



ARRIVAL & DEPARTURE

Arrival

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

As a half-week delegate, you may arrive from 12pm Wednesday 8 August

As you will be camped in Blue 10 village (unless you are sharing with someone who is booked in for the full week), access will be via Blue Gate. The site map is available online.

If you are staying in someone else's accommodation elsewhere on site, you will be able to gain access, on foot, via the Main Gate. You will need to park in the car park opposite the Main Gate and carry your belongings, as cars will not be allowed on site anywhere other than Blue 10 on Wednesday 8 August.

Parking

The car park is situated across the road from the Main Gate. Exit via the Blue Gate, turn left and follow the signs to the car park.

Please move your car to the car park within two hours of arrival on site. Apart from Blue 10 on Wednesday 8 August, the site will be a car-free zone from 9pm on Sunday 5 August until 8am on Saturday 11 August.

Badges & Wristbands

Wristbands for delegates are new this year and will be sent in the post with your ticket letter.

You will find a tear-off name badge attached to your ticket letter and a badge holder will be handed to you on arrival. However, after Arrival Day it's your wristband that's required to gain access to the showground and the venues **so please ensure its worn at all times on site.**

Please have all your tickets and wristbands ready to show at the gate upon arrival. If you arrive without them, please go to the Main Gate, where stewards

will tell you how to proceed. A charge of £5 per ticket/wristband will be required for replacements.

Departure

You'll need to leave the site by 12pm on Sunday 12 August. Please leave promptly to enable the site to be packed down quickly.

If you need to leave the event earlier, you may drive your vehicle directly on to Blue 10 on Saturday 11 August from 8am if leaving in the morning or 12pm if leaving in the afternoon or evening.

When you're packed, please return your vehicle to the car park to ease the traffic at the end of the evening meeting. While loading, vehicles must not block any roads.

Guests

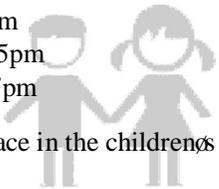
If you are expecting guests to your village, they will need to purchase a Day Ticket from the Day Ticket Booth, located within the day delegate car park (see map) and open from 8am until 7.15pm. Day Tickets are not available on arrival or departure days

Start Times

On the first day (Wed 8 Aug), the programme starts at 7pm in the Arena, Impact and Hungry venues.

Children's and youth group start times:
Age 0-4: Thursday 9 August, 8.45am
Age 5-9: Wednesday 8 August, 6.45pm
Age 10-18: Wednesday 8 August, 7pm

Registration for groups will take place in the children's venues at the time of entry.



WHAT TO EXPECT ON SITE

Accommodation: pitching up

Your Village Host will have allocated your camping space before you arrive. Please speak to them on arrival before setting up. We cannot guarantee any particular camping spot but please contact your Village Host through the New Wine office if you have any special requirements. Village Hosts are there for the comfort and safety of all in your village and are responsible for the best use of the space from a health and safety perspective.

Campsite

The site is an agricultural showground and although we work hard at improving it, we cannot provide all the facilities of a regular campsite.

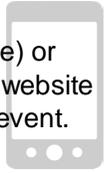
- There is a camping supplies shop on site this year, next to the Farm Shop (see map).
- The villages are not lit at night so please bring a torch.
- Guy ropes and tent pegs can be hazardous, so please ensure appropriate precautions are taken when moving around your village.
- Electric hook-ups are not available unless authorised by the New Wine office for medical equipment. Unauthorised hook-ups will be disconnected by the on-site electrician.
- Please ensure that your leisure batteries are fully charged and in good order as there are no charging facilities on site.
- Only use non-formaldehyde chemicals for portable chemical toilets (formaldehyde is carcinogenic) and use only the Elsan points marked on the map for disposal.
- Bottled gas is available on site near the Showground Main Gate, as well as in Shepton Mallet. Times are advertised in the programme.
- There is a launderette in Shepton Mallet, but no laundry facilities on site.
- Generators and engines, including those in motorhomes or campervans, are not permitted on site.
- Open fires, fire pits, chimeneas and Chinese lanterns are not allowed on site. BBQs are allowed, but should only be used outside - please be aware that this applies to teepees as well as standard tents.
- There are numerous recycling points on site so please recycle as much as possible, following the instructions at the disposal points. New Wine coffee cups are fully biodegradable - see programme for details.

