



## A TO Z

### **ARENA Etiquette** Please consider other Festival goers

Please no sun shades in the arena.

Please keep blanket sizes to a minimum.

Please don't hinder access and keep pathways clear.

If you bring a chair, **do not leave it unattended**. It will be removed.

If you require space for a wheel chair with your family in the main arena, please speak to stewards who will help. We advise you to arrive as early as possible to ensure we can get you the space you need.

Please don't leave chairs up if you aren't using them or put them around blankets.

Stewards will ask you to move or remove chairs and blankets if we are running out of space, please respect those requests

### **ARTIST TIMES**

Full details and stage times of each booked artist are included in the Souvenir Programme available from Official Merchandise tent inside the arena or Information point just outside the arena entrance

Artist signings take place at the MOJO Signing Tent to the left of the Traders' Marquee. Signing times are listed at the tent and generally announced from the stage after an artist has performed.

### **BBQs**

BBQ areas are provided. Open fires, flares, sky lanterns and oil burning lamps are strictly forbidden.

### **BUSES AND TRAINS**

Please see the Stagecoach bus times leaflet.

### **Scheduled Buses**

Customers attending the Festival are entitled to one free bus journey on arrival and one free bus journey on departure between Cambridge City Centre or Cambridge Rail Station and the Festival site. You need to apply for your bus ticket from the box office and you will be sent print at home journey vouchers. Simply hand your free journey voucher to the driver. Buses run every 10 minutes and **Citi buses are all wheelchair accessible**.

**For Cherry Hinton Hall:** From Cambridge City Centre, catch the Citi 2 (Emmanuel Street, Stop E3) or Citi 3 (Emmanuel Street, Stop E2). From Cambridge Rail Station, catch the Citi 3 (Cambridge Rail Station, Stop 2 Turn left out of main station entrance to line of bus stops).

**For Coldham's Common:** Customers will need to use the Citi 2 and Citi 3 services to Cherry Hinton Hall then change onto a Festival service to access Coldham's Common.

**Daily transport:** Special free buses operate daily between Coldham's Common and Cherry Hinton Hall and also the car park (Netherhall) and Cherry Hinton Hall, from 09:00 to 01:00 (09:45 on Thursday).

Citi buses and special buses are both operated by Stagecoach; see the Festival bus leaflet or go to [www.stagecoachbus.com](http://www.stagecoachbus.com)

**Trains to Cambridge Station:** Greater Anglia trains available from London (Liverpool Street 1hr 08), Stansted, Ely, Peterborough and Norwich (1hr 20) with stations in between. Great Northern Rail trains available from London (Kings Cross 1hr) and stations in between. Arriva trains direct from Birmingham (2 hrs 41), Leicester, Peterborough, March and Ely together with stations in between. See links for timetables.

Turn left out of Cambridge Station entrance for Stop 2 for Citi 3 bus as above. Apply for free bus ticket as above.

### **Tuned In Travel – NEW!**

We have partnered with Tuned In Travel to provide coaches and minibuses to the Festival. You can now get a coach direct from Bristol or Manchester to the door or alternatively hire a minibus for up to 16 from various locations – convenient, cost effective and cuts emissions!

<https://www.tunedintravel.com/events/the-cambridge-folk-festival>

### **CAMPING GAS**

In order to avoid burns and fires whilst cooking in the campsites, please read the Festival's advice flier available on our website or from camping stewards.

### **CAMPING**

Camping tickets will be exchanged for a tent tag by Box Office Staff. Camping stewards will be on hand to ensure you are pitched correctly. **Please go to the Box Office as soon as you are pitched. Untagged tents will be removed.** One Camping ticket entitles you to a space large enough for a 2/3 berth tent (max size 4.5m x 3.5m inc. guy ropes, measured from the longest to the widest point). You must have

purchased enough Camping tickets for your size tent. Caravan and Camper Van tickets will need to be exchanged for vehicle passes.

## **CARS**

Where ever possible please car share. Please respect our neighbours and only park in Festival Car Parks, not side streets.

**EV drivers** – check out [Zap Map](#), [Ecotricity](#) and [Polar Network](#). There are various chargers at nearby dealerships as well as one at Capital Park CB21 5XH. Also chargers on route on M11 and A14. Please rely on live information from above provider's resources.

## **CHAIRS & BLANKETS**

Historically our audience have brought furniture to the event. As the festival has grown in popularity we have had to manage the use of chairs in a more strict fashion in order to fit everyone in. However, this has ended in people not taking the needs of other attendees into consideration.

