

2010 Wales Rally GB

Frequently Asked Questions

1. How do I get more information about what's on and accommodation information?

- www.visitcardiff.com or contact the Cardiff Visitor Centre on +44 (0)8701 211258
- www.visitwales.com

2. 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.

Disabled parking locations TBA.

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

Disabled visitors to the Cardiff Service Park can get more information from Shopmobility, tel: +44 (0)2920 399 355.

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

The ceremonial start of the Rally will be in Cardiff Bay on Thursday 11 November at approx 18.45 – please check www.walesrallygb.com for details.

The ceremonial finish of the Rally and podium celebrations will be held in Cardiff Bay on Sunday 14 November at approx 14.30 – please check www.walesrallygb.com for details.

Viewing of both is free of charge.

4. 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 Cardiff Service Park and Cardiff Bay Stage, the majority of stages are located off the beaten track and therefore access by public transport is not feasible.
- The Cardiff Service Park and Cardiff Bay Stage are located in Cardiff Bay near Wales Millennium Centre. We recommend spectators visiting the Service Park to use public transport due to the high demand on local car parking. See www.visitcardiffbay.info for more information. There are also numerous multi-storey and surface level car parks in the city centre – for a map showing their location visit www.cardiff.gov.uk and click on Park and Ride under the heading Quick Links.

5. Is there corporate hospitality available at the Rally?

Yes there is. Please visit www.walerallygb.com for more details or call Paul Jenkins on +44 (0)7710 936038

6. 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

7. 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

8. 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

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

- excellent value for money
- more choice
- more flexibility

10. Do you have any family offers?

Kids go for a quid on all tickets and passes. Please visit www.walesrallygb.com for more details.

11. 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.

12. What type of tickets can I buy in advance?

World Rally Pass

Thursday 11 – Sunday 14 November

A pass for the entire duration of the Rally that gives access to:

- All stages (Please note: restrictions on movement between stages TBA.)
- All spectator car parks
- Shakedown on Thursday
- Cardiff Bay Stage on Thursday and Saturday evenings
- Cardiff Service Park in Cardiff Bay on all four days
- Builth Wells Remote Service Park on Friday and Saturday
- Ceremonial Start and Finish

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.

Cardiff Bay Stage

Thursday: £10 adult / £1 child (aged 9-15 years) – children aged 8 or under go free

Gives access to the Thursday evening running of the stage.

Available on a strictly first come, first served basis.
Both tickets exclude a copy of the official programme.

Saturday: £15 adult / £1 child (aged 9-15 years) – children aged 8 or under go free
Gives access to the Saturday evening running of the stage.
Available on a strictly first come, first served basis.
Adult tickets include a copy of the official programme (value £9.00).

Thursday Day Pass

Thursday 11 November

A single day pass that includes access to:

- Shakedown on Thursday
- Cardiff Bay Stage on Thursday
- Cardiff Service Park in Cardiff Bay on Thursday
- Ceremonial Start

Price: £20 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.

Friday Day Pass

Friday 12 November

A single day pass that includes access to:

- All Friday stages and spectator car parks. (Please note, restrictions on movement between stages TBA)
- Builth Wells Remote Service Park on Friday
- Cardiff Service Park in Cardiff Bay 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 13 November

A single day pass that includes access to:

- All Saturday **FOREST** stages and car parks (Please note, restrictions on movement between stages TBA)
- Builth Wells Remote Service Park on Saturday
- Cardiff Service Park in Cardiff Bay 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 14 November

A single day pass that includes access to:

- All Sunday stages and car parks
- Cardiff Service Park in Cardiff Bay on Sunday
- Ceremonial Finish

Price: £20 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.

13. Can I buy tickets on the day?

SINGLE FOREST STAGE ENTRY

Available on Thursday (for Shakedown), Friday, Saturday and Sunday
£20 adult / £1 child (aged 9-15 years) – children aged 8 or under go free
Gives access to one stage.
Available on a strictly first come, first served basis.
Adult tickets include a copy of the official programme (value £9.00).

CARDIFF BAY STAGE

Thursday: £10 adult / £1 child (aged 9-15 years) – children aged 8 or under go free
Gives access to the Thursday evening running of the stage.
Available on a strictly first come, first served basis.
Both tickets exclude a copy of the official programme.

Saturday: £15 adult / £1 child (aged 9-15 years) – children aged 8 or under go free
Gives access to the Saturday evening running of the stage.
Available on a strictly first come, first served basis.
Adult tickets include a copy of the official programme (value £9.00).

BUILTH WELLS REMOTE SERVICE PARK

Friday and Saturday
£10 adult / £1 child (aged 9-15 years) – children aged 8 or under go free
Gives access to the Remote Service Park at Builth Wells on BOTH Friday and Saturday
Both tickets exclude a copy of the official programme.

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

Access to the Cardiff Service Park is free of charge on all four days.

