

# LIVE AT LINCOLN CASTLE

## FAQ's - LINCOLN CASTLE

### **GENERAL**

#### **WHERE?**

Lincoln Castle, Castle Square, Lincoln LN1 3AA

#### **TIMINGS**

We would suggest arriving early to soak up the atmosphere.

#### **VIP OPTIONS**

VIP: Lindum Castle Lounge

The VIP: Lindum Castle Lounge is our premium option. These tickets include:

- Concert ticket incl fast track entry into the concert arena
- Access to the Castle Prison Lounge & Courtyard
- Furniture available inside and outside
- A glass of chilled Prosecco (or soft drink) at check-in
- Welcome canapes on arrival
- Access to the Lindum Castle lounge private bar
- VIP viewing position
- Upgraded toilet facilities
- Souvenir VIP event lanyard
- Unreserved Seating

#### **IS THE EVENT OUTDOORS?**

Yes, please ensure you dress for the weather and don't forget your sun cream!

#### **CAN I BRING A CHAIR?**

Chairs are not allowed into the arena for any of the Lincoln Castle 2024 concerts.

#### **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. The show will continue to go ahead if it rains and there will be no refunds offered should you chose to leave due to weather. The show will only be cancelled or stopped if the weather becomes dangerous.

#### **WHAT IS YOUR POLICY FOR CHILDREN?**

Under 16s must be accompanied by an adult aged 18 and over who have 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.

#### **CAN I BUY OFFICIAL MERCHANDISE?**

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

#### **CAN I BRING FOOD AND DRINK?**

Food and drink are not permitted however there are food and drink concessions within the event. 1 x sealed water bottle/soft drink is permitted per person max 500ml.

#### **CAN I BRING A DOG?**

Animals are not permitted on site, with the exception of registered assistance dogs. Please fill in this form [HERE](#) if you are bringing a registered assistance dog so we can make sure your seats are suitable.

#### **CAN I APPLY TO BE A TRADER?**

Yes, please fill in this [FORM](#). One of the team will review and be in touch if necessary.

#### **CAN I APPLY TO BE AN ARTIST AT LINCOLN CASTLE?**

You can apply to perform at our event by filling in this [FORM](#). One of the team will review and be in touch if necessary. If you do not hear back from us this year, your details will be kept on our files and we could reach out in future years/shows.

#### **HOW CAN I APPLY TO BE A SUPPLIER AT LINCOLN CASTLE?**

Please fill in this [FORM](#) with the relevant information. This will be passed onto the relevant department who will be in touch if necessary.

#### **HOW CAN I APPLY FOR CHARITY TICKETS AT MY UPCOMING EVENT?**

You can apply for charity tickets by filling out this [FORM](#). One of the team will review and be in touch if necessary. If you do not hear from us, unfortunately we were unable to carry out your request on this occasion.

### **TICKETING**

#### **MOBILE/DIGITAL TICKETS**

All Lincoln 2024 tickets are Mobile Entry - so your phone is your ticket! You **MUST** download your tickets before heading to the festival site. Please make sure to follow the instructions below before leaving for your event to ensure that your tickets can be scanned for entry regardless of the connectivity at the venue.

Download or update the latest version of the Ticketmaster app for the iPhone in the Apple App store or for the Android in the Android App store.

From the app, find your order in My Events.

View your tickets by tapping View Barcode. Screenshots of your barcodes won't get you in.

Once you have viewed your tickets in the Ticketmaster App. Your ticket is automatically saved so it is always ready. Please ensure you do NOT log out of the app!

Downloading to your digital wallet

iPhone users must follow the instructions above before arriving at the venue to access their tickets at entry as saving tickets to their digital wallet is not available at this time.

Android users are still welcome to save their tickets to the digital wallet.

#### **BOX OFFICE LOCATION AND TIMES**

Further information will be released in due course.

#### **I HAVE NOT RECEIVED MY TICKETS YET**

If you have not received your digital tickets, please check your Ticketmaster online account or contact Ticketmaster here [help.ticketmaster.co.uk](https://help.ticketmaster.co.uk)

#### **HAVING TROUBLE BOOKING ONLINE?**

Please visit [help.ticketmaster.co.uk](https://help.ticketmaster.co.uk)

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

All Tickets are non-refundable. Please refer to the terms and conditions on our website

### **TRAVEL**

#### **CAR PARKING**

Lincoln Castle is well signposted on brown signs on all major routes into the city. There are several small car parks close to Lincoln Castle but capacity in these is very limited.

