

# FAN GUIDE

We hope you're excited as us to see Ministry of Sound Classical at Singleton Park! We ask for your co-operation and request you abide by the following guidelines designed to assist you and make your day as smooth as possible:



## CLASSICAL

+ *ROGER SANCHEZ, JEAN JACQUES SMOOTHIE,  
K-KLASS, BIG AL*

**SWANSEA SINGLETON PARK  
22 JULY 2023**

**GATES OPEN: 4:00PM**

**BOX OFFICE OPENS: 2:00PM**

The box office is open from 2PM on the day of the event and is situated at the top entrance to the site just past the botanical gardens entrance.

**APPROX. CONCERT FINISH TIME 10:30PM**

# CUSTOMER INFO

## TICKETS

- Please ensure tickets are downloaded prior to arrival at the gate. Keep physical tickets on you at all times.

## TRAVEL

- Do allow ample time for your journey and to enter the site due to additional security checks.
- Do plan your travel in advance for the event. There are no planned road works in the city this weekend. You can check for any changes to there here: [www.roadworks.org](http://www.roadworks.org)
- Do tune in to local radio and check social media for the latest travel updates.

## WEATHER

- Do bring weather appropriate clothing, this is an outdoor event held in a grass field.

## MERCH

- Do look for official vendors and concessions stalls. Avoid unlicensed traders outside of the grounds.

## ID

- Do bring valid photographic ID (Passport, UK Driving Licence, ID with a Pass logo), we operate a strict 'Challenge 25, Serve 18 Policy'. Please remember that legally there is no automatic right to be served alcohol. Service is always at the discretion of the licensee for whatever reason they decide, and the licensee is under no obligation to explain the reason.

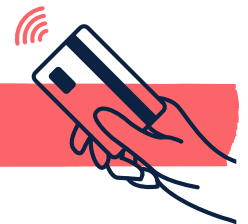
## RESPECT

- Please be patient when queuing.
- Do arrive at the venue in good time prior to the start of the concert, due to additional security checks and other events in the area.
- Please leave the event quietly and please respect our neighbours.
- Do put any rubbish in the bins provided for you.

## SHARE

- Do use **#MOSSwanssea** and tag us in your photos at **@Orchard\_Live** on Twitter and Instagram.

**PLEASE NOTE: THIS IS A CASHLESS EVENT.**



# SAFETY & SECURITY



## BAGS & VALUABLES

- Do not bring a bag if you can possibly avoid it. If you must please don't bring one larger than an A4 sheet of paper.
- Do not bring any valuables if it can be helped.

## BANNED & PROHIBITED ITEMS

- Do not bring anything that could be considered a weapon.
- Do not bring aerosols, airhorns, megaphones, gas canisters, psychoactive substances aka 'legal' highs, paper lanterns or glass items. These will be confiscated upon entry and not returned.
- Do not bring any type of pyrotechnics such as fireworks, flares or smoke bombs. It is illegal for a persons to let off the firework, flare or smoke bomb in a public place.
- Do not bring an umbrella to the event.
- Do not arrive with any form of professional audio or visual recording equipment.
- Do not bring furniture of any kind.
- Do not bring food and drink into the event.

## RE-ENTRY

- We operate a strict no re-entry policy.

## LATE ENTRY

- Please don't leave it until the last minute to enter the site or you may miss out on the performance. The gates open at 4:00pm and it is your responsibility to ensure that you give yourself plenty of time to enter the venue. Last entry to the concert is 8:00pm.

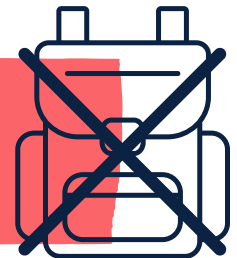
## PETS

- Do not bring animals to the event (with the exception of registered hearing or guide dogs).

## AGE RESTRICTIONS

- No under 5s.
- 5 to 16 year olds must be accompanied by an adult 18+ (No more than 3 under 16s to 1 adult).

