

High Lodge Thetford Forest

Near Brandon, Suffolk

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

- An site entrance fee to High Lodge applies before 5pm.
- 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.

CASH POINTS

- The nearest cash point is in Brandon, 5 miles away.

TELEPHONES

- The nearest public pay phone is in Brandon, 5 miles away.
- Mobile phone coverage is poor. O2 reception is usually ok inside the arena, but poor outside. No coverage from other networks.

LOCAL ACCOMMODATION

- No camping will be allowed on site or in the car park area.
- The nearest campsite is Little Lodge campsite, 3 miles away. Contact Little Lodge Farm, Santon Downham, Brandon, Suffolk. IP27 0TX. Tel: 01842 813438 or see www.littlelodgefarm.co.uk
- For full details of all local accommodation contact Brandon Tourist Information Office on 01842 814955.

DISABLED VISITORS

- A viewing platform is available. Places on viewing platform cannot be reserved or guaranteed.
- The disabled car park is not limited to badge holders but priority will be given to them. The disabled car park is approximately 250 metres from the entrance to the arena along tarmac and grass paths.
- Disabled toilets are available in the toilet block and inside the arena.

- 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 can also be bought in advance at High Lodge, subject to availability. See www.forestry.gov.uk/highlodge for details. Payments can be made by cash or card (not American Express). Parking is free if tickets are bought immediately and the customer then leaves the site.
- On the day of the event, if the event is not sold out, tickets can be bought at the on-site box office from 5pm. 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
- **High Lodge, Thetford Forest**
Santon Downham, Brandon, Suffolk IP27 0AF.
Tel: 01842 815434.
www.forestry.gov.uk/highlodge
- **Local Tourist Information Centre**
Brandon.
Tel: 01842 814955.

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HOW TO GET THERE

DIRECTIONS TO HIGH LODGE, THETFORD FOREST

- On the B1107 between Thetford and Brandon.
Postcode: IP27 0AF

CAR PARK

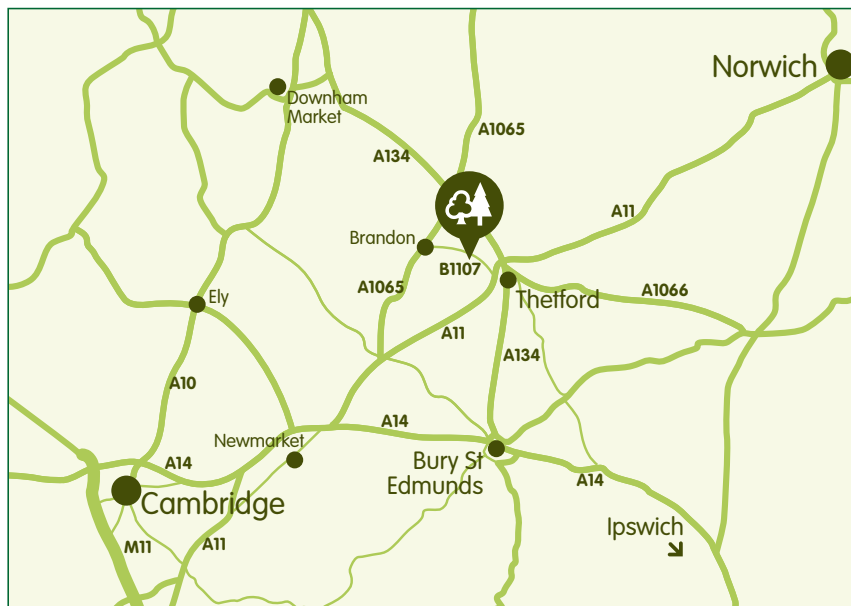
- Sufficient car parking for visitors is provided on site. Vehicles should not be left overnight in the car parks.

PUBLIC TRANSPORT

- The nearest train station is Brandon (Norwich to Cambridge line), 6 miles away.

TAXIS

- Please book your outward and return taxi journeys in advance.



Local taxi companies

- 21st Century Taxis 01842 764576
- Border Cars 01842 814488
- Weeting Cars 01842 810436
- Carters Cars 01842 811430
- M&L Taxis 01638 712261
- Goddards Taxis 01842 754000

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.