Postcodes for these are:

St Paul's Lane - LN1 3AL

Castle Hill - LN1 3AA

Westgate 1 - LN1 3BG

Westgate 2 - LN1 3BG

Westgate 3 - LN1 3BG

The Lawn - LN1 3BU

There are more car parks across the city with greater capacity.

Postcodes for these are:

Flaxengate - LN2 1JX

Flaxengate 2 - LN2 1LJ Open Weekends and Bank Holidays only

Langworthgate - LN2 4AW

Lucy Tower Street - LN1 1XL (multistorey)

Broadgate Multistorey - LN2 5AP

Thornbridge - LN5 7HW

#### **PUBLIC TRANSPORT INFO**

There are direct lines to Lincoln from Newark, Nottingham, Sheffield, Leicester, Peterborough, Doncaster and London. Northern Rail offer special train fares to the city.

Lincoln Central train station is located in the city centre. From the station it is a 10 minute drive or 20 minute walk to Lincoln Castle. A taxi from the station to Lincoln Castle costs around £4.50 and there is a taxi rank outside the station.

There are good bus connections throughout Lincoln and Lincolnshire. Lincoln bus station is located in the city centre next to the train station. Bus numbers 7, 8, 17 and 18 run between the bus station and Lincoln Castle.

All four buses come into the uphill area of Lincoln where you can get off at the Lincoln Hotel, Radio Lincolnshire, Cecil Street or the Museum of Lincolnshire Life, all a 5-10 minute walk from Lincoln Castle.

The Lincoln Walk & Ride bus service links the Cathedral Quarter (where the castle is located) with the rest of the city including the bus and train stations. It runs throughout the day from Monday to Saturday and tickets can be purchased on the bus.

#### **BICYCLE**

If you travel to Lincoln Castle by bicycle there are spaces to lock bikes in Castle Hill car park just outside the Castle's East Gate entrance.

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### ACCESSIBILITY

#### HOW DO I PURCHASE AN ACCESSIBLE TICKET?

We want Lincoln Castle 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 on Ticketmaster. The following options will be available:

Wheelchair Platform  
Ambulant

Hearing Impairment  
Essential Companion

Please note, should you require an interpreter for any concert please email your request [HERE](#)

If you have any questions, please fill in this form [HERE](#)

#### 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.

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

If your request for an essential 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

Further information is available.

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

#### WHAT IS AN AMBULANT TICKET?

An ambulant ticket is for customers who have a medical requirement for an essential companion to attend the event and/or require access to the accessible viewing area. Customers who have purchased an ambulant ticket will be contacted to provide proof for a companion ticket and to gain access to the accessible viewing area.

#### ACCESSIBLE TOILETS

There will be accessible toilets located at the toilet blocks.

#### ACCESSIBLE VIEWING PLATFORM

The accessible viewing platform is a 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. To purchase a ticket for the accessible viewing platform please click [HERE](#)

#### ACCESSIBLE VIEWING AREA

The accessibility viewing area is an area where chairs are provided. 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. The accessible viewing area is not on the raised platform. To purchase a ticket for the accessible viewing area please purchase an ambulant ticket [HERE](#).

#### GROUND CONDITIONS

Lincoln Castle is a historic monument with many steps and uneven surfaces. Please take care when moving around the site.

#### STROBE LIGHTING AND SPECIAL EFFECTS

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

#### MEDICAL

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

#### CHAIRS

Chairs are not allowed into the arena for any of the Lincoln Castle 2024 concerts.

#### ASSISTANCE DOGS

Assistant Dogs are permitted on site. If you require to bring a registered assistant dog. Please contact us [HERE](#) if you are bringing a registered assistance dog.

#### BRITISH SIGN LANGUAGE

If you require a BSL interpreter at a concert please contact us [HERE](#)

#### TEMPORARY IMPAIRMENTS

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

#### ACCESSIBLE CAR PARK

No accessible parking onsite but the Westgate 1 East Car Park and The Lawn Car Park both have blue badge spaces and are close to the venue.

#### CONTACT US

Please contact us [HERE](#)

### SAFETY AND SECURITY

#### 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 water 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 Lincoln Castle to reduce plastic and bring a re-usable water bottle if you wish.

#### WELFARE

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

#### MEDICAL

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

#### 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 venue.

#### 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 AN UMBRELLA?

Umbrellas are not permitted as they obscure the view for others.

#### 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

#### CCTV

The venue and surrounding areas are covered by CCTV.

#### RE ADMITTANCE POLICY

Once you leave the venue you will not be allowed back in.