

# tom jones

Saturday 13 July 2019

**THE BRISTOL  
COUNTY  
GROUND**



# EVENT GUIDE

## EVENT INFORMATION

### Confirmed Line-Up

- Tom Jones
- The Lottery Winners
- Meg O Neill

Gates open at 4pm, with an expected finish time of 10.30pm (subject to change).

### What to bring:

- Your entry ticket(s)
- Appropriate clothing and footwear (remember, this is an outdoor concert so please be mindful of the weather!)
- Valid ID (all ticket holders may be asked to produce proof of age on entry to the concert and at the bar)
- Cash/card (credit/debit card payment facilities are in place; however, please ensure you bring ample cash)

**All event attendees should enter through the marked entrances shown on the venue map.**



## TICKETING

By now you should have received your ticket — please remember to have this ready to be scanned as you enter the venue! If you have not received your ticket, please contact your original point of purchase.

We cannot guarantee the validity of any tickets purchased via a resale site, and therefore you may be refused entry. For further information, click [here](#).

The event day box office is open from 2pm.

For your own safety, please remember that chairs are not permitted into the venue, including blankets, camping chairs, shooting sticks and walking sticks with seats. Glass containers and aerosols are also not permitted — this includes perfume. Our full admissions policy can be found [here](#).

## Fast Track

Beat the queues and get priority entrance into the event arena! Please ensure that tickets are brought with you on the day, in addition to your concert ticket. Tickets available [here](#).

## Private Bar & Toilets

Beat the queues and have access to our private bar and exclusive toilets. Please note that this is only available to purchase for Gold ticket holders. Tickets available [here](#).

## Emerald/Sapphire

When arriving at the venue, there will be a separate collection point near the box office for Emerald and Sapphire ticket holders to collect their concert wristband and their laminate.

## Hospitality

Customers who have purchased hospitality from the venue will be contacted directly by the Bristol County Ground with an itinerary for the day. For any other queries regarding your hospitality package, please contact the venue on 0117 910 8022.

## ENHANCE YOUR CONCERT EXPERIENCE

### YOUR NAME IN LIGHTS

LHG Live are delighted to offer fans the opportunity to have your name up in lights for the concert! Birthday wishes, congratulations messages or just to say hi to a friend — fans can have the message displayed on the giants screens either side of the main stage.

Messages accompanying a photo can be booked for £30 whilst plain text messages will be available for fans to purchase for £25. Click [here](#) for more information.

### TEXT COMPETITION

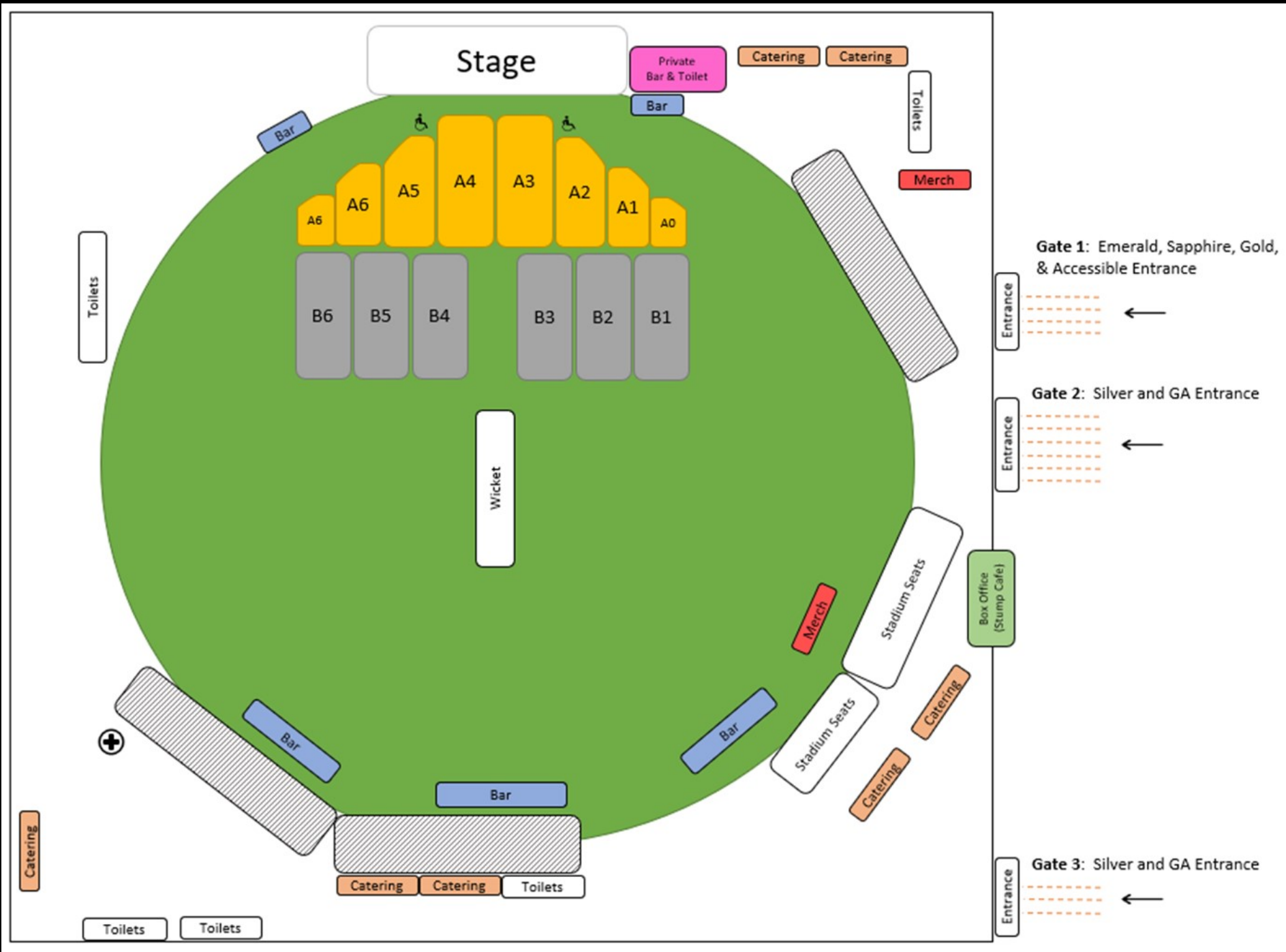
Win 4 Tickets to our Razorlight concert at Taunton Racecourse!

