

SOUND TO SEA TICKET INFORMATION

We welcome all visitors and have endeavoured to ensure that facilities throughout *Sound to Sea* are accessible to everyone.

Tickets for *Sound to Sea* are free.

You can register for tickets at Glasgow Science Centre through the following outlets:

- There is a Ticket Desk counter located on the public concourse at the Centre for people who want to register for tickets in person. The Ticket Desk is open 7 days a week between 10.00am and 5.00pm;
- For registration by telephone, our Contact Centre is open 7 days a week and is run by a team of highly skilled customer advisors. Please call 0141 420 5003; alternatively, our ticketing website gives easy access, allowing customers to register for tickets 24 hours a day at www.glasgowsciencecentre.org/soundtosea

TICKET REGISTRATION:

- **Dates:**
Ticket registration opens 10am on Monday 19 May 2014.
Ticket registration closes 5pm on Monday 30 June 2014.
Ticket allocation confirmation 14 July 2014.

- **Conditions of registration**

Tickets are issued on behalf of Cryptic, the organisation responsible for *Sound to Sea* and are subject to Glasgow Science Centre Terms and Conditions, together with all other statements or directives shown on the ticket.

- **How many tickets can I apply for?**

Each applicant can apply for up to 4 adult and 4 child tickets. We have imposed this limit in order to provide ticket access to as many patrons as possible.

- **How do I register for tickets for the Accessible Area?**

Those who wish to apply for tickets for the wheelchair accessible platform and disabled parking spaces may do so online at glasgowsciencecentre.org/soundtosea, over the phone on 0141 420 5003 or in person at Glasgow Science Centre Ticket Desk (Open 7 days a week from 10am-5pm).

Please note that disabled parking spaces are very limited and restricted to blue badge holders only.

There will also be a mobility impaired drop off point adjacent to The Hub.

If you require special assistance to attend *Sound to Sea* you can also download additional information from our website.

- **When will I receive my tickets?**

Glasgow Science Centre aims to dispatch all tickets by **14 July 2014**. If you have not received your tickets by this date, please contact Glasgow Science Centre customer service as soon as possible on 0141 420 5003 or info@glasgowsciencecentre.org.

- **Can I collect my tickets?**

Tickets may also be collected from Glasgow Science Centre Ticket Desk. This can be done immediately after you receive confirmation of your ticket allocation until 5pm on the date of the performance. After this time tickets may be collected from the *Sound to Sea* Ticket Information point at BBC at the Quay.

General Admission - Tickets cannot be duplicated under any circumstances.

Mainland UK Customers - If you have selected delivery through standard post, please allow 7- 10 days. Users from Southern Ireland are requested to select the UK postage option.

Customers outside UK mainland - We cannot post tickets to international customers. Your tickets will be held for collection at Glasgow Science Centre Ticket Desk and can be collected on the day of the event. The ticket holder must collect the tickets in person, with the relevant confirmation. The Ticket Desk will be open from 10.00am – 5.00pm of each day of the event and after this time tickets may be collected from the *Sound to Sea* Ticket Information point at BBC at the Quay.

- **What do I do if the event is cancelled?**

In the event of cancellation due to inclement weather, Glasgow Science Centre will contact you by email and/or mail to inform you. Cancellation details will also be posted on the Glasgow Science Centre website.

- **Do I need a ticket for my child?**

All children must have a valid ticket for *Sound to Sea*, with the exception of 'babes in arms' (under 12 months).

- **Is there a dress code at the event?**

No, there is no dress code – visitors should wear what they wish. However, domestic, international and rugby football colours are not permitted. Fancy dress is permitted (without accessories that could be used as weapons or missiles), but costumes of controversial characters will not be permitted. As *Sound to Sea* is outdoors audiences are advised to dress appropriately.

- **Is there reserved seating?**

Seating for *Sound to Sea* is unreserved and standing. There will be a tiered viewing platform, and there is special provision for people with disabilities; there will be a wheelchair accessible viewing platform for wheelchair users and their carers. Further information about access is available on our website.

Please note: patrons cannot bring folding seats to *Sound to Sea*.

TICKET DISPATCH/COLLECTION:

- **What do I do if my tickets are lost or stolen?**

For details of procedures for lost or stolen tickets, please call Glasgow Science Centre on 0141 420 5003 or email info@glasgowsciencecentre.org

EVENT/VENUE INFORMATION:

Cryptic and Glasgow Science Centre operates a zero tolerance policy on violence and abusive language. Visitors will be expected to display respect for artists, fellow patrons and staff while visiting the venue.

