



FAQ'S

Where and When is the Event?

The Event is located at Hurtwood Park Polo Club, Ewhurst, Surrey GU6 7SW on Saturday 14th June 2014

How do I get there?

Please look on our "How to get there page." Alternatively use the internet to find coach, train and road routes.

When will I receive my tickets?

As the booker you will receive tickets for your party. These will have a personalised bar code which will be scanned on entrance. Please remember to bring your ticket.

On scanning at the entrance you will receive a wrist band for the ticket that you have purchased which will allow you on the site for the day.

I have a few questions to ask about my tickets. Is there anyone I can speak to?

Yes call the office at Hurtwood Park Polo Club on + (44) 01483 272828.

Is there free Car Parking?

Yes there are four car parks in the arena including disabled.

Can I be dropped off?

Yes near the ticket entrance area. There will be an area for cars to drop off only and then return to the exit.

Since purchasing a ticket I have become pregnant or injured can I use the disabled facilities?

This won't be possible unless you are registered as disabled.

Can I upgrade my tickets to VIP or Premier Parking?

You will need to call the Hurtwood Park Polo Club office on 01483 272828 ext 3.

I did not buy my tickets through this website. Are they authorised?

The only outlet allowed to sell tickets is the Hurtwood Park Polo Club office. Any other agency is not approved and as such we cannot guarantee their authenticity. Please contact your credit card company if you need help to get your money back.

I have lost my ticket/wristband?

Your ticket will be posted and wristband only given on entrance. These cannot be replaced under any circumstances.

Can I bring my own food and drink?

You can bring your own food and drink into the site, but we have lots of great food units and bars to purchase from. No glass is allowed anywhere on site. Please decant into plastic containers. No food or drink can be taken into the concert site. There will be free drinking water from standpipes or bowlers. You can also purchase water from most of the catering units.

Can I bring chairs, blankets and gazebos?

Fold up chairs and blankets are permitted but not in the area between the stage and the mix desk. We are sorry but gazebos and large parasol type umbrellas must be placed to the side and behind the mixing desk as they restrict other concert audience views.

Can I bring my camera?

Yes as most mobiles have camera's but anything that looks professional (i.e. with detachable lenses etc.) is forbidden.

If I have purchased tickets can I leave the site and return?

Yes of course you can. Just make sure you keep your tickets with you at all times and do not transfer them to anyone else.

Can I bring a BBQ or cooking stove?

Unfortunately, for safety reasons, barbeques, naked flames etc. are not allowed in the arena. Cooking by all other means including open fires, BBQs (other than disposable) and any other kind of gas appliance is strictly prohibited and all such items will be confiscated.

Can I bring drinks into the festival?

You will be allowed to bring in a limited amount of your own alcohol (for consumption on the site) but only up to a reasonable amount per person. Any excess quantities will be left outside the event and returned on exit.

No one will be allowed to bring in glass bottles or any kind. Broken glass is dangerous for kids and for horses that will be using the fields after the event. Please leave all glass in the car, decant it into plastic bottles or bin it. There will be no exceptions.

Can I bring a generator?

Generators will be allowed. These must be used sensibly and in accordance with the manufacturer's instructions. Our fire warden and Health and Safety Manager will make regular checks to ensure that compliance is met. The generator must be positioned so that exhaust fumes disappear easily and do not interrupt any viewing areas. Obviously the generator must not be used near combustible materials and any spare fuel stored in marked containers and away from ignition sources.

Are there any B&B's or Hotels in the area?

Please look under our camping info page and find a link to some in the area.



DISABLED ACCESS

Rock 'n' Horsepower is an outdoor event on the site of Hurtwood Park Polo Club's polo fields and as such the fields are very flat. It will not present too many challenges but you must appreciate that it is on grass and mobility will be more limited than in an indoor facility. It should be controllable but to assist we provide a free ticket for a carer to lend a helping hand.

Parking

Disability access ticket holders for persons visiting for the day need to follow signs for Disability Parking area – this is accessed via the main entrance gate and roadway and will be signposted. Only vehicles with a blue badge (or similar) are guaranteed a place to park in the disability parking area. Any friends in a separate car will have to park in the one of the main car parks which is reasonably close.

Getting Around

Wheelchairs should be able to manoeuvre over most of the areas without too much problem as the site is a flat, grassy ground. The terrain is short grass with firm soil so movement around the main arena and other areas is possible for fit wheelchair users in good weather. If it rains it can get muddy and access around the site may be a little more difficult. The event will be spread out over a fairly large area, so movement from one end to the other can require quite a bit of effort. We have placed everything as close together as we can but our advice would be not to move around too much to retain your energy!

Just before the event a map and further information will be sent via email.

You will need to pre book for a space in the Disabled Parking Area. Please send an email to events@hurtwoodparkpolo.com to pre book this space. We will then send you an online registration form. Tickets must be booked in advance.

Please read the following information very carefully:

Registration and buying tickets

You will need to register your interest in Disabled Parking and a carer's pass BEFORE buying your tickets. This allows us to organise the space in advance.

The steps for registering and buying your tickets are as follows:

1. Complete the application form and submit we will then send you an email to say that your form has arrived.
2. Buy your tickets. Space is limited so please purchase and confirm as soon as possible.
3. Reply to events@hurtwoodparkpolo.com that you have purchased tickets. We will then process your allocation for Disabled Parking.

Information, you will need to provide:

1. A description of your disability
2. We will also need the name of your carer/helper that will be coming with you
3. How many would be in your group.
4. Time of arrival
5. Please bring your blue badge or a copy of your most recent letter of entitlement to Disability Living Allowance (or similar) when you collect your carer's ticket on arrival at the event.

Allocation of space in disability parking area

When we have received confirmation that you have purchased your tickets we will process your allocation for disability parking and then allocate a space where available. Spaces are not guaranteed and are limited to a first-come, first-serve basis. We will however try to fit as many people as possible.

We understand that things can happen and you may not be able to attend the event so we would ask you confirm that you are in fact coming to the event by the 7th June 2014.

Parking on the day

Disability access ticket holders need to follow signs for Disability Parking Area marked on the site map and these will be marked clearly. Only vehicles with a blue badge are given a place to park in this area. If you have friends joining you on the day they will need to park in one of the main parks in the festival area. You will only be allowed one vehicle in the disabled parking area.

Facilities

We will be able to supply charging points for electric wheelchairs if required. Chargers are left at users risk and you must understand that the chargers can be affected by damp as they are located outside.

There will be medical support available but any specific medical needs must be made clear before purchasing tickets.

There will be accessible disabled toilets available throughout the festival and camping sites. It will be our aim to discourage public use.

Stewards will be on hand to help with any issues that may come up over the duration of the event. There will be a hard Viewing platform located near the main stage.

We will not be supplying any Motability buggies or any other form of onsite transport and if you require these you will need to bring your own.

If you have any pressing questions that are not answered here, please email events@hurtwoodparkpolo.com