

**FEELS LIKE
SUMMER**



INFO GUIDE

20TH JULY 2019
SOPHIA GARDENS
FRONT LAWN CARDIFF



SOPHIA GARDENS
CRICKET GROUND

HOCKEY WALES

BOX OFFICE

CATHEDRAL ROAD

SPORT WALES
NATIONAL CENTRE

BUTE PARK

A470

THE RIVER TAFF

SOPHIA CLOSE

FEELS LIKE SUMMER

We hope you’re excited to join us for a great day out at Feels Like Summer at Sophia Gardens Front Lawn! We ask for your co-operation and request you abide by the following guidelines designed to make your day the best possible.

TIMINGS

Box Office Opens – 1pm
Gates Open – 3pm
Event Finish – 10:30pm

THE BOX OFFICE

The Box Office is located opposite Gate 2 of Sophia Gardens Cricket Ground. The be open from 1pm on the day of the event.

DO’S & DONT’S

DO

- Enjoy yourself responsibly.
- Dress up in your best retro outfits and join in the party atmosphere!
- Get your friends together and create a dance routine!
- Please belt out the lyrics to every song you know!
- Do have loads of fun!
- Do bring cash as there is no on site ATM or card paying facilities.
- Do wear your sweatbands for Mr. Motivator
- Tweet and Tag us on the day @flsummeruk and use #FeelsLikeSummer
- Arrive early, we don’t want you missing out on any part of the event.
- Plan your travel to the event in advance to and from Feels Like Summer.
- Keep your ticket with you at all times.
- Please check the weather forecast and bring appropriate clothing, this is an outdoor event.
- Do put any rubbish in the bins provided.
- Please be patient when queuing.
- Do bring valid photographic ID (Passport or Driving License), we operate a strict ‘Challenge 25, Serve 18 Policy’.
- If you have any issues or concerns please highlight to your nearest steward on the day of the event.
- Do leave the event quietly and please respect our neighbours.
- Anyone aged 14 and under must be accompanied by a ticket holding adult (18+).
- Do keep an eye on social media on the morning of the event, we will release stage times on the morning of the event.

DON’T

- Do not bring a bag if possible. If you must, please don’t bring one larger than an A4 piece of paper.
- Do not bring anything that could be considered a weapon
- Do not bring any type of pyrotechnics such as fireworks, flares or smoke bombs. It is illegal for a person over 18 years to let off a firework, flare or smoke bomb in a public place.
- Do not bring aerosols, airhorns, megaphones, gas canisters, psychoac tive substances aka ‘legal’ highs, paper lanterns or glass items. These will be confiscated upon entry and will not be returned.
- Do not arrive with any form of professional audio or visual recording equipment.

- Do not bring animals to the event (with the exemption of registered hearing or guide dogs).
- Do not bring any valuables if it can be helped.
- Do not bring any furniture of any kind with the exception of blankets.
- Do not bring any food or drink into the event. Food and drink will be available to purchase inside the venue.
- Please don’t leave it to the last minute to enter the site or you may miss out on the performance.
- Re-entry will not be permitted once leaving the venue.

GETTING HERE

The concert takes place at, Sophia Gardens Front Lawn, Cardiff, CF11 9XR. Entry will take place via Gate 5.

ON FOOT

The most popular and picturesque means of reaching the Stadium from the city centre is on foot. The final part of the leisurely stroll takes you along the banks of the famous River Taff and the grounds of Cardiff Castle. (Walking time is approximately 20 minutes from the city centre).

BY BUS

Cardiff Central bus station is being re-developed. Regular bus services run from Westgate Street to and from Cathedral Road (Sophia Gardens nearest bus stop). For further information, please visit www.cardiffbus.com
Routes going via Cathedral Road include:

- Number 25/25A Circular Service (every 20 minutes)
- Number 62/63 services (every 20 minutes)

Concert goers should be mindful of the timing of the concert and are advised to check with Cardiff Bus or visit www.traveline.cymru (08000 464 00 00) for details of the timetable and plan their journey ahead.