Visitor accessibility and facilities

PARKING

Limited parking is available for mobility-impaired visitors who are blue badge holders. Please enquire when making your request for tickets. There is also a mobility impaired drop off point at The Hub.

There is limited public parking and patrons are encouraged to use public transport to and from *Sound to Sea*.

BY BUS

First Bus No 90 (Paisley Road West)

McGill's Bus 23 and 26 (Pacific Drive)

City Sightseeing Tour Bus (Pacific Quay)

BY SUBWAY

The nearest station is Cessnock. Exit the station and turn left, then turn right onto Brand Street and then left onto Lorne Street. Turn left onto Pacific Drive and the entrance to Glasgow Science Centre is at the roundabout. (20-25 mins.)

Additional bus and subway services may be provided during the Commonwealth Games. Please check our website nearer the time for updated information.

ENTRANCE AND EXITS

The main entrances and exit to *Sound to Sea* are wheelchair accessible.

TOILETS AND BABY CHANGING AREAS

Fully accessible toilets and baby changing areas are available at *Sound to Sea*.

- **What age restrictions apply at *Sound to Sea*?**

Children aged 15 or younger must be accompanied by an adult over the age of 18.

- **What should I do if I require medical assistance while at *Sound to Sea*?**

Sound to Sea will have a designated meeting point. We would advise all visitors to arrange a meeting point with other members of their party before the event and go there if separated. If you require further assistance, please speak to member of staff or our stewarding team.

- **Is there an ATM/Cash Machine at *Sound to Sea*?**

No. There is no access to a cash machine at *Sound to Sea*.

- **Can I bring a camera/video camera to *Sound to Sea*?**

Audio and video recording equipment and cameras are not permitted at *Sound to Sea* and recording of the event is expressly prohibited. Professional photographers should contact Cryptic directly for express permission to photograph *Sound to Sea* at pr@cryptic.org.uk

- **Can I smoke at *Sound to Sea*?**

Smoking is prohibited in all areas of *Sound to Sea*.

- **Can I bring an assistance dog to *Sound to Sea*?**

Sound to Sea welcomes visitors with assistance dogs. We would ask that assistance dogs are clearly identifiable at *Sound to Sea*. Facilities are available for assistance dogs on request.

- **What should I do if I get lost?**

Sound to Sea does have a designated meeting point. We would advise all visitors to arrange a meeting point with other members of their party before the event and go there if separated. If you require further assistance, please speak to member of staff or our stewarding team.

- **What is *Sound to Sea* policy on crowd behaviour?**

Unruly behaviour is dangerous and may cause injury to you or those around you. These practices will not be tolerated at *Sound to Sea* and patrons may be ejected.

- **Will smoke effects, strobe lighting, pyrotechnics or other effects be used at *Sound to Sea*?**

Special effects, projections, strobe lighting, fireworks and pyrotechnics will be used during *Sound to Sea*. If the use of certain effects concern you, or you would like further information on effects that may be used, please contact us at info@glasgowsciencecentre.org

- **I would like to provide feedback or make a complaint. How should I do this?**

Please send all feedback by email to info@cryptic.org.uk. We will deal with all feedback appropriately and aim to respond within 10 working days.

- **When attending *Sound to Sea* can I leave *Sound to Sea* and re-enter?**

Sound to Sea operates a no re-admission policy for events and patrons who leave the event will not be permitted to re-enter.

- **What facilities will be available at *Sound to Sea*?**

There will be toilets and handwashing facilities (including disabled toilets, limited disabled parking, a fully accessible wheelchair viewing platform for patrons and their carers and first aid points).

Food and drinks will be available to purchase from BBC at the Quay, immediately next to the site.

Fold up chairs and umbrellas are not permitted.

- **Is Alcohol permitted at *Sound to Sea*?**

Sound to Sea is an alcohol and drug free event and bags will be searched at all entrances to the site. The consumption of alcohol and non-prescription drugs is prohibited.

Drinks in glass containers or cans are not allowed. Soft drinks and water in plastic containers of less than 500ml are permitted. Patrons found in possession of alcohol and or drugs or in an intoxicated state will be ejected.