

DON'T FORGET:

- Festival entry and Camping tickets
- Proof of age for 10 – 15 year olds
- Disability or Concessionary ID
- Proof of residence for **each** Cambridge City ticket
- Prescribed medicines and inhalers
- Sun block

DO NOT BRING:

- Unnecessary valuables
- Dogs (Guide dogs excepted)
- Glass
- Chairs into the arena unless essential

HOW TO GET TO THE FESTIVAL

Use public transport or car share where possible. www.liftshare.com

From north and south use M11 and exit at junction 11. Follow AA signs and colour coded route to your campsite/car park.

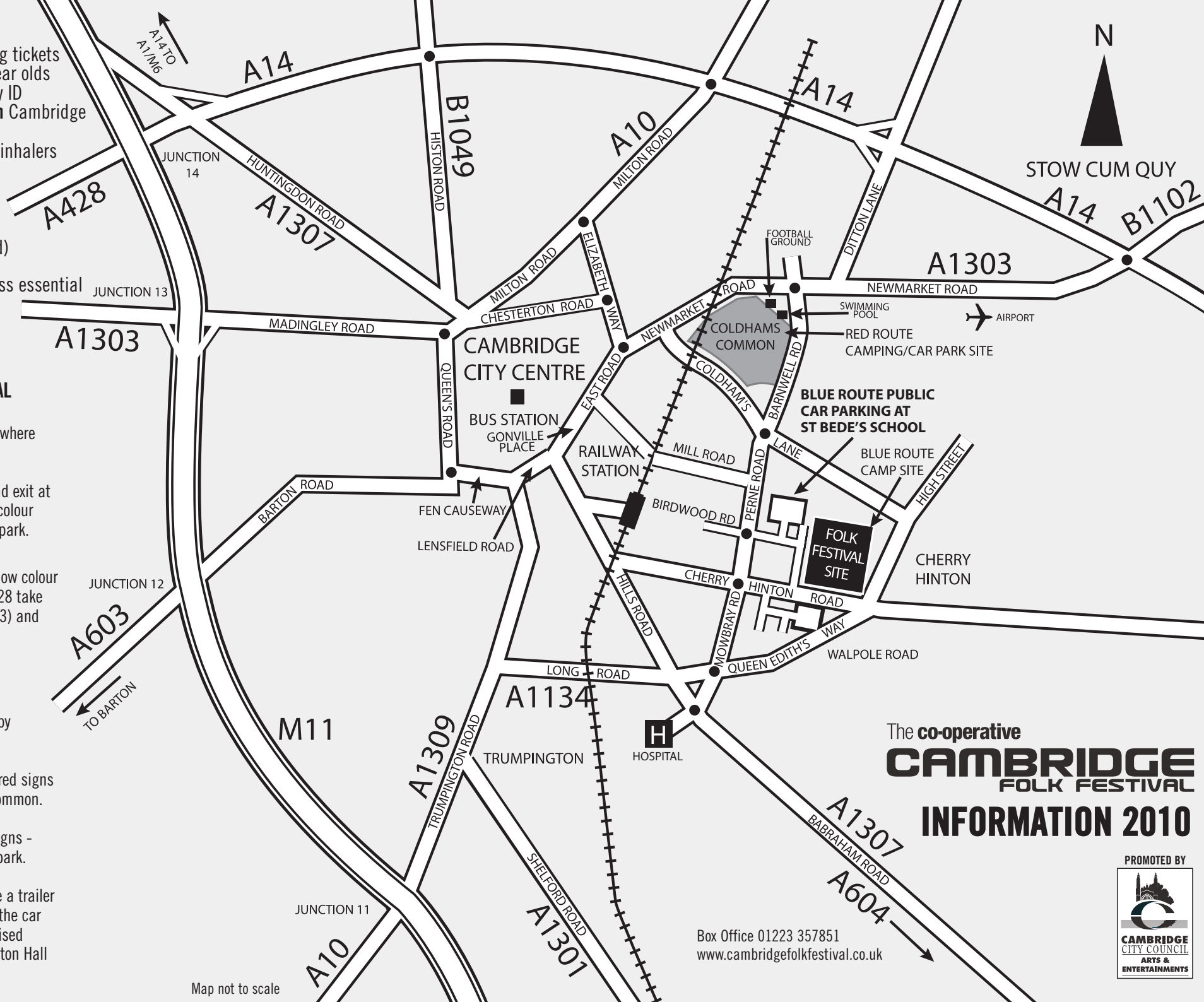
From the east follow A14 to Quy interchange (A1303) and then follow colour coded route. From the west on A428 take the A14 to Quy interchange (A1303) and then follow colour coded route.

