

Security Measures And Entry To The Festival

We would like to ensure all attendees that Splendour Festival treats the safety of our festival goers with the utmost importance. Festival organisers are in constant communication with the authorities and will continue to regularly review our security plans to ensure a safe day out for all who attend.

There will be thorough bag checks on entry, so access to the festival may take longer than usual. Please bear with us, and report anything that concerns you to a festival steward.

Do I qualify for the Nottingham Resident discount?

If you pay council tax to Nottingham City Council, you are eligible for a £10 resident discount per ticket (for up to 6 tickets). Your Council Tax bill will be issued to your address from Nottingham City Council directly. If you live in a neighbouring area such as Gedling, Rushcliffe or Broxtowe Borough Councils (or further afield), you are not eligible for the Nottingham resident discount, you are still very welcome to attend the event by purchasing a non-discounted ticket.

Can I pay on the gate?

Providing the tickets don't sell out in advance, however we would always advise to book tickets in advance to guarantee entry.

I opted to collect my ticket on the day, where can I do this?

If you opted to collect your Ticket on the day of the event, you'll need to visit the Box Office located just off the main drive via the Wollaton Road entrance. You'll need to know, your order reference number and confirm the details of the person who booked the tickets. This is a ticket only festival, you must have a physical ticket prior to entering the festival site arena.

Does my child need a ticket?

If your child/children are 10 years old and under, they gain free entry and do not require a ticket. Any child 11 years and above needs a ticket.

Are you allowed to bring food and drink to the festival?

Alcohol, glass bottles and cans are strictly prohibited!

There are food vendors within the festival arena should you wish to purchase food, with onsite bars serving alcoholic and non-alcoholic beverages. Picnics are permitted, please carefully check you haven't accidentally bought glass or anything that could be deemed as a weapon in your picnic! Water and non-alcoholic drinks, up to 1 litre plastic bottles (no larger!), with unbroken seals are allowed. Free water will be available from the water access points marked on the festival site map.

Is there parking provided?

Yes. There is parking provided on the site at £6. Entrance via Limetree Avenue off Middleton Blvd. (Ring road)

Will there be a bus service?

Yes, there will be an enhanced service straight to Splendour Festival. Take the '30' bus straight from Victoria Centre or Upper Parliament Street which will drop you off outside Wollaton Hall. From 9:00pm, extra services from Wollaton Hall back to the city centre- South Sherwood Street, Talbot Street and Victoria Centre (Milton Street) will be available.

Derby residents can get to Splendour via Trent Barton, Kinchbus or Red Arrow.

Are we allowed to leave and come back in?

Pass outs will be permitted at the discretion of security.

Which entrance do we use on the day?

The Main pedestrian entry gate is the Wollaton Road entrance.

Other entrances:

- Lime Tree Avenue (off Middleton Boulevard)
- Beeston Lodge entrance (off Derby Road A52)

The vehicle entrance is via Lime Tree Avenue (Off Middleton Boulevard A514).

If you have received your ticket in advance or need to collect your ticket from the box office, you can enter the festival via the Main gate of the grounds, located on the main drive via the Wollaton Road entrance, next to the box office (you do not need to visit the box office if you already have a ticket).

What time does the festival start and finish?

Festival Gates open at 11.30am. The event is expected to finish at 10.30pm. Festival Gates close at 11.30pm. Park Gates close at 12 midnight. (subject to change)

Wollaton Park will be open from 9am and the on-site box office will open at 10.30am. Entrance to the festival arena will not be permitted until 11.30am.

Our car park will close at midnight.

What are the running times?

A full guide of the running times will be available on the [Sitemap and Stage times page](#) of our website, along with official Splendour social media pages.

Can we bring outdoor furniture?

There is some seating across the site – however this is limited seating in the festival arena, and within the food court area only. We recommend that if seating is compulsory to your enjoyment of the event, then please bring it with you. Chairs and blankets are allowed, but not permitted between the stage and mixing desk and may be requested to be moved by the organisers if space is limited.

What entertainment is there for children?

Children's facilities include fairground rides and live entertainment.

What are the disabled facilities?

Splendour Festival is committed to ensuring disabled customers can enjoy our event. We are working closely with [Attitude is Everything](#) to provide an event site which is accessible and are working towards their Bronze Award in accessibility on site.

Please read through the information below and if you have any further questions please use the contact details below

Accessible Facilities

[Click Here To Download our Accessible Facilities](#)

Accessibility Tickets

Customers with accessibility difficulties who require an essential companion can apply for a free ticket. To apply please book a standard entry ticket either online, by phone or in person then email proof of eligibility along with your order reference number to customerenquiries@altrittickets.com or call us on 0115 896 4456. Any of the below are excepted, in addition we will review an application without these forms on a case-by-case basis.

- Front page of DLA / PIP
- Front page of Attendance Allowance letter
- Evidence that registered severely sight impaired
- Recognised Assistance Dog ID card

Once your request has been received we will email you back with further information. Please note the only exception is 10's and under who already receive a free ticket.

Event Space & Site

The event is held at Wollaton Park, Nottingham, on a sloping, green-field site – although there are some tarmac pathways, these do not run into the stages (which all stand on grass). Weather and ground conditions may be variable.

Entry

There is a dedicated Disabled Entry Gate on level tarmac surface at the top of the park driveway, manned by stewards that will allow access to the site.

Accessible Parking

An Accessible Car Park and Drop Off is located off the Main Driveway to Wollaton Hall, entrance via Lime Tree Avenue (off Middleston Boulevard/Ring Road), follow directions for Parking Staff on site. This is available to all blue badge holding festival goers. The parking is on gravel – however the route from the Driveway to the Disabled Entry Gate is tarmac. Your vehicle must clearly display your blue badge. At the end of the event, the driveway will be busy with pedestrians exiting the event. Please be aware that it may take a while to get out of the site following the end of the event.

Viewing Platform

A dedicated viewing platform will be provided at the Main Stage and Second Stage. The viewing area will be elevated and enclosed with hand railing and accessible via a ramp. Viewing platforms will be stewarded to ensure correct use.

The platform is not under cover. Platforms will have some seating for use by a friend or Personal Assistant of the platform user, each disabled guest will be entitled to have one friend or personal assistant accompany them on the viewing platform.

Also, space is available adjacent to platform for viewing.

Please also be aware that viewing platforms are ran on a first come, first served basis and entrance to these platforms is not guaranteed. Access to the platform will be gained by showing your wristband and ticket.

Disabled Toilets

There will be at least one temporary Disabled Toilet at each Toilet location, and one by the Main Stage viewing platform. There is also an existing disabled Toilet in the Courtyard of the Nottingham Industrial Museum building with changing facilities and running water, the small building located near the Main Entry. All disabled toilets are marked on the festival map which will be available the week prior to the event.

Medical Services At The Event

First Aid and Paramedic facilities will be on site should you require any medical assistance.

Seating

There is some seating across the site – however this is limited seating in the festival arena, and within the food court area only. We recommend that if seating is compulsory to your enjoyment of the event, then please bring it with you. Chairs and blankets are allowed, but not permitted between stage and mixing desk and may be requested to be moved by the organisers if space is limited.

Lights

Due to the nature of the event there will be flashing lights on all stages and strobe or laser effects may also be used.

Programs

Large print programs are available, please request in advance by Monday 3rd July by emailing customerenquiries@alttickets.com or calling 0115 896 4456.

Attitude Is Everything

Splendour are proud to have been awarded the Bronze level of Attitude is Everything's Charter of Best Practice, demonstrating our commitment to improving the live music experience for our Deaf and disabled customers.

