

# THE IBIZA ORCHESTRA EXPERIENCE

FRI 12<sup>TH</sup> AUGUST  
THE ARENA, DARLINGTON

## EVENT INFORMATION

### TICKETS

Tickets for this event are digital and by now you should have received them – please remember to have your tickets ready to be scanned as you enter the venue! If you have not received your tickets, please contact the ticket agent you purchased your tickets from.

We cannot guarantee the validity of any tickets purchased via a resale site, and therefore you may be refused entry.

For further information, please click [HERE](#)

### TIMINGS (subject to change)

What time are gates?

Gates will open at 4pm and will remain open for entry throughout the evening. Approximate finish time of 10.30pm. Timings are always subject to change.

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 and may be subject to a price increase.

Do you have the set times?

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

There will be a number of support acts performing before the main act, with music playing from gates opening.

### CORONAVIRUS / SOCIAL DISTANCING CONSIDERATIONS

The concert will take place subject to appropriate Government guidelines.

The Organisers, Venue and Artist reserve the right to insist attendees comply with any entry requirements (including by way of example, a requirement to present proof of vaccination or a negative test result) to ensure all concertgoers, staff and crew are able to attend the concert in a safe and secure environment.

Any entry requirements will be issued 14 days before the concert.



# TRAVEL & PARKING

It is extremely important that you plan how you get to the concert in advance. There are a number of road closures and parking suspensions in place for the duration of the event day.

## PARKING

What are the parking facilities?

There will be limited on the day parking available at the venue.

Please note that cars will not be able to leave the car park until approx. 15 minutes after the show has ended to allow safe exit of pedestrians.

Council Car Parks in the centre of Darlington will be free from 3pm on a first come first served basis.

Parking restrictions will be in place around the arena. A local residents parking scheme is in place on event days preventing parking on local and nearby streets.

Enforcement Officers will be on patrol on the day and cars parked in breach of parking regulations may be fined or removed.

## TAXIS

A taxi drop off point will be in operation at the stadium.

## DROP OFFS

No parking or drop off's on or near to the A66. The A66 is a national highway and as such law enforcement will be patrolling and will issue on the spot fines anyone ignoring this request. For dropping off please use the main entrance at the Arena.

## EXITING

To allow everyone to exit smoothly, please follow any directional signage, and instructions from stewards. Please take your time, and be kind and thoughtful to other concert goers and residents when leaving the venue. Please bear in mind exiting times when advising taxis and pickups.

# FOOD & DRINK

## BAR TOKENS

All bars will be operating a token system. Tokens will be available to purchase from Token booths situated around the concert arena. You will need to purchase tokens before heading to the bars.

## FOOD CONCESSIONS

There will be a large selection of caterers and bars selling alcoholic and non-alcoholic drinks and food to suit most dietary requirements. A full list of vendors will be available closer to the date.

## ON THE DAY PAYMENTS

Card payment facilities will be in place across food and drink outlets; however, internet service may become unreliable with a large crowd. Bar tokens can be purchased using credit/debit card and cash.

## PRIVATE BAR & TOILETS

It's not too late to gain access to our private bar and toilet area.

Click [HERE](#) for access.

# ON THE DAY & SECURITY

## WHAT CAN AND CAN'T I BRING?

No food and drink can be brought into the venue - (a doctor's note will permit food/drink required for medical conditions). Cups of water are available at bars free of charge.

No glass containers (including perfume/aftershave)

No chairs including camping chairs, folding chairs, gazebos, picnic blankets or tents are permitted. This is a standing only event, however, if you have a medical condition which makes standing for long periods difficult then please contact a member of our staff on the day and we will do our best to assist you.

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.

Please do bring a smile and your dancing shoes!

## SEARCHES

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

## ARE THERE ANY AGE RESTRICTIONS?

Children aged 16 and under must be accompanied by an adult at all times and require a ticket. Babes in arms are free. All ticket holders may be asked to produce proof of age upon entry and at the bars. For child safety please ensure ear defenders are worn.

## 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.

## BEHAVIOUR

It is our intention for you to enjoy the event. Please help us by being kind and courteous to our team and other concert goers. Aggressive and abusive behaviour will not be tolerated. If you display such behaviour you will be asked to leave the venue immediately.

## 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.

## 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!