If you are bringing a chair, do not put up a chair to reserve space or leave chairs up when unoccupied. Do not place in circles, around blankets or to hinder access. Please don't leave chairs up if you aren't using them or put them around blankets. Stewards will ask you to move or remove chairs and blankets if we are running out of space, please respect those requests

If you leave any unattended items, they will be removed. Chairs pictured or other items which may cause an obstruction, are not allowed within marquees.

Please do not leave blankets on the ground if not occupying them. Do not use them to reserve space or allow them hinder access. Please keep blanket sizes appropriate to the people on them. Stewards may ask you to move or remove blankets.

**CHEMIST MAPS** are available at St John's Ambulance First Aid marquee.

**COMMENT CARDS** are available at Official Merchandise tent & Information point... your feedback is always appreciated!

**CRECHE** is not available this year. There is still a Kid's Area by the paddling pool with even more fantastic activities for the younger folkies to get involved with.

**THE DEN** is a stage for younger folkies and emerging talent. Entrance is from between the Sessions Café and the duck pond.

## **DISABLED PEOPLE**

**Large print Information Leaflets and Programmes plus Braille and audio download formats are available for use at the Box Office and Information point.**

Disabled People viewing areas are marked on the site plan and access is as follows:  
Stage 1, via the HQ Information and Lost Children point in the Main Arena  
Stage 2, to the left of the back-stage entrance, to a raised platform with ramped access. Club Tent, via a pathway left of marquee next to caterers.

If you require space for a wheel chair with your family in the main arena, please speak to stewards who will help. We advise you to arrive as early as possible to ensure we can get you the space you need.

Blue Badge holders should park at Netherhall School upper playing field.

### **DOCTOR**

A doctor will be available at St John's First Aid marquee:

Friday 1pm - 2pm and 6pm - 7pm

Saturday 1pm - 2pm and 6pm - 7pm

Sunday 11am - 12noon and 6pm - 7pm

Doctor's appointments need to be made in advance.

St John's Ambulance staff are unable to dispense medication but will be able to prescribe it!

### **DOGS**

Only guide dogs are allowed at the event.

### **EMERGENCIES**

Please tell someone in a STAFF t-shirt or follow steward directions.

### **FIRE BRAZIERS**

There will be a late-night fire brazier beside Stage 2 and at Coldham's Common. Please do not light your own fires.

### **FIREWORKS**

Fireworks are strictly prohibited. Anyone with fireworks will be ejected. It is illegal to set off fireworks in a public place such as the Festival and the Police will take action and prosecute anyone doing so.

### **FIRST AID & WELFARE**

St John's Ambulance, Cambridge Shopmobility, Mobiloo Mobile Changing Spaces, and Travelling Homeopath Collective are located outside the main entrance to the inner arena. St John Ambulance cannot prescribe medicine.

The sun's rays can be harmful; please wear sun block or cover up.

## GLASS

No glass, other than official Festival tankards sold on site, is allowed. Bag searches will be in operation at arena entrances.

## (ALL THINGS) GREEN

We are passionate about making the Festival more environmentally friendly.

Plan - We have an Action Plan to reduce our energy, minimise our carbon emissions and pollution, reduce waste and increase recycling, and respect the water resources and landscape.

Green fields – the beautiful grounds are used as public parks throughout the year and support wide-ranging wildlife. Please respect the grounds and ecosystems at all times and leave no trace. **NEW** – check out the [Cherry Hinton Tree Trail](#) – over 40 types of beautiful trees you can find using your smartphone or download the [map](#). Please respect campers privacy and space if following.

Power - Lighting is LED where possible, we run mostly off a renewable energy electric tariff, we have reduced our diesel generators and monitor energy all the time.

Reuse - We use recycled and environmentally friendly materials where possible and reuse as much as possible the equipment, staging and signage from previous years.

Ethics - We ask our traders and caterers to use environmentally friendly, biodegradable packaging and utensils and have an ethical policy to ensure all tea, coffee, cocoa and sugar are fair-trade, and all eggs are free range. We encourage organic where possible and ask that all meat and fish is sustainably sourced. No plastic bags are permitted to be handed out.

Water - All taps automatically shut off but please try to conserve water. Please ensure waste water or liquids are poured down sinks or drains and not onto the grass or where can contaminate waterways.

Waste - Help us by keeping the site tidy and recycle using the bins, skips and recycling bags and points provided. (See Recycle, Refill and Re-use). Mixed recycling bins are clearly marked for metal cans, tins and foil, all plastics, cardboard, paper, newspaper and glass. Clear rubbish bags are for mixed recycling.

Campers will be provided with a separate waste info flyer. If you don't receive one, please ask a steward.

