



This concert has been re-arranged to 2021 – please note the new date is now: **Friday 18<sup>th</sup> September 2021**

The Tom Jones concert is brought to Plymouth Central Park by concert promoters LHG Events.

**TICKETS**

**All tickets purchased for the original date are available for the re-arranged date. Any ticket queries should be directed to the ticket agent you purchased your tickets through.**

**Where are tickets available?**

Limited numbers of tickets are available to purchase from the following ticket agents;

- LHGTickets.com (click [here](#))
- ticketmaster.co.uk
- gigantic.com
- theticketfactory.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 can purchase a wheelchair accessible ticket. This gains them access onto our raised platform. Customers who are registered disabled but do not require access to the wheelchair platform can apply for an Ambulant ticket. This can be in any of the seating blocks or standing areas.

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. A copy of the LHG Events Accessible policy is available on request by emailing [tickets@lizhobbsgroup.com](mailto:tickets@lizhobbsgroup.com)

**What is the difference between the tickets?**

The Gold area is closest to the stage and will give you premium seated viewing. Silver seats are behind Gold, with General Admission Standing then behind Silver. 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 4pm 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 2pm 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.

**It is extremely important that you plan how you get to the concert in advance.**

**TRAVEL & PARKING**

**What are the parking facilities?**

There is no parking at the venue – please make use of City Centre car parks and public transport.

**PARK & RIDE**

There will be a Park & Ride service in operation. Tickets must be booked in advance.

Pick up point, pricing and times are still to be confirmed. Please check this information again in due course.

**EXITING**

To allow everyone to exit smoothly, please follow any directional signage, and instructions from stewards. Please take your time, no rushing or pushing when leaving the venue. Please bear in mind exiting times when advising taxis and pickups.

**CORONAVIRUS/SOCIAL DISTANCING CONSIDERATIONS**

This concert is due to take place after all Government restrictions have been lifted.

**Will Social Distancing be in place?**

The concert will take place subject to appropriate Government guidelines to ensure all concertgoers, staff and crew are able to attend the concert in a safe and secure environment. Any restrictions/updated guidelines will be issued in due course.

**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 16 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 / Welfare Point**

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.

**VENUE INFORMATION**

**Is the event outdoors?**

Yes. This is an outdoor concert, with minimal cover. 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.

**Rubbish**

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