

# PALOMA

THE AGE OF OPTIMISM  
SUMMER TOUR 2022

THE ARENA  
DARLINGTON

SATURDAY  
16 JULY

FOR TICKETS GO TO  
[WWW.PALOMAFaith.COM](http://WWW.PALOMAFaith.COM)



The Paloma Faith concert is brought to The Darlington Arena by concert promoters Grand Slam Live Ltd and TEG | MJR

## TICKETS

### Where are tickets available?

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

- LHGTickets.com (click [here](#))
- ticketek.co.uk
- 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. Wheelchair users can purchase a wheelchair accessible ticket. This gains them access onto our accessible area. Customers who are registered disabled but do not require access to the wheelchair area can apply for an Ambulant ticket. This can be in any of the 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@lzhobbgroup.com](mailto:tickets@lzhobbgroup.com)

### What is the difference between the tickets?

#### Gold Enclosure Tickets

The Gold Enclosure is closest to the stage and will give you premium viewing.

**Gold Plus** tickets include access to dedicated bar & toilets and early entry into the concert arena 15 minutes before main gates open.

**Gold Early Entry** ticket with early entry into the concert arena 15 minutes before main gates open.

**Gold** ticket with access to Gold Enclosure only.

#### General Admission Tickets

The General Admissions area is behind the Gold Enclosure.

**GA Early Entry** ticket with early entry into the concert arena 15 minutes before main gates open.

**GA** ticket with access to the general admission area only.

#### Seated Tickets

Seats are located in the stadiums stands. Tier 1 seats are closer to the stage.

There are no children or concession tickets available.

### 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.

## HOSPITALITY

There are a range of hospitality options available for this summer's concert at the Arena, including:

### Executive Hospitality

· Reception drink · Directors area padded seating · Waitress service · Hot gourmet buffet · Post-concert cheese board · Hospitality restrooms · Reserved car parking · Pre-order drinks packages available ·

### Private Hospitality Box

· Reception drink · Padded seating in front of box · Hosted bar service · Hot gourmet buffet · Post-concert cheese board · 2 x reserved car park spaces · Hospitality restrooms · Pre-order drinks packages available ·

Both options are available to book online [HERE](#).

To select a Private Hospitality Box on the Ticketmaster site, first reduce the number of tickets from 2 to 1, and then select "Private Hospitality Box" from the drop down menu.

## CORONAVIRUS/SOCIAL DISTANCING CONSIDERATIONS

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.

## 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?

Parking is available on site for blue badge holders which MUST be pre-booked and Hospitality guests ONLY. There is no other parking available at the venue.

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.

### PARK & RIDE

Park & Ride services are in operation from Teesside International Airport - DL2 1LU. The park and ride will run from the airport from 3pm on Saturday 16<sup>th</sup> July 2022 with buses leaving at regular intervals. Return bus service will run from the pick-up point at The Darlington Arena from 10pm with a regular service back to the airport.

### SHUTTLE BUS

The Shuttle Buses will run from the Dolphin Centre (DL1 5RP) from 3pm on Saturday 16<sup>th</sup> July 2022 with buses leaving at regular intervals. Return bus service will run from the pick-up point at The Darlington Arena from 10pm with a regular service back to the Dolphin Centre.

**We strongly Advise that you book Park and Ride or the Shuttle Service – There will be road closures around the Arena on the day of the event.**

### TAXIS

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

### 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.

## 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.

### Can I pay on card?

Card payment facilities will be in place across a number of food vendors; however, service may become unreliable with a large crowd. Bar tokens can be purchased using a card. Please ensure you bring ample cash.

## ON THE DAY & SECURITY

### What can and can't I bring?

No food and drink can be brought in to the concert - (a doctor's note will permit food/drink required for medical conditions).

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.

### 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.**

### Are there any age restrictions?

Children aged 16 and under must be accompanied by an adult at all times and require a ticket. Babies in arms are free. 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

### Where is the venue?

The Darlington Arena, Neasham Rd, Darlington DL2 1DL.

### 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 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.

## CONCERT INQUIRIES

All enquires for the concert should initially be directed to [tickets@lzhobbgroup.com](mailto:tickets@lzhobbgroup.com).