PARKING

Help minimise traffic congestion by following this simple guide:

- Coldhams Common campers - red signs - drive straight to Coldhams Common.
- All other ticket holders - blue signs - drive straight to St Bede's car park.
- Unless you are disabled or have a trailer tent you must drive straight to the car park. There will be no unauthorised unloading at or near Cherry Hinton Hall Campsite.

Map not to scale



The co-operative
CAMBRIDGE
FOLK FESTIVAL
INFORMATION 2010

PROMOTED BY



Box Office 01223 357851
www.cambridgefolkfestival.co.uk

FESTIVAL TICKETS

Tickets cannot be exchanged, transferred, re-sold, re-funded or re-issued. Bookings cannot be amended or added to once the Festival is sold out. Damaged, lost, stolen or undelivered tickets cannot be replaced or refunded. Do not travel to the Festival if you do not have a ticket. No tickets will be available on the gate. Full terms and conditions are available from the Box Office or www.cambridgefolkfestival.co.uk

CAMBRIDGE CITY RESIDENTS

Remember that a separate proof of residence will be required for **each** City resident ticket when entering the Festival. Proof of residence will comprise: a current Council Tax Bill or utility bill showing name and address; photocopies will not be accepted. Cambridge City residents who arrive without the necessary proof of residence for **each** Cambridge City resident ticket will be required to return home to obtain the necessary proof of City residence.

HOW TO GET TO THE FESTIVAL

Use public transport or car share where possible. www.liftshare.com

From Cambridge City Centre/Bus Station (Emmanuel Street, Stop E1 for Citi 1 or E2 for Citi 3) or Cambridge Rail Station, catch bus nos Citi 1 or Citi 3. These run every 10 minutes and stop right outside the Festival. Citi buses are all wheelchair accessible. One arrival and one departure journey is free on production of a Festival admission ticket/wristband.

Special free buses operate on Thursday and Monday to get you to/from Coldham's Common Campsite, if you arrive at the Bus or Rail Stations.

Special free buses operate daily between Coldhams Common and Cherry Hinton Hall and also the car park (St Bedes) and Cherry Hinton Hall, from 9am to 1am (9.45am to 1am on Thursday).

Citi buses and special buses are both operated by Stagecoach. For full details of the services provided please see Stagecoach's Festival leaflet or go to www.stagecoachbus.com/cambridge

A limited number of bike racks are available at Cherry Hinton Hall, accessible via Drop Off Gate 1. Do not leave bikes within the bus turning area.

WHEN TO ARRIVE

The Festival and campsites will open at 10am on Thursday 29 July; do not arrive earlier as there will be no access and the police will move you on.

NEW PARKING ARRANGEMENTS FOR 2010

Parking for all ticket holders, unless camping at Coldhams Common, is at **St Bede's School** only. Follow **Blue car park route**. Entrance to St Bede's' School car park is via the main entrance only. There is no parking at Cherry Hinton Hall itself. It is a 15 minute walk from the weekend ticket car park to Cherry Hinton Hall Campsite but a regular free shuttle bus service is provided.

All **Coldhams Common** campsite parking is at Coldhams Common only. Follow **Red campsite route**.

All tickets include parking. Do not park in the roads near to the site. Vehicles may be ticketed and may be towed away.

CAMPERS ARRIVAL - CHERRY HINTON HALL

Preventing traffic congestion is essential for the future of the Festival. **Unless you are disabled or have a trailer tent, you must drive straight to the car park. There will be no unauthorised unloading at or near Cherry Hinton Hall Campsite** other than for disabled people and those with trailer tents. It is a 15 minute walk from the weekend ticket car park to Cherry Hinton Hall Campsite but a regular free shuttle bus service is provided. **If there is no traffic congestion on the day, authorised drop off at Cherry Hinton Hall Campsite will be allowed to weekend campers with greater need**, eg customers with: large numbers of children; children under 5; an injury or illness; bulky or large

amounts of musical instruments; large amounts of equipment; or customers who are elderly. **Authorised drop off will be controlled by stewards at the car park only; you must still drive to the car park first.**

CAMPING TICKETS

Camping tickets will not be exchanged by the Box Office but by Camping stewards. Follow their directions and they will tag your tent for you. They will be there to assist you and will be available throughout the weekend. Camping is only available to Full Festival ticket holders who have purchased camping space. You must have enough Camping tickets for your size tent. One Camping ticket entitles you to a space large enough for a 2/3 berth tent (max size 4.5m x 3.5m inc guy ropes, measured from the longest to the widest point). Each tent, awning or canopy requires its own Camping ticket. Caravan and Camper Van tickets will need to be exchanged for vehicle passes.