Save on plastic waste – **NEW!** – no single use plastic bottles will be sold on site this year. Please bring your own water bottle and refill bottles at designated taps in

campsites and around the arena. We have a Cambridge Water Station to refill in the arena for your convenience. Cambridge Folk Festival stainless steel bottles are available at our official merchandise stand on the water station.

Coffee cups – please bring your own reusable cup to cut down on waste and save the environment. All concessions will discount the coffee price for those with reusable cups.

Travel - Think green on all your travel by lift sharing, walking and cycling and using public transport where possible to get here and around Cambridge.

## **THE HUB**

The Hub, located in a striped tent next to the Sessions Café, is a music playing area for young people only and is an ideal place to hang out and meet new people. There will be sessions and a series of workshops, hosted by some of the inspiring young artists playing on stage throughout the weekend. See the workshop section in the programme for details!

## **INFORMATION**

General information can be found in the Souvenir Programme, which is available from Official Merchandise Tent and Information point. Stewards are always available to help should you have any problems. We have a designated info point just outside the main arena where our Festival champions will be available during the day to help answer any questions, give recommendations or just have a chat about the weather.

## **JUGGLING**

You can't have a festival without a bit of juggling around.

## **KIDS**

Have a look in the programme, there's loads for them to do, but please keep them safe.

## **LOST CHILDREN & PROPERTY**

Child safety is a priority for the Festival. Please help us by making sure you always know where your children are, arrange meeting points in case of separation, and write a contact number on the inside of their wristband. Children under 14 should always be with a responsible adult and never left alone in the campsites. This year the children's point is in the Kid's Area by the paddling pool.

Lost property should be taken to the HQ tent in the main arena.

## **MESSAGES**

The oak tree at the entrance has become the place to leave messages.

## NEXT YEAR'S FESTIVAL

Did you know the Festival will be 55yrs old next year? Dates for next year's Festival are 30 July – 2 August 2020, and tickets go on sale at the end of 2019. We hope to see you for a bit of a celebration.

## NOISE

Please keep noise to a minimum when leaving the site and car parks, so as not to disturb the people living nearby.

## OFFICIAL FESTIVAL MERCHANDISE...

A wide range of official merchandise plus artist t-shirts are available from Official Merchandise stall which can be found at the corner of the field behind Stage 2 and just before you get to Stage 1. Also remember you can pick up your reusable cups and bottles here.

## OPEN STAGE

Do you fancy appearing in the Club Tent, The Den or Coldham's Common Stage? What not grab your 15 minutes of fame? See the programme for signing up times.

## PATHWAYS

Please keep the pathway in front of Stage 1 clear to enable people to reach the toilets. Please be considerate towards other Festival-goers and allow them access to space within marquees.

## PARKING

Car parks open at 8am on Thursday morning. They will then be open 8am – 1am daily.

All Festival tickets include free parking. To avoid your vehicle being ticketed and towed away, please do not park in the roads near to the site.

**Parking for all ticket holders, unless camping at Coldham's Common, is at Netherhall School. Follow Blue car park route.**

**Netherhall School lower playing field is for Park and Walk. It is 350m from the exit of the car park to the Festival.**

**Netherhall School upper playing field is for Park and Ride. Large vehicles will be directed to Netherhall School upper playing field.**

It is a 15 minute walk from the car park to Cherry Hinton Hall Campsite but a regular free shuttle bus service is also provided from the entrance to Netherhall School upper playing field.

Those camping at **Coldham's Common** campsite should **park at Coldham's Common only**. Do not park at Netherhall School. **Follow Red campsite route.**

Do not use sat nav directions near to the Festival as they will not direct you along designated routes.

Please avoid unnecessary journeys and think green to cut car emissions by car sharing and using public transport where possible

## **PROGRAMMES**

Available from Official Merchandise Tent and Information point!

## **QUESTIONS AND QUERIES**

If you have any questions or queries then please do not hesitate to ask a member of staff or go to either the Merchandise stall located in the main arena or the new designated Information point just by the main entrance where they will be happy to help.

## **QUIETER CAMPING**

Family or quieter camping is near to the paddling pool, tennis court, or any area close to the boundary and nearby houses, at Cherry Hinton Hall. Late night sessions will take place near The Hub.

## **RECYCLE, REFILL & RE-USE**

Please help to keep the site tidy and recycle using the bins, skips and recycling facilities provided. Leave no trace!

It is more environmentally friendly and energy efficient to recycle on site and we are targeting over 50% recycling rate on site.

Recycling bins are clearly marked and take mixed recycling: metal cans, tins, foil, all plastics, cardboard, paper, newspaper and glass. Clear mixed recycling bags are available from the camping stewards or waste teams.

