

ESSENTIAL INFO

THE SHOW

MTV Crashes Plymouth will take place on Plymouth Hoe, Thursday 27 July and Friday 28 July 2017

AGE RESTRICTIONS

On Day 1 (Thursday 27 July) those under the age of 16 must be accompanied by an adult aged 18 years or over, on Day 2 (Friday 28 July) this event is strictly aged 16 or over.

Children aged 3 years and under do not require a ticket.

READMISSIONS

There will be no re-entries permitted once you are inside the concert arena. In the case of emergencies please contact a member of the crew, a steward or member of the security team for further help and assistance.

Please keep hold of your ticket stub in case of an emergency evacuation and re-entry is required. Last entries will be at 10pm each night.

FOOD & DRINK

Strictly no food or drink can be taken into the site - with the exception of personal supplies of water in a plastic container with an unbroken seal (up to 500ml per person), or special medical supplies (please bring a doctor's note if these are not obviously medicinal).

A fully licensed bar, catering facilities and free drinking water will be available inside the arena.

PROHIBITED ITEMS INSIDE THE EVENT ARENA

Items that are not allowed inside the event arena include but are not limited to:

- drugs
- offensive weapons
- umbrellas
- legal highs
- selfie sticks
- flags
- chairs
- knives
- fireworks
- smoke canisters
- poles
- chinese lanterns
- gas canisters
- lasers
- cans
- air horns
- sound systems
- flares
- dangerous or hazardous items
- glass vessels including perfume or aftershave bottles
- megaphones
- children's buggies or prams
- unauthorised items for trading

A cloakroom facility will be in place for you to store items before entering the arena.

Anyone bringing any medication into the arena must have copies of their prescription (if it is not easily recognisable) and failure to do so might result in items being confiscated.

Failure to dispose of any of the above will result in the person being asked to leave or evicted.

You will be searched at the entrance. Any items that the organisers consider may be used in an illegal or offensive manner will be confiscated and you may be asked to leave or be ejected from the site.

WHAT ITEMS CAN I BRING INSIDE THE EVENT ARENA?

We often get asked what items can be brought into the event arena so have compiled a list of the most common items below:

The following items are permitted into the site:

- Small non professional camera equipment
- Mobile phones
- Personal supplies of water in a plastic container with an unbroken seal (up to 500ml per person)
- Handbags & Rucksacks
- Cash (There will be cash machines inside the event arena)
- Medication if required. (See above)

CAN I BRING AN ANIMAL INSIDE THE EVENT ARENA?

No, only registered assistance dogs will be permitted into the arena.

TRAVEL INFO

VENUE POSTCODE

The postcode for MTV Crashes Plymouth is PL1 2PA

TRAIN TRAVEL

CrossCountry, as the Official Event Rail Partner to MTV Crashes Plymouth, is the most extensive rail network in Great Britain, with direct trains to Plymouth from major towns and cities such as Cheltenham Spa, Bristol, Exeter, Penzance and many more.

Book in advance and make savings as well as reserve your choice of seat. And you can print your ticket at home, saving time and hassle.

Go to **crosscountrytrains.co.uk** or download the Train Tickets app to book your ticket to Plymouth.

Plymouth train station is about a Ten minute walk from Plymouth Hoe. The regular train service from London Paddington to Plymouth takes around three to four hours. Other direct services head to Plymouth from across the South West, South Wales, the Midlands, the North of England and Scotland.

For all rail enquiries

call 08457 484 950

visit www.nationalrail.co.uk

visit www.thetrainline.com.

BUS TRAVEL

If you are travelling to the event from the local Plymouth area travel information can be found at:

Buses

Plymouth City Bus | plymouthbus.co.uk

Stagecoach | stagecoachbus.com

Coach Travel

Big Green Coach is the official coach partner to MTV Crashes Plymouth.

Picking up from 12 locations around Devon & Cornwall and taking you to the main entrance of the venue.

Directions If Coming By Car

Sat nav ref: PLI 2TR (Main City Centre car parks - a short 5 minute walk from the venue)

From the North

The main route is via the M5 motorway and then continuing on the A38 Expressway via Exeter. Leave the A38 at Marsh Mills interchange and take the A374 which is clearly signed for the city centre. It takes about 3.5 hours from London to Plymouth.

From the West

Leave the A38 at Manadon interchange and take the A386 into the city. It's about 1.5 hours from Truro.

