



FAQS

WHERE IS THE VENUE?

GATE OPENING TIMINGS

ON SITE CAR PARKING TIMINGS

If you are travelling for the event on Friday 30th June, we recommend avoiding travelling to the event between 4pm – 6pm due to the high level of traffic at this time. The car parks are open earlier and welfare facilities will be available in the car parks.

PARK AND RIDE TIMINGS

All park and rides will open at 12pm with the first bus to the racecourse at 2pm. Busses will continue to run at the end of the event until the event site is clear.

WILL THE CONCERT TAKE PLACE AFTER HORSE RACING?

No, this is a standalone concert with no horse racing involved.

MOBILE/DIGITAL TICKETS

Tickets for Chepstow Racecourse will be fully digital. You can find out more [HERE](#).

HOW TO PURCHASE TICKETS?

Tickets can be purchased online at Ticketmaster [HERE](#).

Tickets are available on the day at the box office at the main entrance to the event, we would advise pre booking to avoid disappointment.

VIP PACKAGE

Get straight to the front in the VIP Garden. The Garden is the ultimate dancing zone with access to an exclusive garden bar and premium food options as well as posh flushable loos all in an area right at the front of the stage!

The Garden tickets include:

- Premium view at the front of the stage
- Private Bar
- Premium food options
- Premium toilet facilities
- Souvenir Chepstow Racecourse wristband (if you purchase the garden package)

All ticket options are displayed on the Ticketmaster website [HERE](#).

CAMPING

This is a fantastic option for those joining us for one night or the full weekend at Chepstow Racecourse. Please note this facility is available for a limited number of campers per night, so book early to avoid disappointment. Please note, all camping is only available to pre book, no camping will be available on the day of the event.

WHAT DOES MY EXPERIENCE INCLUDE?

- Access to the private campsite
- 24h reception and security
- Proper toilets & warm showers
- Pamper tent with blow dryers, straighteners, and mirror
- Phone charging

WHAT OPTIONS ARE AVAILABLE TO BUY?

- Bring Your Own Tent
- 2 Person Pre Pitch Tent
- 2 Person Pre Pitch Bell Tent
- 4 Person Pre Pitch Bell Tent

Find more information and booking links [HERE](#)

CAMPING TIMINGS

You can arrive and check in from 2pm on the day of the event.

You must check out by 10am the following day.

CAN I BRING A CAMPERVAN?

Motorhomes are permitted on site; this will require a 'bring your own camping' ticket.

Motorhomes must be self-contained. Please note caravans are not permitted on site.

TICKETING

BOX OFFICE

An information point and Box Office will be situated at the main entrance to the arena which is located in the main concourse of the racecourse.

You are able to buy tickets on the day of the event if the event is not already sold out. We would encourage you to pre-book all tickets in advance of the event date.

WHAT ARE THE PAYMENT PLAN OPTIONS?

You are now able to pay for your tickets in instalments on Ticketmaster using Klarna.

Klarna offers two options to customers depending on your order value. You can either split your payments in to 3 instalments using the 'Split by 3 option' or using the 'Slice It' option you can pay in 6,9 or 12 instalments.

The Klarna payment plan options available for your order will display as you proceed to the checkout on Ticketmaster. Please ensure you read the Klarna terms and conditions before proceeding with your payments as you may be subject to a credit search and interest charges using the 'Slice It' option.

Find more information about the Klarna payment plan [HERE](#)

I HAVE NOT RECEIVED MY TICKETS YET

If you have not received your digital tickets, please check your Ticketmaster online account, or contact Ticketmaster by visiting help.ticketmaster.co.uk

HAVING TROUBLE BOOKING ONLINE?

Please visit help.ticketmaster.co.uk

I CAN'T COME TO THE FESTIVAL; CAN I GET A REFUND?

Tickets are non-refundable. Please refer to the terms and conditions on the ticket agent's website.

TRAVEL

The full address for the venue is Chepstow Racecourse, Chepstow, Monmouthshire NP16 6BE

TRAVELLING BY CAR

There is general admission, accessible and VIP car parking available to book at the Racecourse.

Car park bookings can be made [here](#).

Please note: Car parking tickets can NOT be bought on the day of the show. Please pre-book your travel as there is limited parking available at the Racecourse.

PARK AND RIDE

The cheapest and easiest way to get to the event. Park and Ride offers great flexibility and the quickest route directly to the event. There are two park and ride options available (Bristol and Chepstow) for both Lewis Capaldi and George Ezra events.

- Car parks will open at 12pm.
- Busses will run from 2pm until the event site is clear at the end of the concert.
- Each car park has security and car park management. They are well lit, and all have toilet facilities.
- Journey time is between 15-30 minutes depending on the chosen car park.

Please find links below to book:

[Lewis Capaldi](#)

[George Ezra](#)

Please note: Car parking tickets can NOT be bought on the day of the show. Please pre-book your travel as there is limited parking available at the park and ride.

