

# 2011 Wales Rally GB

## Frequently Asked Questions

### 1. Are there facilities for the disabled?

Dedicated disabled parking will be available. All spaces are allocated on a first come, first served basis. All disabled persons wishing to gain access will need to display their official disabled Blue Badge in the car.

- Thursday – Great Orme B (limited)
- Saturday - Sweet Lamb K
- Sunday - Halfway (Dixies) P (limited)

Further disabled parking venues may be announced in due course – check [walesrallygb.com](http://walesrallygb.com) for details.

Builth Wells Remote Service Park on Friday will not have dedicated disabled parking but will be accessible for wheelchair users.

### 2. Where will the official start and finish ceremonies be held?

The Opening Ceremony of the Rally will be held on Conwy Quay on Thursday 10 November in the early evening – please check [www.walesrallygb.com](http://www.walesrallygb.com) for details.

The ceremonial finish of the Rally and podium celebrations will be held in Cardiff Castle on Sunday 13 November at approx 15.00 – please check [www.walesrallygb.com](http://www.walesrallygb.com) for details.

Viewing of both is free of charge.

### 3. How does car parking work / is there public transport?

- One car park pass will be issued per transaction. Extra car park passes can be purchased for £10 each at the time of booking tickets.
- Spectators who buy a Day Pass or the World Rally Pass can choose their own itinerary including the stages they wish to visit and the car parks they want to use.
- Availability at any car park will be on a first come, first served basis and is not guaranteed. To avoid disappointment, spectators should arrive at their chosen car park in plenty of time as spectators who buy tickets on the day will also be trying to access the car parks. The Rally Planner will provide car park opening times.
- With the exception of the Great Orme Stage, the majority of stages are located off the beaten track and therefore access by public transport is not feasible.
- Access to the Great Orme Stage will be via a chargeable Park and Ride Service. Check [www.walesrallygb.com](http://www.walesrallygb.com) for more information.

### 4. Is there corporate hospitality available at the Rally?

Yes there is. Please visit [www.walesrallygb.com](http://www.walesrallygb.com) for more details or call Paul Jenkins on +44 (0)7710 936038

### 5. What if I want to buy trade space to display at Wales Rally GB?

You need to contact Charlie Wise at TRMG on 01707 273999 ext 236 or email [Charlie@trmg.co.uk](mailto:Charlie@trmg.co.uk)

### 6. Are there sponsorship opportunities available at Wales Rally GB?

There are a wide range of sponsorship opportunities to suit all budgets and all objectives.

You should contact Charlie Wise at TRMG on 01707 273999 ext 236 or email [Charlie@trmg.co.uk](mailto:Charlie@trmg.co.uk)

**7. What if I want to advertise in the Official Programme?**

You need to contact Charlie Wise at TRMG on 01707 273999 ext 236 or email [Charlie@trmg.co.uk](mailto:Charlie@trmg.co.uk)

**8. What are the advantages of buying a ticket in advance?**

- excellent value for money
- more choice
- more flexibility

**9. Do you have any family offers?**

Kids go for a quid on all advance tickets and passes. Please visit [www.walesrallygb.com](http://www.walesrallygb.com) for more details.

**10. If I buy a pass and get to a Stage that is already full, what happens?**

Availability at any car park will be on a first come, first served basis and is not guaranteed. To avoid disappointment, you should arrive at your chosen car park in plenty of time. The rally planner will provide car park opening hours.

**11. What type of tickets can I buy in advance?**

**WORLD RALLY PASS**

Thursday 10 November – Sunday 13 November

- A pass for the entire duration of the Rally that gives access to:
  - All stages (Please note: Movement between stages by car on Friday, Saturday and Sunday is not recommended due to traffic restrictions. On Friday Gartheiniog will be a non-spectator stage with no car parking or spectator access. On Sunday Monument will be only accessible to World Rally Pass holders.)
  - All spectator car parks
  - Shakedown at Builth Wells Service Park on Wednesday
  - Builth Wells Service Park (Friday – Sunday inclusive)
  - Llandudno Remote Service Area (Thursday)
  - Opening Ceremony in Conwy and Ceremonial Finish in Cardiff
- Price: £99 per adult
- Programmes: Each adult ticket includes a copy of the official programme (value £9.00)
- One car park pass will be issued per transaction.
- Extra car park passes can be purchased for £10 each at the time of booking tickets.

**GREAT ORME TICKET**

Thursday 10 November

- A single ticket that gives access to both runs of the Great Orme Stage on Thursday 10 November.
- Only valid at point of sale. Not transferable. No readmission.
- Please note: Recommended access is via a chargeable Park and Ride service costing £2 per person – see [walesrallygb.com](http://walesrallygb.com) for more information.