Which of these is a Tom Jones song?

- A. IT'S NOT USUAL
- B. IT'S NOT UNUSUAL
- C. UNBELIEVABLE

Text **TEXTLHG** plus your answer (eg. TEXTLHG A) to **87121**.

Texts costs £1.50 plus your standard network message rate. The competition closes at 9am on Sunday 14th July.



## ON SITE FACILITIES

### **Food and Drink**

No food or drink can be brought onto the site unless dietary restrictions are in place (a dietary card is required). There will be ample concessions for food and drinks within the concert site. Due to the layout of the concert, your nearest food and drink outlets may be situated off the footprint of the ground, behind some of the stands. Please familiarise yourself with your closest catering point. Should you require any assistance, please ask a member of event staff.

You are permitted to bring an empty, reusable water bottle (this **must** be empty on arrival and can be filled at water refill points) or sealed plastic bottle (maximum size of 500ml). On sites where there are no refill points, water will be available from the bars. Any alcohol purchased at any of the bars within the venue must be consumed onsite and not taken out of the designated event area. In keeping with Licensing Laws, there will be a Challenge 25 Policy in place for all alcohol sales. Please drink responsibly.

### **Merchandise**

A selection of Tom Jones merchandise will be available to purchase on site.

### **Concert Survival Kit**

Grab yourself one of our Festival Survival Kits, packed full of all your essentials for this summer's events! Our Kits are available to purchase online [here](#) for only £10 and can also be ground at the on-site box office or bars situated around the venue.

### **Smoking Policy**

There will be a designated smoking area outside of the concert area – smoking is only permitted within this area.



### **Drug Use**

There is a zero-tolerance response to illegal drugs and New Psychoactive Substances (NPS). Any person found in possession of illegal drugs or NPS will be passed to the relevant authorities. The terms and conditions of entry state: "You may be searched at the entrance. Any items which the organisers consider may be used in an illegal or offensive manner will be confiscated. Persons suspected of carrying out illegal and/or offensive activities onsite may be searched." Anyone caught with illegal substances will have their ticket made invalid, no refunds will be given.

### **First Aid**

A medical team will be in attendance during our events. Should you or anyone in your party require first aid, please notify the nearest steward or event official who will deal with your request.

### **What to do in an Emergency**

There are stewards and event staff on duty at every concert. Locate a member of staff for any emergencies, who will be able to assist or locate the correct assistance. If you need to contact the Police to report a non-emergency crime or to provide information on a crime while at the festival, please call 101. If a serious or life-threatening crime is being committed, please contact a member of staff immediately. If in the unlikely event you cannot find someone, please call 999.

### **Toilets**

Designated lavatories will be provided and there will also be accessible lavatories on site. Should you wish to upgrade to our Private Bar & Toilets, please click [here](#) (subject to availability).

### **Recycling**

Help us to keep the venue tidy by using the rubbish bins located throughout. We encourage you to use recycling bins where possible, and to please think of your plastic usage.

## Travel & Transport Information

You should have already received full travel and transport information from your ticket provider — this can be found [here](#).

There is no parking available at the venue, and there is limited street parking in the local area.

## Shuttle Service

A shuttle bus will be running from Bristol Parkway Station to the County Ground (with no stops). Buses run from 3pm-7.30pm for entry to the venue, and then from 10pm-11.30pm after the concert. The car park at Bristol Parkway Station is Pay and Display - £5.20 for 24 hours. Journey time is approximately 20 minutes, and shuttle bus tickets must be purchased in advance by following [this link](#) (£7 each plus booking fee).



## JOIN THE LHG FAMILY

Want to gain exclusive insights into the world of live music events? We'll keep you up to date on pre-sale tickets, exclusive competitions and give you behind the scenes access to some of your favourite artists! Simply follow [this link](#) to join the LHG family.

### **Newsletter**

Sign up for our newsletter [here](#) to keep up to date on new events and information.

## USEFUL LINKS

- T&Cs and Accessible Policy: [here](#)
- Frequently Asked Questions & Admissions Policy: [here](#)
- Fast Track / Private Bar & Toilets: [here](#)
- Your Name in Lights: [here](#)