

# LIVE MUSIC 2011

## WESTONBIRT ARBORETUM

### NEAR TETBURY, GLOUCESTERSHIRE

#### HOW TO GET THERE

##### DIRECTIONS TO WESTONBIRT ARBORETUM

- Westonbirt is 10 miles north of M4 junction 18, and 3 miles south-west of Tetbury on the A433. Postcode: GL8 8QS

##### CAR PARK

- Sufficient car parking for visitors is provided on site. Vehicles should not be left overnight in the car parks.

##### PUBLIC TRANSPORT

- The nearest train station is at Kemble (Swindon to Gloucester line), 12 miles away.

##### TAXIS

- If you are arriving by taxi or being dropped off make sure you have made arrangements for your return journey in advance.
- Taxi pick-up/drop off point at the Plant Centre.
- After the concert, taxis collecting visitors must be on site by 10.30pm due to traffic flow. Access cannot be guaranteed after this time.

##### Local taxi companies

- Abbey Taxis, Malmesbury 01666 826072
- Martins Cars, Tetbury 01666 503611
- Tetbury Mini bus, Tetbury 01666 503688
- Webbs Taxis, Tetbury 01666 823551
- Express taxis, Tetbury 07858 450098



#### TERMS & CONDITIONS

- This event will continue regardless of weather except in the case of extreme weather conditions affecting the venue.
- Tickets will only be refunded if the event is cancelled by the organiser and as long as the ticket is returned within 28 days of the due concert date. The booking fee is not refundable under any circumstances.
- Please take care of tickets as duplicates cannot be issued under any circumstances.
- Seating is not provided in the arena - folding chairs are permitted.
- Umbrellas, tables, glass bottles, cans, non-plastic containers and non-plastic cutlery and crockery are not permitted. No more than 2 litres soft/ alcoholic drink per person.
- Naked flames including fireworks, BBQs and sparklers are strictly prohibited. Smoking cigarettes is permitted, please be considerate of others.
- Laser pens, flags, banners, poles, parasols, gazebos, tents and dogs (apart from registered assistance dogs) are not permitted.
- The Forestry Commission reserve the right to search all persons and all personal property and to prohibit any other items considered to be a potential hazard.
- Photographic equipment with detachable lenses, tripods and audio visual or video equipment are not permitted in the arena.
- No access to under 16s unless accompanied by a parent/guardian (18 or over). Children aged 5 and under do not require a ticket. Under 16s must be supervised at a maximum ratio of 1 adult to 8 children. The Forestry Commission may refuse entry without valid proof of age.
- The Forestry Commission will not be responsible for damage or injury caused or that caused by third parties or for loss of personal property on site or left in vehicles.
- Any person who fails or refuses to comply with instructions from any steward or other persons acting for the Forestry Commission may be removed from the venue and surrounding Forestry Commission land.
- The Forestry Commission reserves the right to refuse admission. No person considered drunk or under the influence of drugs will be admitted.
- Ticket holders consent to recording, filming, CCTV and photography that may be used for promotional purposes, by artists as a live product or for security purposes.
- Tickets are not permitted for resale in the course of business or for a profit
- The Forestry Commission reserves the right to change these terms and conditions at any time.
- The purchase and use of this ticket shall constitute an acceptance of these conditions by the purchaser and holder.

[www.forestry.gov.uk/music](http://www.forestry.gov.uk/music)



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### THE VENUE

#### CONCERT TIMINGS

- Concert car parks open at 5pm. The arena opens at 6pm, with live music starting at about 7.30pm and finishing about 10.30pm. These times are approximate; for the latest updates on running times please check the website as the date approaches.

#### SITE OPENING TIMES

- Free access for ticket holders from 9am on the morning of the concert. Why not come and explore the arboretum, enjoy a snack in the cafe or browse in the forest shop?
- Admission fee applies on other days or for those without concert tickets.

#### SEATING

- This is an outdoor venue. Seating is not provided or reserved. You are welcome to bring folding picnic chairs or rugs. If a standing area has been designated directly in front of the stage, seating brought into the venue will not be allowed in this area.

#### FOOD & DRINK

- A full licensed bar and a variety of hot food outlets are available. Please note bar and food outlets do not accept card payments.
- You are welcome to bring picnics, but please check the terms and conditions carefully as some items are not permitted in the arena.

### GENERAL INFORMATION

#### WHAT TO WEAR

- We advise that you wear suitable clothing and footwear for an outdoor event. Unfortunately, we cannot permit umbrellas to be taken into the arena.

#### CASH POINTS

- There is no cash point on site.
- Nearest cash points are at HSBC and Tesco, both in Tetbury, approx. 4 miles east on A433.

#### TELEPHONES

- There is a public pay phone on site outside Maples restaurant.
- No mobile signal for most networks, with the exception of Vodafone which has limited coverage.

#### LOCAL ACCOMMODATION

- No camping will be allowed on site or in the car park area.
- The nearest campsite is at the Holford Arms (approx. 10 minutes drive). Tel: 01454 238669. It is inadvisable to walk to the campsite from Westonbirt Arboretum on the main A433 road; the paths are poor and non-existent in places.
- Contact Tetbury Tourist Information centre on 01666 503552 for full details of local accommodation.

#### DISABLED VISITORS

- A viewing platform is available. Places on viewing platform cannot be reserved or guaranteed.
- Parking area is not restricted to blue badge holders. Please inform staff and you will be directed to it. It is 350 metres from the disabled parking area to the concert arena along grass and compacted gravel paths.
- Accessible toilets are available at Maples restaurant or next to the Great Oak Hall, and inside the concert arena.
- Limited wheelchairs and electric buggy hire is available. Advance booking essential, contact visitor services on 01666 881218.

- See our access policy in full at [www.forestry.gov.uk/music](http://www.forestry.gov.uk/music) or contact box office on 03000 680400.
- Registered assistance dogs are permitted, but the live sound may disturb the animal. No other dogs are allowed on site.
- Lasers and strobe lighting may be used as part of the performance.

#### TICKET SALES

- Forestry Commission Box Office: 03000 680400 or buy at: [www.forestry.gov.uk/music](http://www.forestry.gov.uk/music)
- Tickets are also on sale in advance at the forest shop, open 9am–5pm. Pay by cash, cheque with guarantee card, or credit or debit card (not American Express).
- On concert nights customers can buy any unsold tickets from the forest shop until 5pm and then from the box office marquee at the main arena entrance from approx. 6pm (cash or cheque only).

#### CONTACTS

- **Forestry Commission Box Office**  
East of England Office,  
Santon Downham,  
Brandon,  
Suffolk  
IP27 0TJ  
Tel: 03000 680400  
[boxoffice@forestry.gsi.gov.uk](mailto:boxoffice@forestry.gsi.gov.uk)
- **Westonbirt Arboretum**  
Tetbury,  
Gloucestershire  
GL8 8QS.  
Tel: 01666 880220.  
[www.forestry.gov.uk/westonbirt](http://www.forestry.gov.uk/westonbirt)
- **Local Tourist Information Centre**  
Tetbury. Tel: 01666 503552.

