

FAQs

Discounted tickets for city residents.

The maximum amount of tickets that can be purchased with a city card is:
x2 Adults + x2 Children **or** x1 Adult + x3 Children

You can only use your own city card, you may not make a booking on behalf of a friend or relative using their city card.

Where can I get a city card?

City cards can be obtained for FREE. Find out about how to get a City Card online at www.citycardnottingham.co.uk/get-a-citycard.html or contact the travel centres by phone on 0115 876 1300, or by email at public.transport@nottinghamcity.gov.uk You will be required to show proof of address to prove you are a city resident.

Am I a city resident?

Only if you pay the whole (and sometimes in part) of your council tax to Nottingham city council do you qualify as a city resident. If you are unsure we suggest you contact CityCard on the details above.

Can I pay on the gate?

We suggest that you buy your tickets in advance to avoid disappointment as we cannot guarantee that there will be tickets available on the gate.

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?

No, if your child/children are 10 years old and under, they gain free entry and do not require 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 £5. Entrance via Limetree Avenue off Middleton Blvd. (Ring road)

Will there be a bus service?

Yes, please visit the Nottingham City Council link below. Information is provided regarding public transport via <http://www.nottinghamshire.gov.uk/transport/public-transport/plan-a-journey>.

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.

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 open will open at 10.30am. Entrance to the festival arena will not be permitted until 11.30am.

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 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 to get in touch.

Email: customerenquiries@alt-tickets.co.uk Phone: 0115 896 4456

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, accessed off Wollaton Road. 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.

ACCESSIBLE FACILITIES

Personal Assistant Tickets

Customers with accessibility difficulties who need a full time assistant in order to attend the event are eligible to purchase 2-for-1 tickets, in order to bring a personal assistant or carer to the event at no extra cost. To apply for a 2-for-1 ticket, please book a standard entry ticket and then email proof of eligibility through to customerenquiries@alt-tickets.co.uk. Any of the below are excepted, in addition we will review an application without these forms of evidence 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 and approved we will email you back with further information as to how your personal assistant ticket will be issued.

Viewing Platform

A dedicated viewing platform will be provided at the Main 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.

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, 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

St Johns First Aid and East Midlands Ambulance 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 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.