**PLEASE NOTE:**  
THERE IS NO CLOAKROOM FACILITY  
ON SITE. ALL BAGS WILL BE SEARCHED.



# GETTING HERE

THE CONCERT TAKES PLACE IN: SINGLETON PARK,  
MUMBLES ROAD, SWANSEA, SA2 0AU

## CAR

Enter the postcode **SA2 0AU** into your Sat. Nav.

For the latest information on planned roadworks, please visit - [www.roadworks.org](http://www.roadworks.org). For motorways, please visit the Traffic Wales website - [www.traffic.wales](http://www.traffic.wales).

A comprehensive signage package will be in place in advance of the concert informing concert goers of the location of parking facilities.

## PARK AND RIDE

There are currently no park and ride facilities for this event.

## CAR PARKING

### RECREATION GROUND CAR PARK

Accessed via Mumbles Road Swansea. Cars are charged at £10.00 per car. The car park is based on a gravel surface. There is a short walk (850m) from the car park to the concert arena.

Post Code: **SA2 0AU**

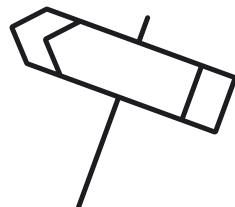
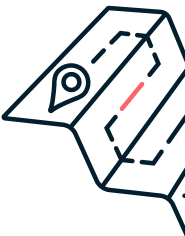
What 3 Words: <https://w3w.co/boss.shops.hill>

### BISHOP GORE SCHOOL CAR PARK

Accessed via De La Beche Road, Swansea. Cars are charged at £10.00 per car. The car park is based on a grass surface. There is a short walk (100m) from the car park to the concert arena.

Postcode: **SA2 9AP**

What 3 Words: <https://w3w.co/slate.code.steep>



# GETTING HERE

## TAXI AND DROP OFF POINT

If you are arriving by Taxi you should aim to be dropped off and collected at the Bryn Road. Taxis will not be permitted to enter the park.

The concert is scheduled to end at approximately 22:30hrs. Please allow plenty of time to walk from the concert arena to the highway when booking your taxi.

## BUS/COACH

Buses operate from Swansea City Centre and various other locations to Singleton Park.

Bus stops are located near the Mumbles Road entrance to Singleton Park.

Concert goers should be mindful of the timing of the concert and are advised to check with the operator for details of the timetable.

First Cymru - [www.firstgroup.com](http://www.firstgroup.com) (0871 200 2233)

## TRAIN

The nearest railway station to Singleton Park is Swansea High Street which is approximately 2 miles away. A taxi rank is situated outside the station.

Concert goers should be mindful of the timing of the concert and are advised to check with the operator for details of the timetable.

Transport for Wales - [www.tfw.wales](http://www.tfw.wales) (03333 211 202)  
First Great Western - [www.gwr.com](http://www.gwr.com) (0345 7000 125)

Please visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk) to check ahead for any planned engineering works that may affect your journey.



# EVENT ARENA

## ENTRANCES

- There are two entrances into the event arena, you can access the site via either of these. Box Office is situated at the south entrance.

The north entrance will be closer to those parking at Bishop Gore School and the south entrance closer to those parking at the recreation ground.

## SEATING

- **This is a standing concert.**
- You are **NOT** permitted to bring camping furniture of any kind into the event. Medical aids are allowed.

## ACCESSIBILITY

- The event takes place on grass; friendly stewards, accessible toilets plus a disability viewing area are available. The park is suitable for wheelchair users with assistance.
- Please note the accessible viewing platform is not covered.
- Accessible parking is available within both car parks.

## WEATHER

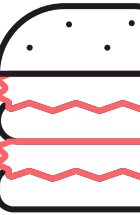
- The concert will not be cancelled in the event of inclement weather.
- Please bring clothing appropriate to the expected weather conditions. In consideration of other concert goers umbrellas and gazebos are prohibited.

