

GENERAL INFORMATION 2022

Festival Arena and Concert Tent - Folk Week headline concerts will take place in the Festival Arena in the concert tent, at the Memorial Rec, Lawn Road, CT10 1AD. The Arena is in an open, grassy park, next to Broadstairs train station public pedestrian entry is from the Lawn Road entrance.

The Arena area is open to the public daily from Saturday 6th to Friday 12th free entry from 9.30am to 5pm, with bar and food stalls accessible as well as ticketed workshops and knitters with craft demonstrations. From 6pm each evening, the Festival Arena is open to Festival ticket holders, workforce, Morris sides and festival artistes only.

No food or alcohol is allowed to be brought onto the site. The on-site toilets are regularly cleaned and inspected and there is a disabled toilet available. There is no dedicated parking area for this venue, only the town's public parking areas. If you have any mobility issues, please inform Folk Week in advance. The access to the Arena is on grass with a slight downward slope. Dogs are not admitted to the Festival Arena. The grass in the park may be slippery if wet.

CRAFT FAIR AND FESTIVAL BAR Positioned on the clifftop at Victoria Gardens is our Craft & Music fair, in the open-air, with many new stalls and the Jack Hamilton Festival Bar. Free entry – open 10am to 9pm from Saturday 6th to Friday 12th August 2022.

PROGRAMME CHANGES Programme changes will be displayed at the Festival Arena and Campsite.

VENUES You are advised to arrive in good time for events. Seating in the **concert tent at the Festival Arena** is not reserved. Please download the Information Sheet for Disabled visitors from the Folk Week website. The use of audio, audio visual or video equipment is strictly prohibited without prior arrangement with the Festival Director. Venues are visited by our official Festival photographers; images may be used for Festival marketing via various media formats. Venues such as the **Sailing Club and Crampton Tower** are small, intimate, and acoustic. **The Sarah Thorne Theatre** has street parking available nearby.

Queues at some events will be inevitable. People arrive early and doors cannot be opened until sound checks have been completed. Please be patient and co-operate with our volunteer stewards who will let you in as soon as they can. At some venues, stewards may ask you to form two queues: for instance, one for ticket holders and the other for those paying on the door. Holders of Festival tickets or Event tickets will be let in first, on a first come, first served basis. If there are still seats left, then tickets may be purchased at the door.

WORKFORCE - The Festival has a superb volunteer workforce, identified by their Yellow T shirts & Badge ID, without whom we would be unable to stage the event, and we thank them for giving us their time. They are not paid to work here—other than by receiving a Free Festival Ticket—so please be nice to them and respect their free time. Why not volunteer yourself next year?

THE FESTIVAL INFORMATION and MERCHANDISE – Can be found at the Festival Box Office at the Arena and the Craft Fair & Music Fair on Victoria Gardens.

Minibus Transport Carey's run a regular service from 10am – 8pm (9pm Fridays) stopping at all major festival venues. Outside of these hours, 8.30am-10am when Careys take over then after Careys finish until 10.30pm our volunteer drivers will be providing the service.

HOW TO FIND US Broadstairs is on the East Kent coast between Margate and Ramsgate.

BY RAIL – high speed link means London is less than an hour and a half away

BY COACH – there is a direct route from London Victoria Coach Station.

BY ROAD – Sat Nav users can use postcode CT10 2RT which will take you to the Campsite at Dane Court Grammar School. Broadstairs Memorial Recreation Ground is in the centre of town CT10 1AD. Please visit the Thanet District Council Website for more information on local parking. www.thanet.gov.uk/info-pages/maps-of-car-parks-in-thanet/

FIRST AID - Festival Arena and Craft Fair/Bandstand will have first aid cover during opening hours. There is a 24-hour A & E unit at Queen Elizabeth the Queen Mother Hospital, Ramsgate Road, Margate CT9 4BG tel. 01843 225544 [10 mins drive]. There are several pharmacies in the town. First aid kits will be available at all Festival venues.

PROBLEMS AND COMPLAINTS PROCEDURE Most problems during the week can be sorted by individual managers or by the Festival Director. However, sometimes there are issues that fall outside of this. Any issues that cannot be resolved should be sent in writing to the Chairman of Broadstairs Folk Week and will be dealt with by the committee following the festival.