BY TRAIN

Cardiff Central Railway station is approximately one mile from Sophia Gardens (Walking time approximately 20-minute walk). For further information, please visit one of the following rail provider websites:

- Transport for Wales - tfwrail.wales/ or call 0333 3211 202
- National Rail - www.nationalrail.co.uk or call 03457 48 49 50

PARKING

There are no parking facilities on the grounds of Feels Like Summer. There are 4 car parking locations nearby to Feels Like Summer. The pay and display charges vary for each site.

Car Park A Sophia Gardens Lower Cathedral Road Cardiff CF11 9LJ	Car Park C WestGate Open Parking 3 Westgate Street Cardiff CF10 1XD
Car Park B Pontcanna Fields Pay and Display Car Park Fields Park Rd Cardiff CF11 9JP	Car Park D 330 North Road Cardiff CF10 3EW

You can view these options here: <http://bit.ly/flsparking>

SEATING

You are NOT permitted to bring camping furniture/ deck chairs; however, we welcome picnic blankets. There will be a limited number of picnic benches around the site.

ACCESSIBILITY

The event takes place on grass with flat hard ground paths; friendly stewards will be around to assist, accessibility toilets will be available. The event arena is suitable for wheelchair users with assistance. The accessibility viewing area has a limited amount of space. If you require space please check in with box office on the day of the event and any remaining space will be issued on a first come, first served basis.

SECURITY

Comprehensive security measures will be in place for all those visiting Feels Like Summer and all bags will be search upon entry. Do not bring a bag if possible. If you must, please don’t bring one larger than an A4 piece of paper. On arrival at your specified gate, your event ticket will be checked by a steward. Please have your event ticket available as you enter the stadium. Our stewards will be happy to assist with any queries you may have. If you have any safety or security concerns on the day, please contact your nearest steward who would be happy to assist.

WEATHER

The concert will not be cancelled in an event of adverse weather conditions. In an event of extreme weather conditions, the venue and promoter will rearrange to an alternative date. Please bring clothing appropriate to the expected weather conditions. In consideration of other concert goers’ umbrellas should not be used in the crowd; respect other concert goers space. The will be no merchandise/clothing sold at the event, so we strongly advise to prepare in advance.

REFRESHMENTS

You are permitted to bring in one small sealed bottle of water, which can be refilled free of charge from 2 water points within the venue. You are not permitted to bring food to the event. A range of catering offering a variety of street food and drink will be available within the event arena from the time gates open. Vegetarian and vegan options will be available.

TOILETS

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

SMOKING

Smoking is only permitted in the designated Smoking areas.

- There are designated smoking areas available. Please see the event map. A steward will happily direct you on the day.

FIRST AID

- Fully staffed First Aid stations will be in operation throughout the duration of the event. Please follow signage on the day, if you require assistance or speak to a steward.

TERMS & CONDITIONS

If for any reason you cannot attend the event, the only place that tickets purchased via this website can be re-sold, to another customer for entry to this show is through respected same ticketing agent, providing they offer a Fan 2 Fan buying option. Other than this TICKETS ARE STRICTLY NON TRANSFERABLE.

PLEASE NOTE - STRICTLY NO FOOD OR DRINKS OF ANY KIND WILL BE ALLOWED INTO THE EVENT ARENA FROM OUTSIDE THE EVENT AREA.

THERE WILL BE NO PICNIC FURNITURE ALLOWED INTO THE EVENT AREA.

PLEASE DO NOT BRING ANY PERFUME OR UNNECESSARY BOTTLED ‘VANITY’ LIQUIDS, AS THEY WILL BE DISCARDED UPON ENTRY AND NON RETURNABLE.

BAGS LARGER THAN A PIECE OF A4 PAPER WILL NOT BE ALLOWED IN THE EVENT AREA.

ANYONE UNDER THE AGE OF 14 WILL NEED TO BE ACCOMPANIED BY A TICKET HOLDING ADULT (18+).