- Price: £20 per adult / £1 per child (aged 9-15 years) – children aged 8 or under go free. Child tickets purchased after 6am on Thursday 10 November will cost £5 per child (aged 9-15 years) – children aged 8 or under go free.
- Available on a strictly first come, first served basis.
- Programmes: Each adult ticket includes a copy of the official programme (value £9.00)

### **FRIDAY DAY PASS**

Friday 11 November

- A single day pass that includes access to:
  - All Friday stages and spectator car parks. (Please note: Movement between stages by car on Friday is not recommended due to traffic restrictions. Gartheiniog will be a non-spectator stage with no car parking or spectator access.)
  - Builth Wells Service Park on Friday
- Price: £30 per adult / £1 per child (aged 9-15 years) – children aged 8 or under go free
- Programmes: Each adult ticket includes a copy of the official programme (value £9.00)
- One car park pass will be issued per transaction.
- Extra car park passes can be purchased for £10 each at the time of booking tickets.

### **SATURDAY DAY PASS**

Saturday 12 November

- A single day pass that includes access to:
  - All Saturday stages and spectator car parks (Please note: Movement between stages by car on Saturday is not recommended due to traffic restrictions.)
  - Builth Wells Service Park on Saturday
- Price: £30 per adult / £1 per child (aged 9-15 years) – children aged 8 or under go free
- Programmes: Each adult ticket includes a copy of the official programme (value £9.00)
- One car park pass will be issued per transaction.
- Extra car park passes can be purchased for £10 each at the time of booking tickets.

### **SUNDAY DAY PASS**

Sunday 13 November

- A single day pass that includes access to:
  - All Sunday stages and spectator car parks (Please note: Movement between stages by car on Sunday is not recommended due to traffic restrictions. Monument is only accessible to World Rally Pass holders.)
  - Builth Wells Service Park on Sunday
  - Ceremonial Finish in Cardiff
- Price: £30 per adult / £1 per child (aged 9-15 years) – children aged 8 or under go free
- Programmes: Each adult ticket includes a copy of the official programme (value £9.00)
- One car park pass will be issued per transaction.
- Extra car park passes can be purchased for £10 each at the time of booking tickets

## **12. Can I buy tickets on the day?**

### **SHAKEDOWN AND BUILTH WELLS SERVICE PARK - WEDNESDAY**

- Available on Wednesday for Shakedown at Builth Wells Service Park
- Gives access to Shakedown and the Builth Wells Service Park only
- Price: £10 per adult / Children aged 15 and under go free
- Available on a strictly first come, first served basis.
- Programme: Tickets EXCLUDE a copy of the official programme (value £9.00).

### **BUILTH WELLS SERVICE PARK**

- Available on each of Friday 11, Saturday 12 and Sunday 13 November
- Gives access to the Service Park at Builth Wells on one day.
- Price: £10 per adult per day / Children (aged 15 or under) go free
- Available on a strictly first come, first served basis.
- Programme: Tickets EXCLUDE a copy of the official programme.

Access to the Llandudno Remote Service area is free of charge.

### **SINGLE FOREST STAGE ENTRY:**

#### **GREAT ORME TICKET**

- A single ticket that gives access to both runs of the Great Orme Stage on Thursday 10 November.
- Only valid at point of sale. Not transferable. No readmission.
- Please note: Spectators are strongly recommended to use the Park and Ride service costing £2 per person to access the stage – see [walesrallygb.com](http://walesrallygb.com) and the rally planner for more information.
- Price: £20 per adult / £5 per child (aged 9-15 years) – children aged 8 or under go free.
- Available on a strictly first come, first served basis.
- Programmes: Each adult ticket includes a copy of the official programme (value £9.00)

#### **CLOCAENOG TICKET**

- A single ticket that gives access to the one running of the Clocaenog Stage on Thursday 10 November.
- Only valid at point of sale. Not transferable. No readmission.
- Price: £10 per adult / £5 per child (aged 9-15 years) – children aged 8 or under go free.
- Available on a strictly first come, first served basis.
- Programmes: Each adult ticket includes a copy of the official programme (value £9.00)

### **FRIDAY 11 / SATURDAY 12 / SUNDAY 13 NOVEMBER**

- A single ticket that gives access to both runs of any one stage at any one car park on either Friday, Saturday or Sunday (On Friday Gartheiniog will be a non-spectator stage with no car parking or spectator access. On Sunday Monument will be accessible only to World Rally Pass holders.)

- Only valid at point of sale. Not transferable. No readmission.
- Price: £20 per adult / £5 per child (aged 9-15 years) – children aged 8 or under go free
- Available on a strictly first come, first served basis.
- Programme: Adult tickets include a copy of the official programme (value £9.00).

