

**FREQUENTLY ASKED QUESTIONS - WELLINGTON**

**Q. Do I need a ticket for the venue?**

A. Tickets are not required for this event – we would encourage early attendance to secure your seat.

**Q. Where can I park?**

A. There is plenty of street parking near the arena. There is also a Wilson Parking lot next to the arena.

**Q. Can I walk to the venue? How about trains?**

The TSB arena is a short walk, taxi or bus ride away from Wellington Train Station.

**Q. Can children come to the Festival?**

A. Yes, all ages are welcome. All children need to be accompanied by an adult and please note there are no crèche facilities.

**Q. What about bringing a baby to the Festival?**

A. Please be aware that there will be loud music and you may wish to protect your baby’s ears. Please also be sensitive concerning any disruption and noise that your child(ren) may make which may disturb others sitting nearby. There are baby changing facilities at the TSB arena.

**Q. Is there a designated area inside the venue for those with mobility requirements?**

A. The TSB arena is accessible for all customers with accessible toilets and entrances. The upstairs area is accessible by lift. Please be aware that some seating areas do not have a direct access to the stage.

**Q. Once we enter the venue will be able to purchase food and drinks?**

A. Yes, food and drink will be available to purchase within the Liverpool Exhibition Centre.

**Q. May I bring my own food to eat the in the Exhibition Centre while I am waiting for the event to start?**

A. No. The requirement of the TSB Arena restricts the consumption of food to only that purchased in the venue.

**Q. If my church is organising a Group Booking but I am registered as a volunteer can I come with them at door opening time?**

A. No. All volunteers are asked to be at the venue at 4:30pm to check-in and to receive your assignment. Your church could schedule their coach to arrive an hour and a half before the opening time of 6pm. Other members who are not volunteering can queue until the doors open at 6pm, take a walk along the promenade or purchase food and refreshments along the waterfront. Alternatively, you may need to make your own way to the venue to ensure you arrive on time. If this is not possible and you must ride your group, please arrive no later than the door opening times to get checked in.

***\*Please note that if you are volunteering for the Follow-Up Team you will need to stay at the venue until the early hours of the morning. We will also require some stewards to stay until all general public have left the building. Full volunteer information will be provided at the briefing rehearsals.***

**Q. Are there hotels in the area to stay in overnight?**

A. There are many hotels situated around the TSB Arena as are situated in the CBD.