



TICKETS

Where are tickets available?

Tickets are available from;

- [LHGtickets.com](https://www.lhgtickets.com)
- [ticketek.co.uk](https://www.ticketek.co.uk)
- [ticketmaster.co.uk](https://www.ticketmaster.co.uk)
- [colchester-events.co.uk](https://www.colchester-events.co.uk)
- [gigantic.com](https://www.gigantic.com)
- [theticketfactory.com](https://www.theticketfactory.com)
- [seetickets.com](https://www.seetickets.com)
- [eventim.co.uk](https://www.eventim.co.uk)

Where can I buy disabled/accessible tickets?

Wheelchair users, disabled and accessible tickets can be booked online at www.ticketmaster.co.uk on a first come first serve basis.

Wheelchair users, disabled and accessible tickets have access into the accessible area. Customers who are registered disabled but do not require access to the accessible area can apply for an Ambulant ticket in any of the standing areas.

Accessible and Ambulant tickets qualify for a companion ticket where required – this can be added when booking. Proof of eligibility/disability should be provided before the event – this will be requested by Ticketmaster post-booking, before tickets are issued.

A copy of the Accessible policy can be found [here](#)

What is the difference between the tickets?

Gold Enclosure Tickets

The Gold Enclosure is closest to the stage and will give you premium viewing.

Gold ticket with access to Gold Enclosure only.

Gold Early Entry ticket with early entry into the concert arena 15 minutes before main gates open.

Gold Plus tickets include access to dedicated bar & toilets and early entry into the concert arena 15 minutes before main gates open.

General Admission Tickets

The General Admissions area is behind the Gold Enclosure.

GA ticket with access to the general admission area only.

GA Early Entry ticket with early entry into the concert arena 15 minutes before main gates open.

There are no children or concession tickets available.

Ticket Refunds

We cannot refund or exchange your ticket unless the event is cancelled or postponed. Any issues with purchased tickets will need to be directed to the original point of purchase.

CORONAVIRUS/SOCIAL DISTANCING CONSIDERATIONS

The concert will take place subject to appropriate Government guidelines to ensure all concertgoers, staff and crew are able to attend the concert in a safe and secure environment. Any restrictions/guidelines will be issued as regulations are updated.

TRAVEL & PARKING

It is extremely important that you plan how you get to the concert in advance. There are a number of road closures and parking suspensions in place for the duration of the event day.

What are the parking facilities?

PRE PAID PARKING – Car parking is available at Kings Meadow (accessed via Catchpool Road, CO1 1XN)

Parking

The closest car parks are located at Priory Street and Leisure World where you can access the Park via the north entrance. Further parking is available through the council's town centre car parks.

Accessibility

Blue badge and disabled car parking is available in the High Street and Castle Street. Most areas of the Park are fully accessible on tarmac paths. However, as a historic landscape, some areas are only accessible by steps – these are the fishpond area and bandstand podium.

Public Transport

By train: Colchester Castle Park is a 10-minute walk from Colchester (Town) Station along Queens Street – head for the castle, the park is located just behind. Alternatively, we are a 20-minute walk from the main Colchester (North) Station.

By bus: Colchester Bus Station is located on Osborne Street in the Town Centre and runs regular services locally and regionally. There is also a Park and Ride from the A12 at junction 28.

For further travel information please click [HERE](#)

Shuttle Bus

More details to follow

EXITING

To allow everyone to exit smoothly, please follow any directional signage, and instructions from stewards. Please take your time, and be kind and thoughtful to other concert goers and residents when leaving the venue. Please bear in mind exiting times when advising taxis and pickups.

TIMINGS (subject to change)

What time are gates?

Gates will open at 4pm and will remain open for entry throughout the evening. Expected finish time of 10.30pm.

What time does the Event day box office open?

Box office opens at 2pm and will close at approximately 9pm. If any tickets remain on the day of the concert, they will be available to purchase from the box office.

FOOD & DRINK

Bar tokens

All bars will be operating a token system. Tokens will be available to purchase from Token booths situated around the concert arena. You will need to purchase tokens before heading to the bars.

Further details on purchasing tokens in advance will be available soon.

Food Concessions

There will be a large selection of caterers and bars selling alcoholic and non-alcoholic drinks and food to suit most dietary requirements. A full list of vendors will be available closer to the date.

On the day payments

Card payment facilities will be in place across food and drink outlets; however, internet service may become unreliable with a large crowd. Bar tokens can be purchased using credit/debit card and cash.

Rubbish

Please help us to keep the venue tidy by either taking your rubbish home or using the bins located throughout the venue.

ON THE DAY & SECURITY

What can and can't I bring?

No food and drink can be brought in to the venue - (a doctor's note will permit food/drink required for medical conditions). Cups of water are available at bars free of charge.

No glass containers (including perfume/aftershave)

No chairs including camping chairs, folding chairs, gazebos, picnic blankets or tents are permitted.

Umbrellas are permitted, but must be taken down during the show.

No dogs are permitted, except assistance dogs.

No professional cameras, video cameras or audio recording devices.

Pyrotechnics, lasers, smoke machines, strobe lighting or other special effects may take place during the performance.

Please do bring a smile and your dancing shoes!

Searches

Searches will be in operation at this event – bags will be searched. **No bags over the size of A4 will be allowed into the arena.**

Are there any age restrictions?

Children aged 16 and under must be accompanied by an adult at all times and require a ticket. Babes in arms are free. All ticket holders may be asked to produce proof of age upon entry and at the bars.

For child safety please ensure ear defenders are worn.

First Aid / Welfare Point

A medical team will be in attendance – should you or anyone in your party require first aid please notify the nearest steward or event official.

What to do in an emergency?

Locate a member of staff. If you need to report a non-emergency crime whilst at the event, please call 101. If a serious or life-threatening crime is being committed, and you cannot find a member of staff, please call 999.

Behaviour

It is our intention for you to enjoy the event. Please help us by being kind and courteous to our team and other concert goers. Aggressive and abusive behaviour will not be tolerated. If you display such behaviour you will be asked to leave the venue immediately.

VENUE INFORMATION

Where is the venue?

Colchester Castle Park, Colchester, CO1 1TJ.

Is the event outdoors?

Yes. This is an outdoor concert, with minimal cover. Please be mindful of the weather and wear appropriate clothing and footwear!

Can I get mobile phone coverage?

There may be limited mobile phone coverage across all networks and as is often the case in large crowds, 3G and 4G will be unreliable.