14. What is the Cardiff Service Park and where is it?

Following the success of 2009, the Service Park will again be situated in the Bay in Cardiff, around Wales Millennium Centre which will be Rally HQ. Access to the Cardiff Service Park will be free of charge on all four days.

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. Parc Ferme is also located at the Service Park as is Scrutineering for amateur entries.

Spectators are recommended to make use of public transport to reach the Bay. Details can be found on www.visitcardiffbay.info

The Ceremonial Start and Finish take place here on Thursday and Sunday respectively. Viewing is free of charge. Please visit www.walesrallygb.com for more details.

The Autograph Signing Session will also take place here on Thursday. Please check www.walesrallygb.com for more information.

15. What is the Builth Wells Remote Service Park?

On Friday 12th and Saturday 13th November, Wales Rally GB visits the ancient market town of Builth Wells in mid-Wales. Set in the heart of Powys, the remote service park will be easily accessible and an exciting addition to the main service park in Cardiff. Here fans will be able to get up close to all the action of service, the cars and the drivers. As well as being kept fully entertained by the rally teams who will be battling against the clock to fine tune their cars; spectators will be able to refuel themselves with the on-site catering.

Access to the Builth Wells Remote Service Park will cost £10 per adult / £1 per child (aged 9-15 years. Children aged 8 or under go free) which gives access to the Remote Service Park at Builth Wells on both days. Tickets exclude a copy of the official programme. Entry is included in the price of the World Rally Pass and Friday and Saturday Day Pass.

16. How do I get access to the Shakedown stage?

You will need to have a Thursday Day Pass or a World Rally Pass. More information about Shakedown will be available at www.walesrallygb.com

Subject to availability, you may be able to buy a ticket to gain access to Shakedown at the car park on the day.

17. When do tickets go on sale?

Tickets for the 2010 Wales Rally GB will go on sale from midday on Friday 28 May. 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.

18. 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 £4.95 for transactions requiring postage.

19. Where can I buy tickets?

You can buy your tickets by the following means, subject to availability:

- Dedicated telephone hotline – **0844 847 2251** – open 24 hours a day, 7 days a week until approximately 1pm on Friday 12 November. Calls are charged at local Call Rate.
- Via the official website: www.walesrallygb.com
- At Ticketline, 47 Westgate Street, Cardiff, CF10 1TL, open Mon-Fri 9am-6pm, Sat 9am -5.30pm, Sun 10am-4pm.
- From midday Tuesday 9 November at Wales Millennium Centre, Bute Place, Cardiff Bay, CF10 5AL open: Tuesday 9 November midday - 7pm; Wednesday 10 November 9am - 8pm; Thursday 11 November 9am – 11pm; Friday 12 November 6am – 9pm; Saturday 13 November 6am – 11pm
- On the day subject to availability – see question 13.

20. 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.

21. How will I get my tickets?

Tickets will be posted from September. Further details will be available in the spectator section of 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 Thursday 4 November and tickets ordered by overseas based customers on or after 9am on Friday 29 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 collections desk inside Wales Millennium Centre in Cardiff Bay from midday on Tuesday 9 November.

22. 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.

23. 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.

24. What is the ticket hotline number?

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

25. 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

26. 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

27. 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 £4.95 for transactions requiring postage.
4. One programme (value £9.00) per adult ticket except Builth Wells Remote Service Park tickets and Cardiff Bay Stage tickets on Thursday.
5. Tickets will be dispatched from September. Further details will be available in the spectator section of 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 Thursday 4th November and tickets ordered by overseas based customers on or after Friday 29th October will not be posted as we cannot guarantee delivery before the Rally. Instead they should be collected from the ticket collections desk inside Wales Millennium Centre in Cardiff Bay from midday on Tuesday 9th November.

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.

28. 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** adult Builth Wells Remote Service Park tickets and Cardiff Bay stage tickets on Thursday) 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, Bute Place, Cardiff Bay, CF10 5AL from midday on Tuesday 9th November
- Individual stages from Thursday 11th November
- Builth Wells Remote Service Park on Friday 12th and Saturday 13th 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.walserrallygb.com for further information.

29. 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.

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

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

- Please ensure you walk behind the tree line or on the pathways created.
- Do NOT walk on the competitive stage .
- 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.
- No dogs allowed on the event – disabled assistance dogs excepted.
- Children and infants should ALWAYS be accompanied by adults who remain responsible for their behaviour.

SPECTATOR CODE OF CONDUCT

- The marshals are there to help you and ensure the events runs safely – please listen to their instructions and advice .

- 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.
- Take all litter home with you or place it in the skips or black bags.
- Do not light fires or barbeques - they can cause major fires with serious consequences.
- Do not bring fireworks to the event.
- Please follow the countryside code at all times when you are in the forests.
- Consider your own safety and that of others.

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

The Rally takes place from 11-14 November.

END

Updated 26.05.10