Access to the Opening Ceremony on Thursday and Ceremonial Finish on Sunday is free of charge

### **13. What is the Builth Wells Service Park and where is it?**

New for 2011, the Service Park will be situated at the Royal Welsh Showground, in Builth Wells, Powys.

The Service Park is where the action happens when the cars are not on a stage. This hub of activity is the nerve centre for all the media and teams and provides spectators with a first class taste of the action behind the scenes. Catering facilities, manufacturer displays, spectator attractions and merchandise stands combine to make the service park a must see venue.

Shakedown will take place at the Service Park on Wednesday from 9am – 1pm.

Access to the Builth Wells Service Park is included in the World Rally Pass and Friday, Saturday and Sunday Day Passes. Alternatively tickets can be purchased on the day for £10 per adult. Children go free. Tickets exclude a copy of the official programme.

### **14. How do I get access to the Shakedown stage?**

You will need to have a World Rally Pass or purchase an entry ticket to the Builth Wells Service Park on Wednesday, running between 9am-1pm.

### **15. When do tickets go on sale?**

Tickets for the 2011 Wales Rally GB will go on sale from 9.30am on Friday 10 June. To avoid disappointment we would urge you to buy your ticket as soon as possible, and in advance of the event. Tickets will be sold on a first come, first served basis.

### **16. Is there a booking fee?**

A booking fee of 50 pence on £1 tickets and £1.70 on all other priced tickets will apply on credit and debit card transactions and also a processing fee of £5.25 for transactions requiring postage.

### **17. Where can I buy tickets?**

You can buy your tickets in advance of the event by the following means, subject to availability:

#### TELEPHONE

- 0844 847 2251
- (max 8 tickets per transaction)
- Open 24 hours a day, 7 days a week
- Calls charged at Local Call Rate. Overseas callers should dial: +44 161 425 7560
- For groups of 9 or more, call: 0844 844 9990 from the UK or +44 161 425 7561 from overseas

## ONLINE

- At [www.walesrallygb.com](http://www.walesrallygb.com)

## IN PERSON

- Ticketline, 47 Westgate Street, Cardiff CF10 1TL
- Monday – Saturday 9am-5.30pm

### **18. Do we need a car park pass?**

All advance ticket buyers will receive one car park pass per transaction. These car passes should be displayed as instructed. Extra car park passes can be purchased for £10 each at the time of booking tickets.

### **19. How will I get my tickets?**

Tickets will be posted from early September. Further details will be available in the spectator section of [walesrallygb.com](http://walesrallygb.com). Tickets ordered from September onwards will be posted within 21 days of the date of ordering in plain envelopes by secure delivery, signature required (cost included in processing fee). If you do not receive your tickets within this time frame, you should contact the ticket hotline as soon as possible.

Tickets ordered by UK based customers on or after 9am on Tuesday 1 November and tickets ordered by overseas based customers on or after 9am on Friday 28 October will not be posted as we cannot guarantee delivery before the customer's departure for the Rally. Instead they should be collected from the ticket collection point selected when you place your order:

- Cardiff – location to be advised
- Royal Welsh Showground, Builth Wells
- Venue Cymru, Llandudno

Please note: Selected ticket collection point cannot be changed once a booking is made.

### **20. Can you send the tickets to another address?**

Yes. When you complete the order form online, you will need to enter the billing address for the credit / debit card you are using. You also have the option to specify a different delivery address as you will have to sign for the parcel when it is delivered.

### **21. What if I buy tickets / passes and then cannot go to the Rally, will I get a refund?**

No. There is a clear policy within the Terms and Conditions of booking that there are no refunds. No refunds will be issued for any stages that are cancelled, whether in advance or on the day. Refunds equivalent to the price of the ticket but excluding postage, will only be issued if the entire event is cancelled.

### **22. What is the ticket hotline number?**

0844 847 2251 (max 8 tix per transactions) or +44 161 425 7560 for overseas callers.

### **23. Is there a group booking number?**

For groups of 9 or more, call: 08448 449 990 from the UK or +44 161 425 7561 from overseas

