

## **Caldicot Castle Fireworks FAQ**

### **Where and when are the fireworks being held?**

The Fireworks at Caldicot Castle 2019 take place on Sunday 3 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](http://www.visitmonmouthshire.com/fireworks). Tickets will not be available on the gate. Tickets will go on sale online on Monday 14<sup>th</sup> October at 9 am.

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.

### **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?**

There are two presale weeks, these are only available to be purchased in person at Caldicot Castle.

Week one is 1<sup>st</sup> – 6<sup>th</sup> October with 20% off each ticket

Week two is 8<sup>th</sup> – 13<sup>th</sup> October with 10% off each ticket

The attached form must be completed and the terms and conditions read before payment can be taken. Tickets will be emailed out within a week of purchase.

### **How do I arrange a refund?**

Please email [events@monmouthshire.gov.uk](mailto:events@monmouthshire.gov.uk) to arrange a refund of your purchase, but there will be a £10 charge for refunds. No refunds will be processed during the week of the event.

### **Can I leave and be re-admitted to the site?**

There is no re-admission allowed.

### **Will road closures be in operation?**

Yes, Church Road will close from 19:20 on Sunday 3rd November. Church Road will become an Urban Clearway from 09:00 on Saturday 2<sup>nd</sup> November until Sunday 23:00.

### **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](mailto: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](mailto: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](mailto: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.

### **How do I get onto the site?**

There are two entry points to the grounds: from Church Road and from the Mitel roundabout.

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.

### **Can I bring an empty water bottle onto the site?**

Yes, we will have free refilling stations available.

### **Will there be places to fill a water bottle?**

Yes, we are promoting the end of single use plastic.

**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?**

This will be covered on a case-by-case basis but please see the terms & conditions for full details.

**Can I bring my own sparklers and fireworks?**

Sparklers and your own fireworks are not permitted within the castle grounds.

**What security will you have on the day?**

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.