Parking

There are plenty of car parks in the city centre within walking distance of the venue. A full list and car park maps is available from www.plymouth.gov.uk/carparks. The nearest is The Theatre Royal Car Park.

Park and Ride is also a good option for getting into the city centre if you're travelling by car. Services run Monday to Saturday from three locations around the city. Go to www.plymouth.gov.uk/parkandride for details.

Check if you can help cut the cost and environmental impact of travelling by car with the car share scheme. Go to devon.liftshare.com for details.

Ferry Travel

Brittany Ferries operates car ferry services to Plymouth from Roscoff (France) and Santander (Spain). Go to www.brittany-ferries.com for details.

Arriving By Air

Rail and coach services connect Plymouth to the regional airports of Exeter, Newquay and Bristol. There are also transport links to Plymouth from London Heathrow Airport and London Gatwick Airport

COACH TRAVEL

Big Green Coach, the events travel company, is operating day return coach services on both Thursday 27th & Friday 28th July for MTV Crashes Plymouth.

Our coaches drop you off and pick you up next to the main event entrance and are timed to ensure you don't miss a minute of the action.

Big Green Coach can take all the hassle out of your travel with direct pickups to and from the show!

Save money and the environment as day return fares start from only £25!

Coaches run from 8 locations around Devon and Cornwall so there should be a pick up close to you – choose your departure location from:

- Exeter
- Falmouth
- Newton Abbot
- Newquay
- Paignton
- St Austell
- Torquay
- Truro

Choose to buy travel only or your entry ticket together with your travel via Big Green Coach

*****DEPOSIT SCHEME AVAILABLE – Pay only £10 now to secure your coach seat and have until 29th June 2017 to pay off your balance*****

To view all service information and to guarantee your seat please visit:

<http://www.biggreencoach.co.uk/events/mtv-crashes-plymouth-coach-travel-tickets>

PARKING INFO

There are plenty of car parks in the city centre within walking distance of the venue. A full list and car park maps is available from plymouth.gov.uk/carparks

The nearest is The Theatre Royal Car Park and is about a 5 minute walk to the venue. Western Approach is about a 10 minute walk and has a £5 all day fee.

Drake Circus Plymouth is offering parking in its 1,270 space car park for £4 after 4pm on both days of MTV Crashes Plymouth 2016. For more details Visit drakecircus.com

Check if you can help cut the cost and environmental impact of travelling by car with the car share scheme. Visit devon.liftshare.com for details

CONTACT US

TICKET ENQUIRIES

For any ticket enquiries please contact Plymouth Pavilions

Book by phone: Call 0845 146 1460. The ticket store lines are open Monday - Friday 10am - 5pm and 10am - 2pm on Saturdays. Calls cost 2p per minute plus your phone company's access charge.

Website: www.ticketstore.co.uk

Social Media

Facebook: www.facebook.com/mtvplymouth

Twitter: [@MTVPlymouth](https://twitter.com/MTVPlymouth) or [@MTVCrashes](https://twitter.com/MTVCrashes)

INFORMATION FOR LOCAL RESIDENTS

Local residents can contact the Plymouth City Council events team by emailing eventbookings@plymouth.gov.uk

The Plymouth City Council events team work very closely with the Hoe Residents Association to ensure that any disruption is kept to a minimum. The Hoe Residents Association can be contacted here

DISABLED ACCESS INFORMATION

Plymouth City Council's aim is to make sure that the MTV Crashes Plymouth concerts are fully accessible to anyone who wants to attend. We're committed to ensuring a more accessible and enjoyable experience for disabled guests and those with specific requirements.

The events team are working hard to make adjustments to the concerts in order to make them as welcoming as possible.

So here is a bit of information to make your event more fun:

FREE PERSONAL ASSISTANT TICKETS

We operate a free personal assistant (PA) ticket scheme. You are automatically eligible for this scheme if you can supply one of the following:

Front page of your Disability Living Allowance (DLA) or Personal Independence Payment (PIP) (no specific rate required)

- Front page of Attendance Allowance letter (AAL) (no specific rate required)
- Evidence that registered severely sight impaired (blind)
- Recognised Assistance Dog ID card

If you would like to take advantage of the free PA ticket scheme, please book a disabled ticket through the ticket store booking website www.theticketstore.co.uk/mtvcrashes or over the phone by calling The Ticketstore on 0845 146 1460.

