

Burning Lantern

Fayre

Burning Lantern FAQs

Here are the answers to some of the questions you may have concerning Burning Lantern Fayre. If you've got a question that is not answered here, then please contact us.

TICKETING

If we book tickets in advance, can they be collected on the day?

Yes – tickets can be collected at the onsite Box office on the day of the event.

Can my tickets be refunded, if I am unable to attend on the day?

Unfortunately tickets are non-refundable.

Do we still need to order a ticket for our children aged 5 and under, even though they're free of charge?

Children under 5 are free but will still require a ticket. Child tickets can be obtained when you purchase your ticket via Ticketmaster.

Where can I buy tickets to the Accessible Viewing Platform?

Spaces on the accessible viewing platform can be bought through Ticketline UK. (02920 230130)

When will the tickets be sent out?

Tickets will be sent out in advance of the show. We will aim to get all tickets out by one month before the date of the event at the latest. The same will apply for Parking Tickets.

Will we be able to purchase tickets on the gate?

If tickets are still available, then yes. PLEASE NOTE event Parking notes that follow.

Can I buy tickets locally?

Yes. You can walk in off the street and buy tickets at Ticketline UK, Cardiff (47 Westgate St, Cardiff CF10 1TL) or book by phone on 02920 230 130.

Is my information secure if I buy tickets online?

Yes.

THE MUSIC

What artists are performing?

Tom Odell will headline the fayre and Jack Savoretti will provide main support. More artists will be announced in the near future, so follow us on social media to be the first to find out.

How long will each artist be performing for?

Performances will vary in length depending on the billing, but will be between 30 and 75 minutes.

What are the timings and running order?

We will announce running order and times closer to the event.

GETTING TO ST FAGANS

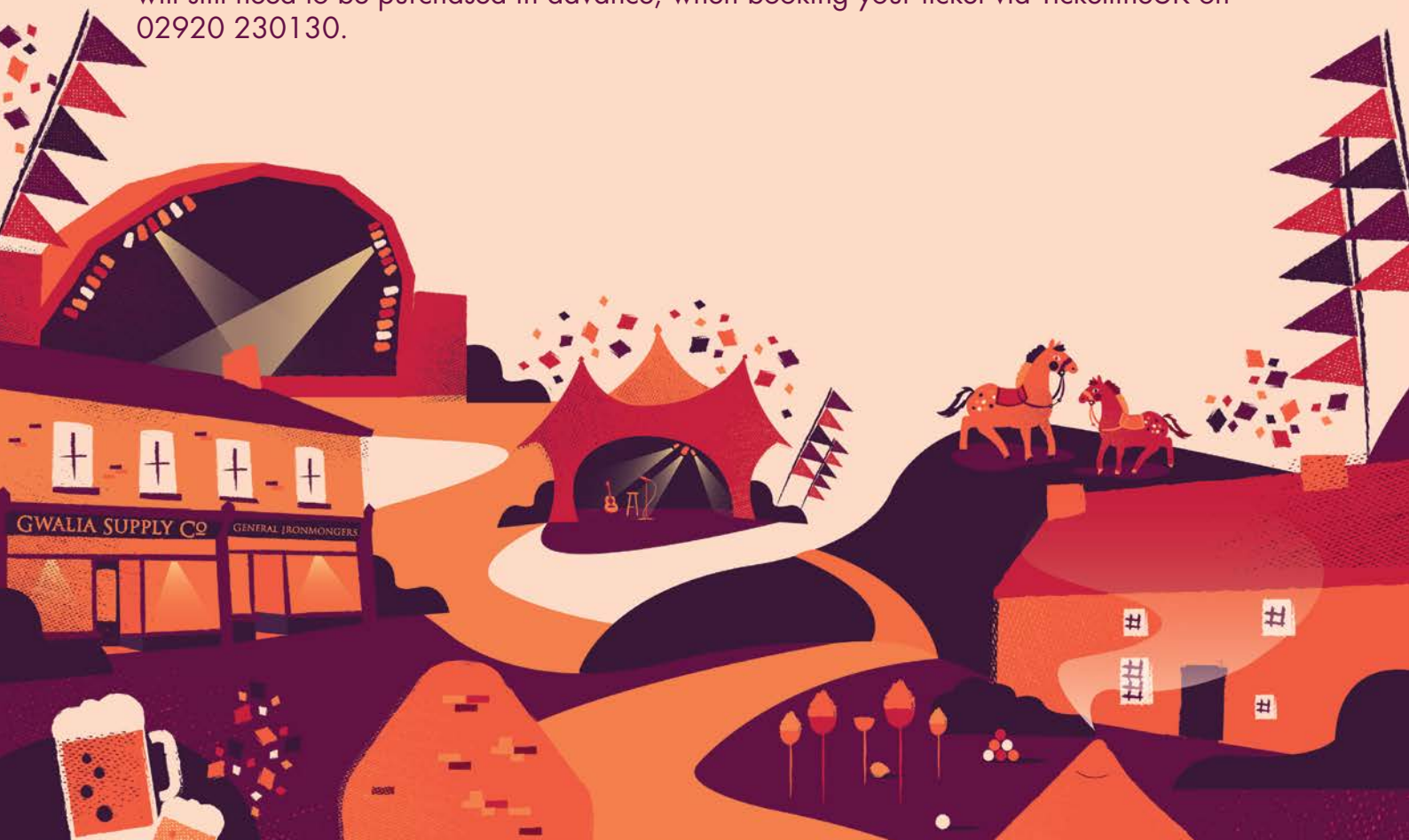
St Fagans National History Museum is located 4 miles west of Cardiff City Centre, just off the A4232. For satellite navigation purposes use the post code CF5 6XB.