TRAVELLING BY SHUTTLE BUS

Travelling from South Wales? There will be a direct return shuttle bus from Newport Train Station to Chepstow Racecourse for all events over the weekend.

Please find details on how to book below:

[Lionel Richie](#)

[Lewis Capaldi](#)

[George Ezra](#)

TRAVELLING BY PUBLIC TRANSPORT

There are a variety of public transport options available to get to Chepstow Racecourse. Please find links to local bus and train services to plan your journey ahead of the event below:

[Trains](#)

[Bus](#)

TRAVELLING BY TAXI

There is a dedicated taxi drop off point which is located opposite the entrance to the racecourse.

If using Uber – please type ‘*Chepstow Concerts*’ into the app, this will direct you to drop off point at the racecourse.

TRAVELLING BY COACH

We’re delighted to have Big Green Coach on board as our official carbon-neutral travel partner for all three concerts.

There’s no need to book expensive hotels or leave early for the last train. Leave the car at home and travel sustainably with the UK’s largest events travel company. You’ll be dropped off at the racecourse and taken home after the event. You won’t miss a minute of the action.

Check out pick-up locations on the [Big Green Coach](#) website and secure your seat from just £30.

WHERE IS BEST TO STAY OVERNIGHT?

Why not enjoy a full festival experience with our onsite campsite? We have one night or full weekend camping packages available:

- Access to the private campsite
- 24h reception and security
- Proper toilets & warm showers
- Pamper tent with blow dryers, straighteners, and mirror
- Phone charging

Please find more details on how to book [HERE](#)

ACCESSIBILITY

HOW DO I PURCHASE AN ACCESSIBLE TICKET?

We want Chepstow to be an event accessible for all. To ensure we have the correct level of facilities we ask customers to purchase the correct type of accessible ticket which will be available on [Ticketmaster](#). The following options will be available:

- Wheelchair Platform
- Ambulant
- Hearing Impairment
- Essential Companion

If you have any questions, please contact us [HERE](#) or visit help.ticketmaster.co.uk

WHAT IF I REQUIRE AN ESSENTIAL COMPANION?

There is an option to select a companion ticket when you are purchasing an accessible ticket. Once you have selected a companion ticket, there will be an approval process. For the approval process, you will be contacted to provide supporting documentation for validation of your request.

Companion tickets must be selected with an accessible ticket as they cannot be requested on their own.

Please check the terms and conditions for companion tickets to see what type of supporting documentation you can provide.

If your request for a companion ticket is not approved, the access team can advise on the procedure.

TERMS AND CONDITIONS FOR ESSENTIAL COMPANION TICKETS

If you have selected a companion ticket, you will be contacted to provide one of the following forms of supporting documentation as evidence to grant a complimentary companion ticket:

- Any level of DLA
- Any level of PIP
- Medical professional's letter
- Armed forces independent payment
- War disablement pension
- D/Deaf or blind registration
- Nimbus access card
- Blue Badge – Only accepted as adequate evidence for accessible car parking.

If you have any questions, please contact [HERE](#)

WHAT IS AN AMBULANT TICKET?

An ambulant ticket is for customers who have a medical requirement for an essential companion to attend the festival.

Customers who have purchased an ambulant ticket will be contacted to provide proof for a companion ticket.

ACCESSIBLE VIEWING PLATFORM

The accessible viewing platform is available for customers with a wheelchair accessible ticket. It is raised platform located with prime view of the stage. There are accessible toilets and a changing unit located nearby.

This area is for customers who require a wheelchair to make their experience comfortable.

The accessible viewing platform has a limited capacity and is strictly for access customers plus 1 companion only.

ACCESSIBLE VIEWING AREA

The accessibility viewing area is an area situated directly in front of the viewing platform where chairs are provided.

This is available for customers with an ambulant ticket.

This area is for customers who have a specific medical requirement to make their experience comfortable.

Companions are welcome to use the seating in the viewing area unless an access customer requires a seat.

To purchase a ticket for the accessible viewing area please purchase an ambulant ticket.

ACCESSIBLE TOILETS

Accessible toilets are situated at the accessibility viewing platform and main toilet blocks in the arena.

GROUND CONDITIONS

Chepstow is green field therefore is relatively flat but does have uneven terrain in parts. The ground may be muddy or dusty dependant on the weather conditions.

STROBE LIGHTING AND SPECIAL EFFECTS

Smoke machines, strobe lights, fireworks and other effects may be in use at this event. Anyone affected by these should bear this in mind.

MEDICATION

You are permitted to bring required medication into Chepstow Racecourse. Please bring a copy of your prescription or a doctor's note. Please make sure you only bring enough for the duration of the festival and ensure you keep it safe with you at all times.

ASSISTANCE DOGS

Assistance dogs are permitted on site.

BRITISH SIGN LANGUAGE

If you require a BSL interpreter please do purchase a hearing impairment ticket and contact us via the contact us form [HERE](#).

There will be an interpreter at every event over the weekend.

