

# Advanced Information DAY PASS

United 18

## ARRIVAL

The Royal Bath and West Showground is just south of Shepton Mallet in Somerset, on the A371. The postcode is BA4 6QN.

Arrive via the Off-Site/Day Delegate Entrance/ car park, and enter on foot. **Please have any pre-paid wristbands ready to show the stewards.** If you forget your wristband, you will need to go to the Day Ticket Booth; there is a £5 charge for re-issuing wristbands.

**You can also buy Day Tickets at the Day Ticket Booth** located at this gate; see 'day ticket booth' below.

After arrival day, the Off-Site / Day Delegate Entrance will be open from 7am until midnight.

*Day Delegates are not permitted to stay on site overnight.*

## Day Ticket Booth

You can buy Day Tickets between 8am and 7.15pm, except on the Days Off (**Tuesday 31 July** for Week 1 and **Wednesday 8 August** for Week 2), when the booth is open 8-9.30am and 5-7.15pm, and on arrival days (5pm-7.15pm).

**You will not be able to buy Day Tickets outside of these times.**

## Conference Programmes

Programmes will be available at the gates for **£5**. This includes a full programme with a free tea/coffee voucher and a Pocket Guide (weekly schedule and map). Day delegates may also purchase separate Pocket Guides for a reduced cost. Please have the correct money available.

### United App

Download it for free on iTunes (Apple) or Google Play (Android). See the New Wine website for the release date nearer the start of the event.



## WHAT TO EXPECT ON SITE

### Land Trains

This year there will be two 'Land Trains' on site to assist delegates with moving around. Please see the map for details.

### Cash

There will be fee-charging cash points on site in the Food Court and Marketplace. Free cash services are available in Shepton Mallet.

### Mobile phone charging

You can charge your phone in the Tearfund café and upstairs in the Marketplace for a small donation.



### Food & Drink

There are shops, cafés and fast food vans on site, and Tesco and Aldi stores in the centre of Shepton Mallet. Please note that drinking alcohol is only permitted within camping villages and licensed premises on site.

### Pets

Pets are not allowed on site except working guide or hearing dogs (you will need to provide relevant certification).

### Closing Times

All venues will be closed by 11.30pm, except The Loft which is open until midnight.

### New Wine FM

Tune in to New Wine 87.7FM on site for live Bible Teaching, worship, seminars and Evening Celebrations. Look out for the radio symbol in the programme for more details.

## SITE SAFETY

### Emergencies

In the case of a genuine emergency, please call the New Wine emergency number: 01749 346 316.

The on-site medical team is the first point of contact for people requiring medical attention or first aid and will call 999 if needed.

### Ear Defenders & Earplugs

People with sensitive hearing and parents with young children should consider bringing ear defenders or earplugs for worship times in the main venues.

### Drones/Unmanned Aerial Vehicles

These are not permitted anywhere on site.

### Security

New Wine takes security at United seriously and it is incumbent upon us all to be increasingly vigilant while moving around the site. If you see or hear anything suspicious or out of the ordinary, please make it known to the site stewards, venue team or New Wine staff immediately.

The Showground Main Gate is manned throughout the day by New Wine stewards and throughout the night by an external security firm.

While every effort is made, it is not possible to make the site completely secure, so please do not leave any valuables in your tent or unattended anywhere on site, including venues, as New Wine cannot take responsibility for lost, stolen or damaged property taken from anywhere on site.

To aid security, please do not wear Team t-shirts unless serving on Team at United 18 (e.g. t-shirts from previous years).

## ACCESSIBILITY

### Disabled Access

If you are registered disabled, please bring your UK Disabled Parking Permit with you and display it clearly on your dashboard throughout the day.

Your permit will enable you to park in designated Disabled Car Parks. The permit holder must be in the vehicle when it is in use and you will not be able

to drive anywhere else on site during the conference. Permit holders should use dipped headlights, no hazard lights and indicators as normal.

**If you have a pre-paid wristband you can enter via the Main Gate from 7am.** If you forget your wristband or need to purchase additional tickets, you will need to drive to the Day Ticket Booth via the Off-Site/Day Delegate Entrance, which is open from 8am.

### Additional Needs

We want everyone to be able to get the most out of their time at United, so we offer the following free of charge:

- Our Place & Access – unique venues for children, teenagers and adults with additional needs (and their families). If you, your child or dependant adult has additional needs and you've not already indicated this on your booking, please email [info@new-wine.org](mailto:info@new-wine.org)
- **Giant print daily programmes** and selected worship song words.
- **Large maps** available to view in Customer Services.
- **Braille** daily programmes and selected worship song words.
- **Interpretation for deaf people** at main morning and evening sessions, and seminars upon request; see Customer Services on site for details.
- Designated **hearing loop areas** in the Arena, Impact and Hungry.
- Please note that **flashing lights** will be used in Arena and Impact venues but not in Hungry. Strobe lighting will not be used in any venues.

#### *Don't forget...!*

- *Your wristband(s)*
- *Bible and notepad*
- *Money for the Marketplace and Food Court*
- *Water bottle*
- *Sunscreen*