



SUMMER 2020

SAT 25 JULY

AYR RACECOURSE

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The Little Mix concert is brought to Ayr by concert promoters LHG Events.

TICKETS

Where are tickets available?

Tickets are available to purchase from the following ticket agents;

- LHGTickets.com (click [here](#))
- ticketmaster.co.uk
- gigantic.com
- theticketfactory.com
- axs.com
- seetickets.com
- eventim.co.uk

Where can I buy disabled/accessible tickets?

Disabled and accessible tickets for this event will be available from Ticketmaster, on a first come first serve basis. These can be booked online through the event page, or by calling the Accessibility line on 0800 988 4440.

Wheelchair users and customers who would be unable to stand for the duration of the event can purchase a wheelchair accessible ticket. This gains them access into our accessible area within the Golden Circle – this is not a raised platform. Ambulant tickets are available for customers who do not need to be seated for the event but have a registered disability.

Wheelchair and Ambulant tickets qualify for a free companion ticket where required – this can be added when booking. Proof of eligibility/disability will need to be provided before the event – this will be requested by Ticketmaster post-booking.

If accessible ticketholders have any specific requirements regarding accessible provision, they should make LHG Events aware, at least one month prior to the show being attended. Where possible we will make reasonable adjustments to ensure everyone's enjoyment of the event. In terms of Deaf or Hard of Hearing concert goers, this ranges from providing set lists in advance, captioned performances or interpreters, to suit specific requirements.

A copy of the LHG Events Accessible policy is available on request by emailing tickets@lizhobbsgroup.com

What is the difference between the tickets?

The Gold area is closest to the stage and will give you premium viewing. There are no children or concession tickets available. Various upgrades are available [here](#), like Fast Track or Private Toilet & Bar.

Can I have a refund?

We cannot refund or exchange your ticket unless the event is cancelled or postponed. Any issues with purchased tickets will need to be directed to the original point of purchase.

TIMINGS (subject to change)

What time are gates?

Gates will open at 3pm and will remain open for entry throughout the evening. Expected finish time of 10.30pm.

What time does the box office open?

Box office opens at 1pm and will close around 9pm. If any tickets remain on the day of the concert, these will be available to purchase from the box office – subject to availability.

Do you have the set times?

We do not release set times as they are so subject to change.

TRAVEL

The roads into and out of the venue and the local area will be busy – please allow plenty of time for your journey. Follow directional signage, and instructions from traffic stewards.

Full information regarding getting to the racecourse can be found [here](#).

Further information on travel will be available closer to the time of the event.

Which gate do we use?

The designated gates to access the venue for cars, coaches, pedestrians and drop offs/pickups are yet to be confirmed. A full traffic management plan will be in place utilising multiple access routes – this will be available for concert goers in due course.

PARKING

What are the parking facilities?

A designated car park will be in use around the venue, making full use of all surrounding entrance roads. Please do not park on the public highways, grass verges or access routes. Vehicles parked outside of the designated car parks may be fined or removed.

How much is the car park?

£10 per car, plus booking fees. This must be booked in advance – tickets are available [here](#).

How close are the car parks?

The car parks are within walking distance to the venue. Accessible parking will be available closer to the entrance but please note all parking is on rough grass parkland.

When can we park?

Car parks will be open earlier than gates, time TBC.

EXITING

Please take your time, no rushing or pushing when leaving the venue.

Can I leave my car overnight?

No – vehicles abandoned or illegally parked may be fined or removed.

How long will it take to exit?

Leaving could take a considerable amount of time so please bear this in mind when advising taxis and pickups. For those travelling with children, it is advised to bring adequate food and drink for the return journey. Bring blankets and pillows and ensure you have sufficient fuel!

ON THE DAY & SECURITY

Searches

Searches will be in operation at this event – all bags will be searched. **No bags over the size of A4 will be allowed into the arena.**

What can and can't I bring?

No food and drink can be brought in - there will be a large selection of caterers and bars selling alcoholic and non-alcoholic drinks and food to suit most dietary requirements (a doctor's note will permit food/drink required for medical conditions). A full list of vendors will be available closer to the date.

No glass containers (including perfume/aftershave) – empty plastic or reusable bottles sized 500ml or less are permitted for refilling.

No form of chair including camping chairs, folding chairs, gazebos, picnic blankets or tents are permitted.

Umbrellas are permitted, but must be taken down during the show.

No dogs are permitted, except assistance dogs.

No professional cameras, video cameras or audio recording devices.

Pyrotechnics, lasers, smoke machines, strobe lighting or other special effects may take place during the performance.

Are there any age restrictions?

Children aged 14 and under must be accompanied by an adult at all times. All ticket holders may be asked to produce proof of age upon entry and at the bars.

First Aid

A medical team will be in attendance – should you or anyone in your party require first aid please notify the nearest steward or event official.

What to do in an emergency?

Locate a member of staff for any emergencies. If you need to report a non-emergency crime whilst at the event, please call 101. If a serious or life-threatening crime is being committed, and you cannot find a member of staff, please call 999.

Lost Children / Welfare Point

Please advise any member of staff or security about a lost child and they will alert the welfare centre. Any lost children should make themselves aware to a member of staff or security who will be able to help locate parents/guardians.

VENUE INFORMATION

Is the event outdoors?

Yes. This is a standing only, outdoor concert. Please be mindful of the weather and wear appropriate clothing and footwear!

Can I pay on card?

Card payment facilities will be in place across a number of bars and vendors; however, service may become unreliable with a large crowd. Please ensure you bring ample cash.

Can I get mobile phone coverage?

There may be limited mobile phone coverage across all networks and as is often the case in large crowds, 3G and 4G will be unreliable.

Pre-Concert Entertainment

There will be pre-concert entertainment, including support acts who will be confirmed in due course. Concessions will remain open for a short while after the event has finished. More information will be available closer to the event.

Rubbish

Please help us to keep the racecourse tidy by either taking your rubbish home or using the bins located throughout the venue.