### **24. Is there a customer service centre for queries?**

08444 999 999 for callers from the UK open Mon-Fri 9am-8pm; Sat & Sun 10am-4pm

### **25. Ticket Terms and Conditions**

1. All children must be accompanied by an adult
2. Children = aged 9-15. Children 8 and under go free.
3. A booking fee of £0.50 per ticket for tickets with a value of £1.00 and £1.70 per ticket for all other tickets will apply on credit and debit card transactions and also a processing fee of £5.25 for transactions requiring postage.
4. One programme (value £9.00) per adult ticket except Builth Wells Service Park tickets and Shakedown tickets.
5. Tickets will be dispatched from early September. Further details will be available in the spectator section of [www.walesrallygb.com](http://www.walesrallygb.com). Tickets ordered from September onwards will be posted within 21 days of the order in plain envelopes by secure delivery, signature required (cost included in the processing fee).
6. Tickets ordered by UK based customers on or after 9am on Tuesday 1 November and tickets ordered by overseas based customers on or after Friday 28 October will not be posted as we cannot guarantee delivery before the Rally. Instead they should be collected from the ticket collection point you select when placing your order.
7. Refund Policy: No refunds will be issued for any stages that are cancelled, whether in advance or on the day. Refunds equivalent to the price of the ticket, and processing fees excluding postage, will only be issued if the entire event is cancelled.
8. Availability at any car park will be on a first come, first served basis and is not guaranteed. To avoid disappointment, you should arrive at your chosen car park in plenty of time. The rally planner will provide car park opening hours.
9. All ticket holders give their express consent to the use of their actual or simulated likeness in connection with the production, exhibition, advertising or exploitation of any film, video and/or audio recording of this event and/or any element thereof in any/all media throughout the world.
10. Tickets / passes which are lost or stolen (once they have been signed for) will not be replaced.
11. Selected ticket collection point cannot be changed once a booking is made.

**26. Will my programme be sent to me?**

No. All tickets purchased in advance will be posted to the customer with a Rally Planner which includes more detailed maps, directions to car parks, accommodation information, detailed safety information and other useful information to help you plan your trip to the Rally.

All adult tickets (**excluding** Builth Wells Service Park tickets and Shakedown tickets) include a copy of the Official Programme (worth £9.00) which will be available for collection in key locations during the event as follows:

- Wales Millennium Centre, Cardiff
- Royal Welsh Showground, Builth Wells
- Venue Cymru, Llandudno
- Individual Stages from Thursday 10 November

Adult passes and tickets will have a tear off strip. Spectators will need to show their ticket / pass in order to receive their copy of the programme.

Only one programme per tear off strip can be redeemed.

There may be other collection points advised nearer the event. Please check [www.walesrallygb.com](http://www.walesrallygb.com) for further information.

**27. What is the Rally Planner?**

All tickets purchased in advance will be posted to the customer with a Rally Planner which will include maps, directions, car park opening timings, accommodation information and other useful information to help you plan your trip to the Rally.

**28. Is there any safety information I should bear in mind?**

**AN IMPORTANT SAFETY MESSAGE**

PLEASE plan your event with safety in mind. The following points may help:

- We have tried to ensure that you will be able to reach your chosen spectator viewing area without walking on the special stage. If you decide to leave the stage prior to the last competitor, PLEASE ensure that you walk on the pathways or behind the tree line. All the competitors will be travelling at high speeds and spectators are strongly advised NOT to walk on the rally route.
- All spectators are reminded that motorsport can be dangerous and despite us taking all reasonable precautions, unavoidable accidents can happen. In respect of these, you are present at your own risk.
- We ask that you obey all instructions of safety marshals, spectator marshals and police officers in relation to your safety and that of others.
- Please be aware that the weather at the time of the event can be wet and extremely cold especially for the early morning and late afternoon stages. Please make sure you dress accordingly. If you are thinking of attending the Cardiff Bay stage or any other exposed area of the event, it is worth wearing a water and wind proof jacket so that you can really enjoy the spectacle. As some of you may be arriving or departing in the dark, please remember to bring a torch with you. Also remember to wear sturdy footwear for typical forest conditions.
- No dogs allowed on the event - disabled assistance dogs only.
- Children and infants should ALWAYS be accompanied by an adequate amount of adults at all times who are responsible for their behaviour and safety.

**SPECTATOR CODE OF CONDUCT**

- Please be considerate to other spectators to ensure everyone can enjoy the event.
- Listen to the marshals – they are there to help you and ensure the event runs within the safety guidelines prescribed by the FIA and the MSA, the governing body of UK Motor Sport.
- Marshals and officials have the right to work without being abused or threatened. Abusive, threatening or violent behaviour towards officials (who are all volunteers) will not be tolerated and spectators will be evicted from the event.
- Please take all litter home with you or place it in the skips or black bags provided for this purpose.
- Do not light fires or barbeques. They can cause major fires with serious consequences.
- Do not bring fireworks to the event. They are very dangerous and could cause a serious incident with either other spectators or the competitors.
- Much of the Rally takes place in areas containing significant agricultural, forestry and nature conservation interests. Please follow the Countryside Code at all times.
- Consider your own safety and that of others at all time.

**29. What are the dates of this year's Wales Rally GB?**

The Rally takes place from 10-13 November.

**END Updated 01.11.11**