

Caldicot Castle Fireworks FAQ

Where and when are the fireworks being held?

The Fireworks at Caldicot Castle 2018 take place on Sunday 4th November. Gates open at 16:30; the fireworks start at 19:00 and will last for approximately 20 minutes. The event will finish at 20:30.

They are being launched from within the castle, and the viewing area will be on the main castle green.

How do I get tickets?

Tickets can be bought online at www.visitmonmouthshire.com/fireworks. Tickets will not be available on the gate. Your ticket will be emailed to you from Visit Monmouthshire (NoReply@guestlink.co.uk).

Each ticket will have a unique QR code, which will be scanned on the gate. They therefore do not need to be printed, as long as you show your ticket on your phone.

Do I need to print my ticket?

No, you do not need to print your tickets. You can download them onto your phone and show your QR code that way. If you do not have a smart phone, you may still print the ticket.

How will I receive my tickets?

Your ticket receipt will be emailed to you from Visit Monmouthshire (NoReply@guestlink.co.uk). If you do not receive an email from Visit Monmouthshire **please check your junk email**.

Once you receive your ticket receipt, click '**Please click here to download your printable pass**' to bring up the ticket. You will receive one per type of ticket (so if you order 1 adult, 1 child & 1 under 3, you will have to open up three links, like below):

Booking Reference	Quantity	Item Name	Unit Cost	VAT	Total Cost
6159148/204421-1	1	Fireworks at Caldicot Castle 2018 Sunday 4 November 2018 (Adult Ticket)	£6.25	£1.25	£7.50
6159148/204421-2	1	Fireworks at Caldicot Castle 2018 Sunday 4 November 2018 (Child Ticket)	£3.75	£0.75	£4.50
6159148/204421-3	1	Fireworks at Caldicot Castle 2018 Sunday 4 November 2018 (Under 3 Ticket)	£0.00	£0.00	£0.00
Total					£12.00
(VAT					£2.00)

Confirmed - your payment to Monmouthshire County Council has been processed successfully.

[Please click here to download your printable pass.](#)

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Payment was processed through Barclays. The reference for the online transaction is 4280702985. Please see email from Barclays for full details.

Can I buy a ticket at the gate?

No, tickets will not be available on the gate.

How much are the tickets?

Ticket prices are as follows:

1. Adult: £7.50
2. Under 18: £4.50
3. Under 3: Free, **but tickets must still be ordered.**

Are there any resident / concession discounts?

Unfortunately, we are not offering discounts for residents or concessions.

How do I arrange a refund?

Please email events@monmouthshire.gov.uk to arrange a refund of your purchase, but there will be a £10 charge for refunds. Refunds will only be accepted prior to the event. Refunds will not be given in the case of cancellation due to bad weather.

Can I leave and be readmitted to the site?

There is no readmission allowed.

Is the park accessible for disabled people?

Yes, although please note this event takes place in a country park where the ground is naturally uneven (and more so in cases of inclement weather). Please email us at events@monmouthshire.gov.uk for further information on access to the event.

Is there a specific disabled platform?

There will not be for this event as there will be no restrictions on the view of the fireworks. Please email us at events@monmouthshire.gov.uk for further information on disabled access to the event.

Do you have disabled parking available?

Disabled parking is available opposite the castle at the Mitel Car Park. You must email events@monmouthshire.gov.uk to apply for disabled parking, and you must be a blue badge holder.

Where can I park and is parking free?

We have 3 parking areas available. All of them are about a 10 minute walk from the castle. Jubilee Way (NP26 4XB), ASDA Caldicot (NP26 5DB) & Castle Gate (NP26 5YR). Parking is free.

Please note that for safety reasons the Mitel entrance will be closed at 6:50pm. Entrance will only be allowed at Castle Gate from this time (approx 10 minute walk).

How do I get onto the site?

There are three entry points to the grounds: off Church Road, off Mitel roundabout and from Castle Lea.

Please have your tickets ready when entering. Personal details may be used for verification on entry.

Will there be toilet facilities available?

Standard and accessible toilet facilities are located throughout the event area.

Are there any age restrictions?

Children aged under 13 must be accompanied by an adult.

Can I bring my own seating?

No seating is to be brought into the event area.

Can I bring a blanket?

Yes for warmth. However, we do not allow seated picnic style set-ups. This is a stood event.

Can I bring my own food & drink?

Food and drink is not permitted to be brought in to the event. There will be a number of food and beverage stands available and a licensed bar.

Will the event be cancelled in bad weather?

In the case of rain or fog, the event will still go ahead. If we are advised by the specialist fireworks company that the conditions are too dangerous for the fireworks to be launched, we will post a message on our website and social media, as well as send an email out.

Will I get a refund if the event is cancelled?

Refunds will not be given in the case of cancellation due to bad weather.

Can I bring my own sparklers and fireworks?

Sparklers and your own fireworks are not permitted within the castle grounds. Any sparklers will be confiscated upon entry to the site.

Can I bring a dog?

No. Dogs will not be allowed onto the site. Please email events@monmouthshire.gov.uk if you have a guide dog that you wish to bring.

What security will you have on the day?

There will be a strong security presence, so please anticipate delays on getting onto the site. Bag checks will be in operation at all gates, so please make this as easy as possible by **only bringing a bag if necessary**. Only bags under A4 size will be allowed in.

General Advice

The event takes place in a country park where the ground is naturally uneven; please take care when walking through the grounds, stick to the lit pathways and take advice from our stewards. Please dress warmly and keep an eye on any children in your group.