to have a positive impact; providing inspirational entertainment, managing relationships with integrity, minimising the environmental impacts associated with Team Love events, adding value to the local area where possible and creating new opportunities for people involved with the festival.

LOST PROPERTY

For Lost Property please contact: productionassistant@teamlove.org

TERMS AND CONDITIONS

Standard Terms and Conditions apply

CONTACT

Email: productionassistant@teamlove.org

Telephone: 01179 411 611