TEMPORARY IMPAIRMENTS

Please note that Chepstow accessible facilities cannot cater for people with temporary impairments such as broken bones, healing injuries and those who are pregnant.

If you have any questions, please contact us [HERE](#)

ACCESSIBLE TRANSPORT

You can find out more about accessibility on buses [HERE](#)

You can find out more about accessibility on trains [HERE](#)

CONTACT US

Please email us [HERE](#) for any more performance access enquiries.

If you require a call back, please do leave your phone number with a message on the form and a member of the team will call you back.

WELFARE

FREE DRINKING WATER

There is free drinking water available at the re-fill drinking stations. Please look out for the signage within the arena.

1 x sealed soft drink bottle is permitted per person max 500ml

1 x empty reusable water bottle is permitted.

If you have a medical condition, then a doctor's note will permit diet-specific food and drink only.

Please help Chepstow to reduce plastic and bring a re-usable water bottle if you wish.

WELFARE TENT

There are medical and welfare facilities available within the arena. Please ask a member of security to direct you to the facilities if required.

LOST PROPERTY

If you have lost anything at Chepstow, please contact us [HERE](#) and clearly describe the item you have lost.

If you are at Chepstow, please locate your nearest member of the stewarding team or staff who will be able to help.

BAG POLICY

Bags larger than an A4 piece of paper are not permitted. All bags are subject to a search so please avoid bringing one where you can as this would speed up your entry to the festival.

PROHIBITED ITEMS

You can see our prohibited items below:

PROHIBITED ITEMS



THANK YOU FOR YOUR CO-OPERATION

CRIME PREVENTION

We advise against bringing valuables to the event, however, if you choose to do so, please keep them hidden from view where possible.

CAN I BRING A CAMERA?

Any cameras that are deemed as “professional” will not be permitted into the arena.

Permitted:

Non-professional recording equipment (point & shoot Cameras, flip video cameras, etc.)

Not Permitted:

Professional recording (photo, video, audio) equipment (NO detachable zoom lens, tripods or other commercial equipment), selfie sticks

During live music and entertainment, the artists' management retain all image rights. Any photographer that is felt to be impeding or contravening these rights without accreditation and prior written consent will be requested to leave the premises.

You cannot take images for commercial purposes without prior permission from the racecourse and provision of press accreditation.

CCTV

The event arena and surrounding areas are covered by CCTV.

RE ADMITTANCE POLICY

Once you leave the festival arena you will not be allowed back in.

GENERAL EVENT ENQUIRIES

IS THE EVENT OUTDOORS?

Yes, please ensure you check the weather forecast and dress appropriately. Please apply sunscreen regularly even when not in direct sunlight.

CAN I BRING A CHAIR?

You are allowed one folding chair per person in the concert arena for use in the marked-out area away from the stage.

This is to maintain a safe area for those customers who wish sit and those who wish to stand at the front of the stage area. Private marquees and gazebos are not permitted.

CAN I BRING AN UMBERELLA

Umbrellas are not permitted as they obscure the view for others. In the event of adverse weather conditions, we would advise bringing a raincoat/mac.

IF IT RAINS, WILL THE CONCERT STILL GO AHEAD?

Absolutely! Concerts are only ever cancelled due to the weather if the conditions become dangerous. However, you cannot bring an umbrella, so please dress appropriately.

IS THERE SEATING AVAILABLE?

For General Admission ticket holders there is no seating available in the arena. If you are a VIP Garden ticket holder, there will be some seating available in The Garden.

WHAT IS YOUR POLICY ON CHILDREN?

Under 16s must be accompanied by an adult aged 18 and over who has their own ticket. Children aged 2 and under can attend for free and don't require a ticket. All other children must have a full price ticket to enter the festival.

Prams are not permitted into Chepstow Racecourse.

CAN I BUY OFFICAL MERCHANDICE?

Yes, if available, official merchandise will be available to purchase within the festival.

CAN I BRING ALCOHOL TO THE EVENT?

NO alcohol can be brought into the racecourse. There will be a range of bars open selling a variety of alcoholic and non-alcoholic drinks. Bag searches will be in operation on entry.

CAN I BRING MY OWN FOOD AND DRINK?

You cannot bring your own food and drink into the venue and bag searches will take place. There will be a wide range of food and drink outlets available offering a range of options on site. If you have a medical condition, then a doctor's note will permit diet-specific food and drink only.

1 x sealed water bottle is permitted per person max 500ml

1 x empty reusable water bottle is permitted.

There will be free water re-fill stations at the venue.

If you have a medical condition, then a doctor's note will permit diet-specific food and drink only.

CAN I APPLY TO BE A TRADER?

Please email [HERE](#) for more information on this.

CAN I BRING A DOG?

Animals are not permitted on site, with the exception of registered assistance dogs.

Please email [HERE](#) if you are bringing a registered assistance dog.

ARE THERE CASH MACHINES AVAILABLE, DO I NEED TO BRING CASH?

No, all food concessions and bars are cashless.