

SUNDOWN IMPORTANT INFORMATION FOR TICKET HOLDERS

OPENING TIMES

Camping Ticket holders

The Campsites are open from 11am Friday 1st September to 12pm on Monday 4th September.

Entertainment runs across these times:

Friday 1st - 2pm to 11pm

Saturday 2nd - midday to 2am

Sunday 3rd - midday to 10.30pm

Day ticket holders

Saturday 2nd – Midday to 10:30pm

Sunday 3rd – Midday to 10:30pm

Please be aware that no re-entry is permitted for day ticket holders so once you have entered the site you cannot leave and come back.

Last entry to the site (all ticket holders)

Friday – 9pm

Saturday – 8pm

Sunday – 7.30pm

Stage times can be found on the Sundown app or Lanyard.

AGE POLICY

Under 16's (15 years old and under), must be accompanied by an adult over 18.

16 or 17 years olds may attend unaccompanied, but may not accompany anyone under 16.

If you're lucky enough to look under 25 please bring ID with you.

If you are under 18, please seek permission from your parent or guardian and make sure you have agreed your travel arrangements before you attend Sundown. We also suggest that you share this information with them.

SAFER TRAVEL – NEW PLANS FOR DAY TICKET PICK-UP + DROP-OFF

For Saturday and Sunday, a new easy to access drop-off and pick-up area will be located off the roundabout by the Premier Inn and there will be a full road closure on Dereham road at the end of the night.

Taxi companies have been advised that they must pick you up at the Taxi pick-up. Please do not arrange to be picked up from elsewhere.

Please don't use Longwater Retail Park (Sainsbury's), the walk along the road and over the roundabout is not safe and our new facilities are quick and easy to use.

FRIDAY AND MONDAY (CAMPING) DROP-OFF + PICK-UP

Drop-off and pick-up for Friday and Monday is located at the bottom of the event Car Parks off Dereham Road. Please follow signs for Camping drop-off/pick-up.

SATURDAY AND SUNDAY (DAY TICKET) DROP-OFF + PICK-UP

The new drop-off and pick-up is located just off the round-about before the Premier Inn. Follow signs for Day drop-off/ pick-up.

CAR PARKS

Event Car Parks (same place as previous years), are off Dereham Road. Please follow signs for Parking.

Car Parking is £10 per day, or £20 for a Campers/Weekend parking pass which will cover you for the duration of your stay. The parking charges is payable on arrival.

BUSES + TAXI'S

The bus stop and taxi hub is located off Dereham Road just after the Premier Inn. Follow signs for Bus and Taxi pick-up.

We recommend you book your taxi in advance and ask them to drop/collect from the event taxi stand.

On Saturday & Sunday, First Group are running their Shuttle 100 from 11.30am to midnight from/to Norwich Rail Station, Castle Meadow (opposite Norwich Travel Centre) and Norwich Bus Station (Stand B). Buses run up to every 30 minutes during the day and every 10 minutes at the end of the night.

ROAD CLOSURES

On Saturday and Sunday night there will be a full road closure on Dereham Road. All traffic leaving the event car park will need to turn left and no traffic will be able to get from the roundabout by the Premier Inn to the event car parks.

WHEN ARRIVING AND LEAVING THE EVENT

Please respect the people who live near the Sundown site and be considerate when you leave the event.

- Use the drop-off and pick-up areas provided and don't arrange to be dropped or collected elsewhere.
- Please drive slowly through nearby residential areas.
- Keep noise to a minimum as you leave.
- Don't drop litter or urinate in the street.

WHAT CAN AND CAN'T YOU BRING?

For security reasons, all ticket holders will be subject to extra searches of their bags and their person at this year's Sundown. This will make entrance slower than previous years. We ask everyone to be patient and we thank you in advance for your cooperation with any security requests and all searches.

Remember the event is outdoors and so bring appropriate clothes.

Don't bring drugs, 'legal highs' or anything that could be deemed a weapon. You will be searched on entry and if found, these items will be confiscated, you will not be allowed to gain entry and you may be passed to the Police.

Bring your ID as proof of age. The bars operate a challenge 25 policy.

Please review the full list of allowed and disallowed items on our website FAQ's.

If you are camping, please remember:

- The maximum amount of alcohol per person is:
 - 1L of spirits (max 40% abv) and 24x330ml cans of beer/cider
 - 1 box of wine (max 3L) and 24x330ml cans of beer/cider
 - 2L of spirits (max 40% abv)
 - Alcohol can only be brought in the first time you enter the event

Please also remember:

- No glass
- You can bring food and a camping stove, but not a BBQ. If cooking, please use the cooking area in the campsite village.
- You must be over 18 to bring alcohol. Expect to be ID'd.

If you are coming for the day, please remember:

- You cannot bring Food or Alcohol, except for a sealed 500ml bottle of water

- You cannot gain re-entry so please bring everything you need for the day

FOR YOUR SAFETY

- Look after yourselves and each other. If you see anything or anyone that doesn't look right or you need some help or information then please don't hesitate to speak to a steward or go to one of the Info Points in the Arena or Campsites.
- Don't bring unnecessary valuables to the event. If you do bring valuables, don't leave them unattended and keep them away from the door of your tent. Lockers are available on site and can be prebooked on our website.
- ATMs will be available on site so we recommend you don't bring large quantities of cash.
- BBQs are not allowed and if cooking on a camping stove we ask you to move to the cooking area in the campsite village. If you see a fire then alert a steward immediately.
- **Please be aware that prolonged exposure to loud music can cause hearing damage. Consider wearing ear protection and moving around to give your ears a rest.**

ACCESSIBLE FACILITIES

Information can be found in the FAQ's section of our website. If you need more information, please email info@sundownfestival.co.uk