We will be promoting alternative ways of getting to the site in the lead up to the event, via this website and social media. We want to make sure your Burning Lantern experience is the best one possible.

Is there parking at the festival and will I need to pay for it?

Yes, there is limited car parking available on site. Parking **MUST** be purchased in advance at www.ticketmaster.co.uk and no parking will be available to purchase on the day. Vehicles that turn up without pre booked parking passes will be turned away. We want to encourage as much car sharing as possible!

There will be separate disabled parking available outside the entrance to the venue. They will still need to be purchased in advance, when booking your ticket via TicketlineUK on 02920 230130.



PLEASE NOTE: The Castle entrance to the site will not be open and no parking will be available other than on museum grounds. Please respect our neighbours and do not park in unauthorised areas in the village.

ENJOYING THE EVENT

Can I bring a picnic?

Unfortunately no food will be allowed onto the event site. There will be a selection of mouth-watering street food, thirst quenching beverages and food outlets with locally sourced produce inside the event arena.

Can I bring alcohol into the arena?

Unfortunately not. There will be a wide selection available for sale inside.

I intend on bringing my baby to experience the culture and activities of the event. The food on offer will not be suitable for him/her, what should I do?

For babies, of course common sense will prevail and appropriate food and drink can be brought onto the site.

Will there be any covered areas if it rains?

There will be a few covered areas and the event will go ahead come rain or shine. Please come prepared for wet weather, although it being August we hope it won't be necessary!

Are there cashpoint facilities on site?

Yes – there is a cashpoint available at the main entrance to the Museum. However we recommend that you come prepared to avoid spending time queuing.

Will the rest of the Museum be open to the public?

The Museum will only be open to the public until 1pm. It will then re-open at 4pm for



ticketholders to Burning Lantern Fayre only.

What if I want to visit the Museum in the morning but then stay for Burning Lantern Fayre?

If you have a ticket for Burning Lantern Fayre, you can visit the Museum until 1pm when it closes. After 1pm we will be providing a special holding area where you can wait until the site re-opens for Burning Lantern at 4pm.

Can I bring my dog to Burning Lantern?

Unless you have a guide-dog, then no animals will be allowed to be brought on to the site.

Will I be able to re-enter the site if I leave during the day?

Unfortunately there will be no re-entry to site.

Will there be seating?

There is very limited seating available within the site. This is a standing event but you may bring in picnic blankets.

Is there a central meeting point?

Yes. This will be next to The Gwalia stores opposite the Village Green.

DISABLED FACILITIES

Will there be wheelchair access / disabled facilities?

Yes. There will be free disabled parking outside the entrance to the venue. Although Disabled Parking tickets are free, they will still need to be obtained in advance, when purchasing your ticket via TicketlineUK.

Spaces on the accessible viewing platform can be bought through Ticketline UK.
(02920 230130)

OTHER



I'm interested in being a trader at Burning Lantern, where can I get in touch?

There will be some limited trading opportunities available. Please contact us via the website.

I'm interested in catering at the event, what do I need to do?

Please contact us via the website.

How do I volunteer to help at the Burning Lantern?

Please contact us via the website.

I'm having trouble using this website, what can I do?

Please contact us @ info@orchardentertainment.co.uk

SOCIAL MEDIA

Please feel free to engage with us via the social media links below.

Like Us: www.facebook.com/BurningLanternFayre

Follow us on Twitter: [@BurnLantFayre](https://twitter.com/BurnLantFayre)

Instagram: [BurningLanternFayre](https://www.instagram.com/BurningLanternFayre)

