

## FAQs and general advice to help you plan your visit to The Cheltenham Science Festival 2018

### HOW DO I BOOK TICKETS?

- Just fill out and submit the online booking form.
- Ticket prices are listed in the brochure. Tickets for teachers and other accompanying adults are free.
- Let us know in advance if any pupils in your group have special requirements e.g. wheelchair access, hearing loop.
- Don't forget to reserve places in our bookable lunch space!

### WHAT HAPPENS AFTER I'VE SUBMITTED MY BOOKING FORM?

- Subject to availability you will receive an email confirming your booking. If an event is no longer available we will let you know and advise you about other events which your pupils might enjoy.
- Once your booking is confirmed it cannot be cancelled without penalty (please see our **cancellation policy** document available on our website).
- We understand that class numbers can fluctuate, so we set a deadline of **Tuesday 8<sup>th</sup> May 2018** for you to notify us of minor adjustments to your numbers. We will accommodate these changes **subject to availability**.
- We will email an invoice for the full cost of your booking to your school finance office by mid May 2018. Prompt payment would be appreciated.
- In mid May, the person who made the booking will receive via email:
  - ❖ a separate ticket document which you should bring with you when you visit the Festival;
  - ❖ an '**Important information about your visit**' document which includes a map of the Festival site with information about the coach drop off point, and a venue list.

### WHAT CAN WE DO TO PLAN AND PREPARE FOR OUR VISIT?

- Advice for planning a risk assessment can be found on our website under 'planning your visit'
- Arrange your travel so as to arrive a minimum of 20 minutes before the scheduled start of your first event.
- Teachers/adults accompanying pupils/children should run through expectations regarding appropriate behaviour and consideration for other audience members and festival-goers.

### WHAT ABOUT WHEN WE GET THERE? WHERE DO WE GET OFF THE COACH? IS THERE ANYWHERE TO PARK? HOW WILL WE KNOW WHERE TO GO?

- **The designated drop-off point is on the West (Promenade) side of Imperial Gardens;** the nearest postcode for this is GL50 1PZ.
- Car parking will be suspended on this side of Imperial Square, adjacent to the Holst fountain. Your coach should pull in, **facing South** (up the hill in the direction of Montpellier Gardens), so that you can disembark safely. Coaches will not be able to stop on the other side of the road. **Please ensure that your coach driver is aware of this.**
- Festival staff, wearing purple high visibility jackets, will be waiting for you. They will meet and greet you and escort you safely to your first venue.
- Coaches must leave the drop-off point swiftly. They can park free of charge at Cheltenham Racecourse, GL50 4SH, until returning to pick you up.
- If travelling **BY MINIBUS**, you may either find a parking place and then report to us at the Promenade, or drop off your pupils with a member of staff and then find a parking place. There are car parks nearby on Rodney Road and Bath Parade:  
[http://en.parkopedia.co.uk/parking/carpark/rodney\\_road/gl50/cheltenham/](http://en.parkopedia.co.uk/parking/carpark/rodney_road/gl50/cheltenham/)

- If you will be arriving **ON FOOT**, please come to the drop off point so we can check you in and let you know of any last minute venue changes.
- Festival staff will be on hand to deal with queries and provide assistance throughout your visit.

### WHAT ABOUT DURING THE EVENTS?

- Supervision of pupils/children whilst waiting to access the venue, during intervals, and on exiting the venue is the responsibility of the accompanying teachers/adults.
- If a child in your party needs to leave a venue for any reason, a responsible adult must accompany him/her. Please ensure the rest of your group is adequately supervised as Cheltenham Festivals does not act in loco parentis.
- All mobile phones must be switched off.

### WHERE CAN WE EAT LUNCH? WHAT IF THE WEATHER'S BAD?

- There is plenty of space to picnic in the gardens behind the Town Hall. Alternatively you may be able to reserve space in our bookable lunch space but make sure you include this request on your booking form.
- Please make sure your party are appropriately dressed for the weather. Although almost all events take place inside, access to the venues often means waiting outdoors before events.

### OTHER INFORMATION

- Toilets are available in Cheltenham Town Hall. You will also be sent a site map with your ticket document which will also identify any other facilities available.
- There is a Waterstones book tent, where books and small gifts may be purchased.
- On occasion, technical preparations force us to delay access to a venue. We endeavour to keep waiting to a minimum. We would appreciate your understanding should this happen to you.
- Qualified first aiders will be on site.

### MEDIA COVERAGE

- Festival photographers will be present every day. They will be interested in general as well as individual shots (for which they will ask permission); they will not name individuals.
- Film crews may also be present throughout the Festival. On occasion they might want to film/conduct an interview with you and/or your pupils. They will ask permission first.
- Official Cheltenham Festivals' photographers and film crews may be present at school events to capture engagement. They will always ask your permission and will not name individuals, although schools may be named. We use this material for marketing both during and after events and to demonstrate impact in reports, on our website, and in brochures.