Once you have secured your ticket email MTVaccess@plymouth.gov.uk requesting a free PA ticket, please supply your name, ticket reference number, we will send you a form to complete letting us know your access requirements. Complete the form and send back to us with supporting evidence by Monday 17 July.

When we receive your request, we'll process your PA ticket (or lanyard) and this will be sent out separately to your paid ticket with a bracelet for yourself and your PA to wear at the concert.

Please do not buy a ticket for your PA as this will NOT be refunded if you are approved for a PA ticket through our application process.

We recognise that the evidence requested above might not include everyone that has an access requirement. If you do not have any of the above evidence but wish to apply for access provisions, let us know why you require a fee PA ticket. You are welcome to post or email copies of any additional evidence that supports your application if you have any, or contact us to discuss your application. Your application will be judged on a case-by-case basis. Purchasing a Disabled Ticket does not guarantee a PA ticket will be issued.

If you would like to reserve a place in the disabled viewing platform – see 'Viewing Section' below.

Temporary Impairments

Please note that our disabled customer facilities cannot cater to people with temporary impairments such as broken bones, healing wounds and women who are pregnant.

These facilities are for the specific use of disabled customers and we kindly ask that you please respect this.

Stewards and security staff are on hand and where possible can offer you help and support if you are unwell or require assistance.

ACCESS FACILITIES - GETTING TO PLYMOUTH HOE

Accessible Parking

Unfortunately there is no parking on the event site. However, there are 19 car parks in and around the city centre, many of which will remain open until midnight on event nights. For details and locations visit **the parking section on the website or details above.**

The closest car park to Plymouth Hoe is the Theatre Royal car Park which is 430m from the main entrance gate.

There is on-street parking around the area but with many road closures in place, this is not recommended.

Taxi Drop off / Pick up Point

A taxi drop off/pick up point will be on Lambhay Road at the junction with Hoe Road

Please be aware that due to road closures and expected traffic congestion in the area after the concerts, taxis may be delayed.

Public Transport

Coaches, trains and buses are a great way to access the events, please use the **travel section** on the website or above for further information

Distances to Gates B from the City Centre

- Train station- 1,200m
- Ferry terminal – 1,200m
- City centre coach station - 750m
- Royal Parade – main bus hub- 430m

Distance to Gates C from the Barbican

- The Barbican - 950m

Please note: All distances are approximate

ACCESS FACILITIES ON SITE

Site Layout and Ground Conditions

Set on the stunning Plymouth Hoe, the site is accessible via sloping solid pathways. The viewing area is on a large concrete promenade and on some grassed areas. The grassed areas are generally uneven and some areas are sloping.

From the main entrance gate to the arena its approx. 350m and facilities, catering and bars are all within a 220m radius. **The Site Map is available to download on the website as a separate file.**

Entrance - There will be a dedicated entrance lane into the site for disabled customers. The location of this entrance is at Gate B, if you are approaching from the City Centre keep the Holiday Inn on your left crossing Citadel Road and continuing on the path, the gate is halfway along this path and will be clearly signed - Gate B

If you are coming from the Barbican then approach via Madeira Road and turn into Hoe Road where it will be clearly signed - Gate C.

Gate C offers access to everyone but it is a reasonably quiet entrance to the site. You need to be aware that if you use Gate C there is a short steep ramp (4m) as you come onto the Hoe promenade, members of the stewarding team located here will be happy to assist you if required.

Disabled Viewing Areas

The viewing platform and viewing areas are to assist those disabled access guests who are unable to see the concert in any other way. Mainly this is most relevant to wheelchair users, those unable to stand for long periods or people who struggle with being in crowds.

It is for this reason that we give all guests in this situation priority in accessing the viewing platform. Seats will be available for disabled people not in a wheelchair wearing a wristband these will be located below the wheelchair viewing platform, The viewing platform and seating area will be located to the right of the stage if front of the Royal Naval war memorial.

Viewing platform and seating area

You can pre-book a space on the viewing platform and in the seating area in advance for you and your PA. To do this, purchase a DISABLED TICKET through the ticket store booking website www.theticketstore.co.uk/mtvcrashes or over the phone by calling The Ticketstore on 0845 146 1460.

Please do not buy a ticket for your PA as this will NOT be refunded if you are approved for a PA ticket through our application process. Once you have purchased your ticket, please send your request to MTVaccess@plymouth.gov.uk by Monday 17 July, we'll send you a form to complete and return to us.

Purchasing a Disabled Ticket does not guarantee access to the viewing area. Your application will be judged on a case by case basis, and places to the platform will be issued on a first come first served basis.

