

Dalby Forest

Near Pickering, North Yorkshire

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

- Dalby Forest is open all day. Why not go for a walk and have a picnic? A vehicle admission charge will apply.
- Free access to concert car parks from 5pm.

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.
- As this is an outdoor venue you may like to bring insect repellent.

CASH POINTS

- There is no cashpoint at the venue. The nearest cash point is in Pickering, 9 miles away.

TELEPHONES

- The nearest public pay phone is in Dalby Village, approx. 3 miles away
- Mobile network signals are generally poor but Orange and Vodafone may work at the top end of the arena.

LOCAL ACCOMMODATION

- No camping will be allowed on site or in the car park area.
- Nearest campsite is High Rigg Farm, 1 mile away. Tel: 01751 460269
- For further information on local accommodation contact Pickering TIC on 01751 473791

ACCESSIBLE FACILITIES

- A viewing platform is available. Places on viewing platform cannot be reserved or guaranteed.
- The disabled car park is not restricted to badge holders. Please inform staff and you will be directed to it. It is approx. 50 metres from the disabled car park to the concert arena along a grass path.
- There are disabled toilets inside the arena, at the Dalby Visitor Centre (3 miles away) or Staindale Lake (1.5 miles away).

- 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.
- See our access policy in full at www.forestry.gov.uk/music or contact box office on 03000 680400.

TICKET SALES

- Forestry Commission Box Office: 03000 680400 or buy at: www.forestry.gov.uk/music
- Tickets are also on sale in advance at Dalby Visitor Centre, YO18 7LT (open 10am-4pm daily, vehicle admission charge applies) or at Forestry Commission Office, Outgang Road, Pickering YO18 7EL (open 8am -4pm Mon-Fri)
- Payments can be made by cash or cards (not American Express).
- On the day of the event, if the event is not sold out, tickets can be bought at the main arena entrance after 6pm until the main band come on. Payment methods as above.

CONTACTS

- **Forestry Commission Box Office**
East of England Office, Santon Downham, Brandon, Suffolk IP27 0TJ
Tel: 03000 680400
boxoffice@forestry.gsi.gov.uk
- **Yorkshire Forest District Office**
Outgang Road, Pickering YO18 7EL.
Tel: 01751 472771.
www.forestry.gov.uk/yorkshireandthehumber
- **Local Tourist Information Centre**
Pickering.
Tel: 01751 473791

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HOW TO GET THERE

DIRECTIONS TO DALBY FOREST

• North of Thornton-le-Dale near Pickering. The event is signposted from the A170 and the A169. Grid ref: SE 884898. (Car satellite navigation systems do not give useable directions to the venue).

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 stations are Malton (17 miles away), or Scarborough (19 miles away), on the Liverpool to Scarborough line.

TAXIS

• At the end of the night, taxis must be on site by 10.30pm to pick up their customers. Please book your taxi in advance as there are very few taxi firms in Pickering. For details of local taxi companies contact Pickering TIC on 01751 473791



TERMS & CONDITIONS 2013

- 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. No spirits.
- 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.
- Any customer purchasing over 8 tickets must adhere to the group bookings policy (see website). Tickets are not permitted for resale in the course of business or for a profit. Purchases suspected of being made with the intention of resale for profit will be cancelled.
- 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.

