

TRINITY PROMS FREQUENTLY ASKED QUESTIONS

Q. What is included in my ticket?

Your ticket includes everything the Proms has to offer. Products, drinks, and food are not included in your ticket. Please keep an eye on additional announcements the TPA make on the Trinity website and social media.

Q. Are tickets available on the door?

We cannot guarantee that tickets will be available on the door as the event may sell out however if tickets are available, they are charged at "on the door" full ticket prices.

Q. When will we have access?

Access to the main Proms stage and concert area is from 3.30pm.

- **Priority Admission:** Gates open 30 minutes early for those accessing disabled parking at 3.00pm. Limited number available.
- **General Admission:** This is for standard entry and gates open at 3.30pm. Music will begin at 3.45pm and there will be no early entry as sound checks will be taking place right up until that time.

Q. Can I show my ticket on my smart phone rather than printing it out.

Yes, if you can fully download and save the ticket PDF to the device and open it on the screen. You can also purchase your tickets as mobile tickets. Before you get to the gates, please have your ticket open ready to present to the stewards.

Q. Is there parking on site?

Yes, there is limited parking available in the designated car parks. The fee for parking at the Proms is **£5.00**. You can book car parking via the event ticket page. Our dedicated parking team will be onsite to direct you when you arrive.

Q. Is there disabled car parking available?

Yes, the car parking area nearest to the upper field, known as '*The Dell*', is reserved for disabled parking. If you have a Blue Badge, then there is no need to pre-book. Please simply follow the disabled parking signs on the day and ensure that your Blue Badge is clearly displayed in your windscreen. If you do not have a Blue Badge but you need to use the

disabled car park, please email tpa@trinity.croydon.sch.uk to arrange a disabled parking permit for the Proms. Disabled parking is free.

Q. How do I receive my tickets?

Tickets will be delivered by email to be downloaded so they can be printed, shown as email tickets on your smart phone or added to your Apple iPhone Wallet.

Q. What does the music start?

The main show will start at 3.45pm.

Q. What time will the event finish?

The show will be finished by 9.00pm.

Q. I haven't received an order confirmation email, what should I do?

Firstly, please check your junk folder as it is very rare for a confirmation email not to be sent out. If you cannot find it, or it has already been automatically deleted, please email tpa@trinity.croydon.sch.uk and we will investigate it for you.

Q. I can't go anymore, what can I do with my tickets?

Early Bird Tickets are non-refundable. Full Price tickets are partially refundable. Please email tpa@trinity.croydon.sch.uk for further information.

Q. Is there a dress code?

There is no prescribed dress code. Most people choose to dress in practical clothing but why not take the opportunity to go a bit more glamorous! Most of all, come prepared for the unpredictable British weather!

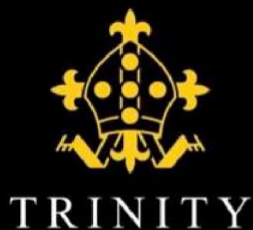
Q. Is there free water available on site?

Yes, there are water points on site where you can keep your water bottles topped up with drinking water.

Q. Can I bring food and drink?

Yes, there is plenty a space to enjoy a Picnic in the Park. There will be a licensed bar with beer, wine, cocktails and soft drinks, Italian coffee van and ice cream on site to enjoy.

Q. Is there an information area?



Yes, the Information Point and First aid area is located to the right of the entrance. It is clearly signposted. Please see TPA team members or a steward if you have any issues or queries during the event.

Q. Can I bring my dog?

Dogs are **NOT** permitted on site.

Q. Is there a fireworks finale?

No. There will not be a fireworks display.

Q. Security and Stewards

Security and Stewards are deployed at the site. They are briefed to offer information, help, and support. If you are unwell or require assistance, please approach a member of the Security and Stewarding Team who are clearly identifiable by their tabards/yellow vests or go directly to the marked **FIRST AID AND EVENT INFORMATION** tent to the right of the event entrance.

Q. Can I bring picnic furniture?

You may bring folding chairs, cool boxes/hampers, and picnic blankets. Please do not bring gazebos, parasols, umbrellas, tables, or disposable barbeques.

Q. Can I buy refreshments on the day?

Yes. We will have coffee, hot food vans, soft drinks, alcoholic drinks, treats, etc.

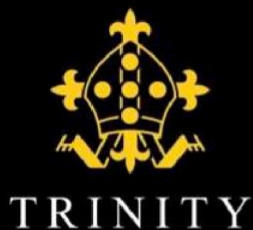
Q. Can I bring a picnic?

Yes, you can bring a picnic and enjoy the day. You may not bring barbeques or use naked flames. Please avoid bringing large, sharp kitchen knives that could be hazardous and please be very careful with glasses or bring plastic glasses if possible. Glass bottles are fine. There will be glass recycling points on the day, and we encourage everyone to use them.

Q. What happens if it rains?

The show must go on! As with all our outdoor Proms events, a bit of rain won't dampen our spirits and the show will continue as normal. Please check the weather forecasts and come prepared for rain or sun, ensuring you bring rain macs or sunblock, depending on what is needed.

Q. Is there space for children to run around if they get restless?



Trinity Parents' Association

Trinity School
Shirley Park
Croydon CR9 7AT
tpa@trinity.croydon.sch.uk

Yes, you can take your child away from the main lawn area to the Astro cages. Children are the responsibility of parents and guardians. Children are not permitted on the lower field and not closer to the stage where they could disturb other audience members trying to enjoy the concert. Unsupervised children will be taken back to their parents.

Q. Will there be toilet facilities?

There will be mobile toilet unit available for guests.

Q. Will there be first aid on the day?

Yes, there will be a first aid point, located to the right side of the entrance for any problems that may arise on the day.

Q. Will the artist and performer line-up change?

Although we make every effort to announce the guest artists in advance there may be times when a change to the programme is unavoidable.

For further information, contact the events team at: tpa@trinity.croydon.sch.uk