The general Waste bins are for what isn't classed as Mixed Recycling and will mainly be for empty dirty food containers in the arena, which are biodegradable. This waste is compacted on site and then taken to the local waste plant for further processing.

Audience food waste is collected in the Waste bins as in the past we have found the bins contaminated with all other waste when collecting it separately.

Please keep your beer glass throughout the Festival to reduce waste & litter. There is £2 deposit on all plastic pint glasses and £1 deposit on all half pint glasses. Maybe keep your printed glass as a souvenir and use it at home! Deposits can be collected when leaving the Festival, from Off Sales beside exit all day up to midnight, at any

bar from 10pm 'til close and the main bar from 10pm 'til half an hour after the bar shuts. Must be over 18 to collect deposit.

Remember: Refill not landfill.

Please take **everything** away with you when you leave and take any recycling and waste to the recycling points.

## **SESSIONS**

We encourage acoustic sessions around the site. When the stages have finished, these can take place within Stage 2 and the new Sessions Café. Please keep noise to a minimum after midnight near to the boundaries and children's area.

We have an amazing group of local musicians playing around site, bring your instrument of choice and get joining in.

## **SESSIONS CAFÉ**

A beautiful Indian tent offering great food and drinks, late night opening, a space for acoustic sessions after the stages have finished and free Wi-Fi.

## **SHOWERS**

Cherry Hinton Hall:

Cherry Hinton Village Centre, Colville Road (half way down Cherry Hinton High Street) for Cherry Hinton Campers from Friday to Sunday, 8.00am - 1.00pm, priced £3.

Coldhams Common:

Showers are available on site.

## **SITE ENTRANCE**

There are separate entrances for vehicles and pedestrians at all sites. Follow stewards' directions when entering and leaving the site.

## **SITE PLAN**

A site plan is available at the end of this information

## **SMOKING**

No smoking is allowed inside marquees or other enclosed spaces. Please consider others and the spark if you do smoke. Don't do it in crowds and don't drop your butts on the floor.

## **SOCIAL MEDIA**

Keep up to date with everything going on at the Festival, including impromptu performances, backstage pictures and Festival news.

Join the conversation using #cambridgefolkfestival #coolasfolk #greenfolk

### **WELL BEING AREA - TAI CHI & HEALING**

For full details see the flyers around the Cherry Hinton Campsite.

### **TICKETS AND WRISTBANDS**

There is no Festival access without wristbands and they must be worn **at all times**. Wristbands are void if damaged or re-sold. If they do become stretched or broken they will not be replaced! We recommend that you write your mobile telephone number inside your child's wristband.

### **UNDER 14s**

Under 14-year olds should always be with a responsible adult and never left alone in the campsites.

### **VALUABLES**

Please keep valuables with you **at all times**. Do not leave valuables lying around, particularly in the campsite or your tent. The Festival cannot accept responsibility for any losses.

### **WHEELCHAIR ACCESSIBLE TRANSPORT & TOILETS**

Wheelchair accessible minibuses are available between 10:00 and 01:00 travelling between Cherry Hinton Hall, Netherhall School car park and Coldham's Common. Contact a disabled steward to arrange your lift! Please note the pick-up collection point is at the drop-off area, via Gate 1.

Wheelchair accessible toilets are located at:

- Disabled viewing areas on Stage 1 and Stage 2
- Netherhall School Car Park
- At each main toilet block

We are no longer using St Bede's School. Blue Badge holders should park at Netherhall School upper playing field.

Mobiloo are back with us this year.

Opening times are Thurs - Sun 10:00 – 22:00

You can find Mobiloo opposite Shopmobility.

### **WHEELCHAIR EQUIPMENT**

A limited number of manual wheelchairs are available from Cambridge Shopmobility, to the right of the main entrance to the inner arena. Shopmobility are also able to recharge wheelchair batteries from 13amp sockets.

Shopmobility is open during the following times:

Thursday 15:30 - 17:30 and 21:00 - 23:00  
Friday 09:00 - 11:00, 14:00 - 17:00. 22:00 - 24:00  
Sat/Sun 09:00 - 11:00 and 22:00 - 24:00  
Monday 09:00 - 11:00

### **WILDLIFE**

We design the festival layout and equipment to respect advice from conservation experts on habitats and biodiversity. We restore the sites to their longstanding beautiful condition as soon as possible after the event.

### **WIFI**

Free WiFi is available throughout the Cherry Hinton Hall main arena and Sessions Café . See the signs for login details.

### **X**

We love you too! x

### **YOUNG MUSICIANS**

The Hub is the place to hang out for young music makers! Also check out the Kid's Area for more music dance and performance opportunities.

### **Z zzzz**

Sleep well and keep the neighbours happy.