If you do not take your place on the platform by 7.30pm on your chosen night, then spare spaces will be open to other users on a first come, first served basis. We would ask that the viewing platform is used by wheelchair users. During extremely busy periods on the viewing platform, we may ask your PA to move to the back of the platform or the seating area if you do not need direct one-to-one support.

Seating

Seats for your PA may also be available but if a disabled customer requires a seat, you may be asked by staff to make this seat available to them, we kindly ask that you please respect this.

Chill out Zone - A dedicated quieter area will be located at the venue – **which can be seen on the downloadable map on the website** this will have picnic benches and is ideal for guests who would prefer a lot more space and if the other viewing area is full.

Folding chairs are NOT permitted into the event.

For the location of the Viewing platform, Seating area and Chill out Zone please see the site map

Toilets

There are unisex accessible toilets located in all toilets blocks onsite and specifically by the viewing platform. We also provide a standard toilet at the viewing platforms for non-wheelchair users and PA.

We know how much people rely on accessible toilets, and will be keeping an extra eye out to make sure they're maintained to a good standard throughout the event. If you find this not to be the case, or if there's no loo roll, please do let one of our stewards know.

If you require sanitary bins, more room, privacy and assistance, please go to the medical compound at the rear of the site or ask a member of staff

Medical services

A full and comprehensive medical advice and treatment centres is available throughout the concerts. The main medical facility will be based at the rear of the event site by the Hoe ramp with another smaller treatment centre located at the Lockyer Street entrance

Medication

If you need to bring medication with you we recommend bringing a doctor's letter/prescription copy if it is not easily recognisable. We understand that people have varying medical requirements, so if you need to bring medical equipment or food and drink with you to manage a medical condition, please let us know, if we are informed in advance we will endeavour to ensure your needs are met. If you would like to let us know what you are bringing or have any concerns contact us at MTVaccess@plymouth.gov.uk

Assistance Dogs

Assistance dogs are welcome onsite and we would advise you stay within the recommended viewing areas, please let us know if you are bringing an assistance dog with you and we'll make sure that a water bowl is available.

Strobe Lighting

Flicker, laser, strobe lights, fireworks and other lighting effects may be used during some of the performances. Please allow yourself plenty of time to leave the area if you need to.

We hope you have an excellent time at MTV Crashes Plymouth, and hope that this information will help you do that.

TICKET INFO

2017 Tickets

MTV Crashes Plymouth 2017 single day tickets and 2 day event passes are on sale from Friday, 10th February 2017. You can purchase all ticket types through the tickets page of the website.

Official Ticket Sellers

MTV Crashes Plymouth 2017 tickets are exclusively for sale through The Ticket Store - www.theticketstore.co.uk

Tickets can be purchased from www.theticketstore.co.uk/mtvcrashes or by calling The Ticket Store on 0845 146 1460 (Mon-Fri 9am-5pm, Sat 10am-2pm)

Local Residents Tickets

As in previous years, residents who live with in the immediate vicinity of Plymouth Hoe are entitled to a local residents ticket. Please contact Penny Tarrant, chair of the Hoe Residents Association for further details.

FRAUD PREVENTION, TICKET SCAMS AND UNAUTHORISED AGENTS

Beware of unauthorised ticket agencies (including eBay, Gumtree, Viagogo, and Stubhub). Action Fraud have some good advice on how to spot a fraudulent ticket and how to report it. We do not sell tickets at the event site and do not buy from ticket touts as you are unlikely to get in with whatever they sell you.

FINDING ACCOMMODATION

Please check out the 'Where To Stay' section of the Visit Plymouth Website for information on finding accommodation in Plymouth
www.visitplymouth.co.uk/accommodation

The Duke of Cornwall Hotel

As official accommodation partner to MTV Crashes Plymouth and set in the heart of Britain's Ocean City, the Duke of Cornwall is a stunning period hotel brimming with character and style.

Built as Plymouth's first luxury hotel in 1863, the Duke has been lovingly preserved and enhanced so that its unique Victorian Gothic splendour can still be enjoyed by guests today.

The hotel's 72 rooms are all individually designed with thoughtfully-selected designer wallpapers and vintage furniture, creating a chic look that does justice to the building's striking architecture.

With a range of bedroom sizes and styles available, from comfortable en-suites to indulgently romantic four-poster rooms, there's accommodation to suit everyone.