SAFETY AND COVID 19

The safety and comfort of festival goers is of paramount importance to us. Folk Week will continue to follow all government guidelines relevant during the festival.

TERMS & CONDITIONS AND TICKET POLICY

Full Festival Week, Weekend or Day Tickets, with or without camping include all ticketed events. The Festival Lite tickets do not include the evening concerts at the Festival Arena. There is no reserved seating in the Concert Tent.

Individual tickets are available for all Folk Week events. These tickets cannot be used in conjunction with camping.

Tickets are available online, by phone until 5th Aug or in person at the Festival Arena Box office during Folk Week. Tickets for all Festival events can be purchased at the Festival Arena Box Office, open 11am to 3pm on Thursday 4th and 10am to 10pm daily from Friday 5th to 12th August.

Camping at Broadstairs Folk Week

Festival Tickets with camping are sold subject to the terms and conditions below: -

You MUST have a Festival Ticket to camp. Festival Day/Weekend/Week Tickets with camping cover all events on the relevant day. Festival Lite Tickets do not cover evening concerts at the Festival Arena Tent.

Camping charges are applicable to the relevant Festival Ticket – Day/Weekend/Week.

'With Camping' Festival Tickets are priced individually – not per tent or caravan.

Holder of individual event tickets are not entitled to camp. Family Tickets are for 2 adults and 2 children aged between 7 and 15. Under 7s are free.

Concessionary Full Week Festival Tickets apply to people of pensionable age; registered disabled and unemployed people. Proof of entitlement should be emailed to info@broadstairsfolkweek.org.uk. When booking, please advise the Box Office if you have a disability. A separate information sheet for Disabilities is available to download. For more information about the Campsite – please visit the Camping page on the website.

Children and Youth Tickets

Child and Youth Festival Tickets are only available when booked in conjunction with Adult Festival tickets. Youths are 16 & 17; Children's tickets are between 7 and 15. Under 7s go free (unless specified in programme) but please notify us that they are in your party if you are camping. Children under 14 must be accompanied by a responsible adult at all performances and under 16 at any licensed bar area.

Carers and disabilities

If you have special requirements, such as positioning of a wheelchair, it is the ticket holder's responsibility to contact the Festival early to make sure that requirements are known. Venue stewards will do their best to accommodate requests.

Postage/Dispatch of Tickets - Tickets are dispatched by 2nd class post or they can be collected from the Festival Arena Box Office during Folk Week.

Tickets & Refund Policy

Please ensure you arrive early for your chosen event at all venues or we cannot guarantee entry.

Tickets of all types are limited in number, sold on a first-come, first-serve basis.

Tickets cannot be exchanged, transferred, re-sold, refunded or re-issued. Tickets will not be replaced if lost.

Once tickets have been purchased at a certain price, there will be no refunds of balance difference on other ticket options.

Broadstairs Folk Week reserves the right to alter or change the programme, without prior notification. Every effort will be made to carry out the programme as advertised.

The festival concert tent has seating and is indoors. In the event of severe weather, events may be cancelled but we will make that judgement on the day.

Ticket holders give their express consent to the use of their actual or simulated likeness in connection with the production, exhibition, advertising or exploitation of any film, video and/or audio recording of this event, and/or element thereof in any/all media throughout the world.

Folk Week does not accept responsibility for any losses of valuables.

No tickets may be used for competitions, promotions or hospitality packages without the written consent of Broadstairs Folk Week, and any ticket so used may be voided and the holder may be refused admission.

Any details which you provide when booking, are held and processed lawfully in accordance with the Data Protection Act. Your details are not passed on to any third parties.

These Terms and Conditions are subject to change at any time without prior notice. Any such change shall not affect any contract between us at the time of such change.

Venues Policy

Please ensure you arrive early for your chosen events, or we cannot guarantee entry. Broadstairs Folk Week reserves the right to refuse entry to the Festival Arena.

Any person who fails to comply with instructions from a steward or other person acting for the management may be ejected from the venue or campsite.