Ticket Conditions Subject to Licence

1. This ticket is issued subject to the rules and regulations of the venue to which this ticket applies and these are available from the venue upon request.
2. The promoter reserves the right to refuse admission to the holder if, in the reasonable opinion of the promoter, the holder of the ticket might be a risk to the safety of the audience and / or the holder and / or affect the enjoyment of the audience and / or the running of the concert, for example if the holder appears to be under the influence of alcohol and / or drugs and / or is acting aggressively and / or inappropriately.
3. The promoter does not accept responsibility for any loss, injury or damage to the holder or the holder’s property.
4. No professional cameras, video recorders or any form of professional audio-visual recording equipment will be allowed into the event arena.
5. No bottles, cans, containers, alcohol or food are allowed to be brought into the venue. Whilst food is not allowed into the concert arena, it is allowed to be purchased and consumed on route in the Park. A range of food and drink will be available within the event arena.
6. ID will be required in order to purchase alcohol for those who appear under the age of 25 years.
7. Fireworks, smoke canisters, flags, poles, large golfing umbrellas, picnic equipment or other similar articles that can be classified as a ‘weapon’ are not permitted in the venue and any person in possession of any such articles may be refused entrance.
8. The holder may be ejected from the venue if the holder fails to comply with the reasonable instructions of a steward or other person acting on behalf of the promoter.
9. The promoter reserves the right to search the holder and the holder’s property and refuse admission to, or eject from the venue any person who refuses to be searched by a police officer or a steward.
10. If the concert is cancelled, the holder as the holder’s sole remedy may ask that the promoter either
 - a) refunds the face value of the ticket or

b) subject to availability offer the holder a replacement ticket for an alternative show promoted by the promoter featuring the act of the cancelled performance. This multiple artist event is judged by reference to the overall theme rather than the individual acts scheduled to appear. Therefore if for unavoidable circumstances a scheduled artist is unable to perform but the promoter continues to run the event, no refunds will be issued. Booking fees and postage costs are non-refundable.

11. There is no re-admission once entering the venue.
12. No duplicate tickets will be issued for lost or damaged tickets.
 - i) A ticket may be invalidated if any part of it is removed, altered, torn or defaced.
 - ii) Tickets are security printed. Tickets purchased from sources other than official agencies are at your own risk and may be invalid. Beware of forged or fake tickets.
 - iii) Tickets cannot be used as part of any marketing, media or sales promotion, whether commercial or non-commercial, without the prior written consent of the Promoter.
13. There will be an administration charge/booking fee for the issue of the event tickets; this may be variable with each individual Box Office.
14. The holder consents to being recorded and / or filmed and the recording and / or film being exploited in any and all media throughout the world or any part.
15. No tickets may be resold, used for competitions, promotions or hospitality packages without the written consent of the promoter. Any tickets re-sold or transferred in such a manner will become voidable and the holder may be refused entry to or ejected from the event arena.
16. The times shown on this ticket are approximate only and the promoter advises the holder to arrive well in advance of the times shown in order to avoid disappointment arising from any change(s) to the times.
17. Title to this ticket remains with the promoter until payment in full has been received by the promoter.
18. In the event of any breach of any of these conditions by the holder, the promoter reserves the right to cancel this ticket and retain any money paid for it.
19. Please be warned that repeated and prolonged exposure to amplified sound may cause permanent hearing damage.

- This is an outdoor concert. Please come prepared for inclement weather. The concert will go ahead come rain or shine.
- There will be no parking on site.
- There will be no animals allowed on site except guide dogs. Please advise when purchasing your ticket if access with a guide dog is required.
- There will be an Accessible Viewing area at the event; limited spaces are available, tickets are available through Ticketmaster, by calling them on 0800 988 4440 or visiting the event webpage on Ticketmaster.co.uk.
- Requests will be processed on a first come first served basis.
- A free carer scheme will be in operation, however, again there are very limited spaces. To apply for a carer, pass please email proof of eligibility through with your request to Ticketmaster. Any of the below are accepted, in addition we will review an application without these forms of evidence on a case by case basis.
 - Front page of a DLA/PIP
 - Front page of Attendance Allowance letter
 - Evidence that registered severely sight impaired
 - Recognised Assistance Dog ID Card
 - Access Card