WRISTBANDS

On arrival each ticket must be exchanged at the Box Office for a wristband, which must be worn at all times. Wristbands are not transferable or for re-sale, are void if stretched or broken and will not be replaced. **Please exchange your ticket for a wristband at your earliest opportunity after arrival and not immediately prior to the start of performances. Allow plenty of time to exchange your ticket on Thursday when most ticket holders arrive.**

CHERRY HINTON HALL

There are two entrances for pedestrians; do not use the vehicle entrance. Follow signs and stewards' directions when entering and leaving the site, particularly at the end of performances.

NEW SHOWERS

Showers are available at St Bede's School sports hall for Cherry Hinton Campers from Friday to Sunday, 8am - midday, priced £2. Free showers are available at Coldhams Common campsite.

CAMPSITE SAFETY

Allow a clear 2 metres around each small tent and 5 metres around each large tent. Awnings or canopies must not link tents. Appropriate fire gaps will be required between each tent, awning or canopy and each will require its own Camping ticket. Tents should be made of fire-retardant material. You will find fire points close to your area; use only in an emergency. No open fires, flares or oil burning lamps are allowed; use the BBQ areas provided.

YOUNG PEOPLE & CHILDREN

If you have purchased a ticket for ages 10-15, do not forget to bring proof of age to the Box Office on arrival. **Failure to produce proof of age will result in the full price being charged.** Each year we face unnecessary problems with parents losing their children. Take responsibility for your children. Under 16s must be accompanied and never left alone in the campsites. Arrange your own family meeting point should you become separated eg your tent. Report lost children to HQ where announcements can be coordinated. Ensure your child has your mobile number, eg written inside their wristband.

DISABILITY & CONCESSIONARY PRICED TICKETS

If you have purchased Concessionary tickets do not forget to bring proof that you receive the relevant benefit to the Box Office on arrival. **Failure to produce proof of eligibility will result in the full price being charged.**

DISABLED CUSTOMERS

Facilities for disabled people include: drop-off area for camping equipment; wheelchair accessible minibus between all sites; wheelchair accessible toilets; limited number of accessible viewing spaces for all stages; manual wheelchair loan service – pre-booking required 01223 457452.

We recommend that you refer to our Information Leaflet for Disabled People, available:

- on our website www.cambridgefolkfestival.co.uk
- in **large print** on request before 16 July
- in **Braille** or on **audio CD** on request before 18 June

Tel 01223 357851 or email: boxoffice@cambridge.gov.uk for copies. Braille or audio CDs will be reserved for you to collect on arrival from the site Box Office. Reference copies in all formats are kept at the Sales & Information shop.

CONSIDERATION FOR LOCAL RESIDENTS

Please be considerate to the local residents when accessing the car parks, waiting for buses and leaving the Festival.

NO DOGS OR GLASS ALLOWED ON SITE

No dogs are allowed on-site, Guide dogs excepted. Do not bring glass. No glass bottles are allowed in the arena; searches will be in operation. No sun shades are allowed in the arena.

CHAIRS & BLANKETS

Due to limited space, please do not bring chairs into the arena unless essential and keep blanket sizes to a minimum. We prefer the use of small, folding, low back supports. In the interests of safety, chairs or other items which may cause an obstruction in an emergency or hinder access, are not allowed within marquees. For further details please refer to our website.

GREEN ISSUES

We are committed to making the Festival more environmentally friendly. Help us to keep the site tidy and recycle using the bins, skips, recycling bags and points provided. Do not bring glass; no glass bottles are allowed in the arena.

FIRST AID AND WELFARE

St John Ambulance, Cambridge Shopmobility, The Samaritans and Travelling Homeopath Collective will be available at Cherry Hinton Hall. St John Ambulance cannot prescribe medicine on site. Don't forget to bring your own prescribed medicines and inhalers. The sun's rays can be harmful; bring sun block.

CAMPING GAS

Gas is sold on site and canisters must be fitted by the vendor. We recommend our vendor fits your canister, whether purchased on site or not.

SECURITY

Keep valuables with you at all times. Do not leave valuables unattended, particularly in the campsite. The City Council will not accept responsibility for any losses.

NOISE

Keep noise to a minimum after midnight and when leaving the site. Remember, people live close by. Loud campsite noise is a constant threat to the future of the Festival. It is illegal to set off fireworks in a public place such as the Festival and the Police will take action and prosecute anyone doing so.

MOBILE PHONE CHARGERS

A limited number of mobile phone charging points are available, on a first come first served basis, at the Sales & Information shop, the Folknet Cafe and Coldhams Commons. There will be a charge for this service.

FURTHER INFORMATION

www.cambridgefolkfestival.co.uk Artist performance times will be available on site in the Souvenir Programme. If you have any queries over the weekend, please call in to the Sales & Information shop.