## REFRESHMENTS

- You are not permitted to bring food and drink\* to the event. (\*unless for medical circumstances).
- A range of catering, offering a variety of food and drink will be available within the event arena from the time the gates open.

## TOILETS

- Standard and accessible toilet facilities are located throughout the event arena.





CAR PARK ↖

ENTRANCE →

BOTANICAL GARDENS

STAGE

BOX OFFICE & ENTRANCE ↘

# SINGLETON PARK

-  BAR
-  FOOD & DRINK
-  WATER
-  FIRST AID
-  BOX OFFICE
-  HOSPITALITY
-  TOILETS
-  ACCESSIBLE VIEWING PLATFORM



# FAQS



## *I CAN'T PRINT MY TICKET / MY TICKET HASN'T ARRIVED YET, WHAT SHOULD I DO?*

In the first instance please contact the ticket outlet you purchased your tickets from. If requiring further help after this please email: [ticketing@orchardlive.com](mailto:ticketing@orchardlive.com)

For Gigantic assistance, please email: [customerservices@gigantic.com](mailto:customerservices@gigantic.com) or you can call them on 0115 807 7900

## *HOW DO I APPLY FOR A PERSONAL ASSISTANT TICKET?*

In our efforts to make this event accessible to everyone, we offer disabled ticket holders, subject to availability, a free ticket for a personal assistant.

To book a space on the accessible viewing area and/or to request a free ambulant carer/companion ticket, please contact: [ticketing@orchardlive.com](mailto:ticketing@orchardlive.com)

## *IS THERE AN ATM ON SITE?*

There are no ATMs on site. This is a cashless event.

## *CAN I BRING WATER TO THE EVENT? WILL THERE BE FREE WATER AT THE EVENT?*

You are allowed to bring a bottle of water with you (of not more than 500ml), as long as it is unopened/sealed when you arrive. Anything considered open will be confiscated on the gate. Camel packs (or similar) are not permitted. You may bring along a reusable water bottle. Please note there will be free water points inside the arena so you can refill any empty water bottle throughout the day.

## *I CAN'T GO ANYMORE AND NEED TO SELL MY TICKET.*

If for any reason you cannot attend the event, tickets purchased for this show can be re-sold to another customer for entry to this show through Twickets:

[www.twickets.live](http://www.twickets.live)

Other than this **tickets are strictly non transferable.**

## *OTHER*

For any other questions please email: [enquiries@orchardlive.com](mailto:enquiries@orchardlive.com)



# DRUG POLICY

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**ORCHARD LIVE HAVE A ZERO TOLERANCE POLICY ON THE USE OF, OR THE DEALING IN, ILLEGAL DRUGS ON SITE, INCLUDING LEGAL HIGHS.**

DRUG ENFORCEMENT LAWS ARE APPLICABLE ON THIS SITE AND SIA SECURITY IS ON SITE TO DEAL WITH DRUG OFFENCES IN ACCORDANCE WITH NATIONAL GUIDELINES. IF YOU DEAL IN DRUGS, YOU WILL BE ARRESTED. NEITHER ANTI-SOCIAL NOR ILLEGAL BEHAVIOUR SHALL BE TOLERATED AND PARTICIPANTS SHALL LEAVE THEMSELVES LIABLE FOR EVICTIONS FROM THE SITE AND POSSIBLE PROSECUTION.

EXPERIMENTING WITH DRUGS CAN LEAD TO ADVERSE REACTION. IF YOU DO TAKE DRUGS AND YOU BECOME ILL, DEPRESSED OR FRIGHTENED, PLEASE ASK A STEWARD TO DIRECT YOU TO OUR ON-SITE WELFARE CENTRE WHICH CAN HELP AND SUPPORT YOU.

YOU WILL BE SEARCHED AT THE ENTRANCE. ANY ITEMS WHICH THE ORGANISERS CONSIDER MAY BE USED IN AN ILLEGAL OR OFFENSIVE MANNER WILL BE CONFISCATED.

