

# Chilli Fiesta FAQs



## **Q. Do I get tickets sent to me?**

A. No, tickets are now issued electronically and will be emailed to you. Print off the email confirmation which should show a reference number and bring it with you on the day.

## **Q. Can I just show you the e-ticket on my phone?**

A. Yes. Please ensure your booking reference number is on show.

## **Q. Is it possible to pay on the gate?**

A. It is possible to pay on the gate for day tickets but campers need to buy tickets in advance.

## **Q. What is the last entry time?**

A. 9pm on Friday and Saturday, 7pm Sunday.

## **Q. Is there a reduced ticket rate if I arrive after a certain time?**

A. No, there is no reduced rate for evening tickets.

## **Q. Can I leave the event and return the same day?**

A. Yes, please ensure you see a member of the events staff at the gate who will issue you with a stamp.

## **Q. What age range is a child ticket?**

A. Children age 4 and under enjoy free entry, 5 -15 requires a child ticket. Children are to be accompanied by a paying adult. 16+ require an adult ticket.

## **Q. Is there a discount for coach bookings?**

A. Yes, we have a limited number of tickets available for coach groups. Please call **01243 818210** or email [gardens@westdean.org.uk](mailto:gardens@westdean.org.uk) to arrange a coach group booking.

## **Q. What's included in a camping ticket?**

A. If you choose to camp onsite for all three nights your ticket includes access to the event all weekend, Fri-Sun, leaving Monday morning. If you choose to book one night camping (Saturday only) your ticket includes access to the event on the Saturday and Sunday. Use of the camping facilities is also included.

## **Q. Do the stalls stay open in the evening?**

A. All main arena stalls will be open until the event ends each day. In other areas of the event stalls will close at 6pm.

## **Q. Is there an ATM on site?**

A. Yes, sited near the Information Point in the event.

## **Q. Can I bring a picnic and alcohol?**

A. Please feel free to bring a picnic along but we do not allow alcohol to be brought into the event. There are 5 bars across the site.

## **Q. What constitutes a 'Friend' ticket?**

A. If you have a West Dean College Friends membership you have complimentary access throughout the weekend. If you have West Dean Garden Friends membership you can use your complimentary event ticket on a day of your choice (your ticket will be in your membership pack or it will have been sent to you separately by post). You will need to bring your Friend membership card with you.

**Q. Do carers get in free with a disabled person?**

A. Yes, all essential carers receive free entry.

**Q. Is there disabled parking?**

A. Yes, please ask when you drive in.

**Q. Are there disabled facilities?**

A. Yes, please use the facilities in the Gardens Restaurant. There are also disabled facilities within the event.

## Camping FAQs

**Q. What's included in a camping ticket?**

A. If you choose to camp onsite for all three nights your ticket includes access to the event all weekend, Fri- Sun, leaving Monday morning. If you choose to book one night camping (Saturday only) your ticket includes access to the event on the Saturday and Sunday. Use of the camping facilities is also included.

**Q. What camping facilities are there?**

A. The campsite is complete with showers, flushing toilets, drinking water and a small shop for basic amenities. Showers will operate 24hrs a day. The campsite crew will be on site throughout.

**Q. Are there power sockets to charge my mobile phone?**

A. Yes, there are limited sockets available in the campsite shop

**Q. Is breakfast available for people camping?**

A. Yes, the Gardens Restaurant opens at 8.00am Saturday, Sunday and Monday.

**Q. Can I bring my campervan?**

A. In order to responsibly preserve our beautiful parkland, we have now reduced the capacity of caravan and campervan pitches and are therefore unable to offer these to the public for this year's Chilli Fiesta.

**Q. I only want to camp on Friday night, is that possible?**

A. No, camping for one night is only available on Saturday, otherwise you will need to buy a camping pass for the whole weekend.

**Q. Can I take my car onto the campsite to unload my tent?**

A. Yes, and then the car must be taken back to the car park.

**Q. What is the latest I can arrive to camp?**

A. No admittance to the campsite will be allowed after 9pm for new arrivals.

**Q. Can I reserve a pitch?**

A. Pitch areas are allocated upon arrival, so there is no need to reserve a pitch.

**Q. Can I use a disposable BBQ?**

A. Due to the fire risk, no open fires or disposable BBQs are allowed on site. Proper camping stoves or BBQs on legs are fine but please be careful. Remember there are lots of really good catering outlets in the festival and breakfast is served in the Gardens Restaurant.

**Q. Can I camp with my dog or bring it to the event?**

A. Dogs are allowed onto the campsite and into the event if they are kept on a lead. We would emphasise however that it could be hot, there will be loud music and large crowds. Should your dog become distressed or be a nuisance to other people, children or campsite users we will ask you to leave the site.



# Safety and Welfare

The campsite office is situated near the toilets and showers in the central area. Here you will find event information, message board, phone charging point, lost property and secure locker service. The campsite has a 24hr security presence, however all property brought onto site remains the owners responsibility.

## A few tips...

Only bring with you what you can afford to lose. Remember there is no way to make a tent 100% secure so only bring what you absolutely need. Don't be tempted to leave valuables in a car either. Secure lockers are available at the campsite office. Do not challenge people looking through tents – report them to festival staff immediately.

Camp near friends. Say hello to your neighbours and build a community feeling to provide greater security around your tent.

Mark your property. Label your belongings, including your tent, with your name, telephone and postcode.

Keep cash and valuable possessions on you, but don't keep all your money, bank cards and valuables together, spread them around in different pockets. Before going to sleep place them in a plastic bag and keep this in your sleeping bag with you.