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). Please have the correct money available.

United 18 App

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



Hired Tents & Caravans

If your tent or caravan is being set up for you, you must send details of your village to the owner. Your village is Blue 10. Units may be delivered on Weds 8 August from 12pm. Please ask your hire company to consult with the Village Host on arrival about the location for your accommodation. All tents and caravans must be removed by 12pm on Sunday 12 August.

New Wine FM

Tune in to New Wine 87.7FM locally for live Early Morning Bible teaching, Morning and Evening Celebrations (from the Arena), worship, seminars and more throughout the week. See radio symbol in the Pocket Guide for details.

Prayer Ministry

As a family, we want to ensure that everyone has the opportunity to be prayed for during the ministry times at our main meetings. If you would like to learn how best to pray for others during this time, we strongly encourage you to attend our Prayer Ministry sessions in the Arena at 11.15am on Monday and Tuesday. Please check the programme for full details.

SITE FACILITIES

Land Trains

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

Cash

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

Closing Times

All venues will close by 11.30pm, except The Loft, which is open until midnight. From midnight until 7am the site must be quiet with all delegates back at their villages by 12.30

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.

First Aid

There is a Medical Centre on site, but please bring basic medical supplies such as antiseptic cream, paracetamol, plasters and any regular medication.

Food & Drink

Most delegates bring supplies with them and self-cater. There are Tesco and Aldi stores in the centre of Shepton Mallet, and a small shop, a number of cafés and a variety of fast food vans on site. Supermarket deliveries are not allowed on site. You will need to collect your shopping from the Showground Main Gate.

A freezer pack exchange service is available 2.30-3.30pm every day (except Wednesday 8 August 5-6pm). This takes place outside the Thirst building.

Drinking of alcohol is only allowed 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).

Phone charging

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

Showers & Toilets

Basic facilities are provided within reach of all villages. Toilet rolls are provided, but bring a few just in case! Please stagger shower times to avoid long queues and hot water shortages. Busiest times are 6-9am and 5-7pm.

SITE SAFETY

Carbon monoxide poisoning

Carbon monoxide has no smell or taste and can kill quickly and without warning.

- Never take a BBQ into a tent, caravan or motorhome. Even a smouldering barbecue will give off carbon monoxide.
- Never place a lit BBQ near the sleeping area outside your tent. Never use a fuel-burning appliance to heat your tent or awning.
- Don't cook with a stove inside your tent or awning, unless there's an area specifically designed for this purpose.

Drones/Unmanned Aerial Vehicles

These are not permitted anywhere on site.

Emergencies

In the case of any genuine emergency, please call the New Wine emergency number: **01749 346 316**; printed on the back of your ticket. The on-site medical team is the first point of contact for people requiring medical attention and will call 999 if necessary.

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

Additional Needs

We want everyone to be able to get the most out of their time at United:

- Our Place & Access are 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
- Giant print daily programmes and selected worship song words are available for free from Customer Services.
- Large maps are available to view in Customer Services.
- Braille daily programmes and selected worship song words are available for free from Customer Services.
- There will be interpretation using BSL at main morning and evening sessions - and seminars upon request; see Customer Services for details.
- There are designated hearing loop areas in the Arena, Impact and Hungry.
- Flashing lights will be used in Arena and Impact venues but not in Hungry. Strobe lighting will not be used in any venues.
- The Arena and Impact venue teams will be available to discuss any special seating requirements from 6.15pm on Weds 8 August.

Disabled Access

If you are registered disabled, please display your blue badge on your car dashboard throughout the event. If you do not hold a blue badge but have a genuine need for a disabled parking permit on site, please go to Site Services, where they will consider your circumstances (medical documentation relating to your condition will speed up the process).

Your blue badge or New Wine Disabled Parking Permit will enable you to park in designated Disabled Car Parks or adjacent to your accommodation (as directed by your Village Host). For safety reasons, your vehicle may be used on site for travel only between the Showground Main Gate, your camping village and the Disabled Car Parks, using the advised routes (observing 5mph speed limit). The permit holder must be in the vehicle when it is in use. Please do not use hazard lights but use dipped headlights and indicators as normal.

A limited number of accessible showers and toilets are reserved for disabled delegates. Please go to Site Services with a £10 deposit (cash please) and your UK Disabled Parking Permit (if you have one) to collect a key for these facilities. Your deposit will be refunded on return of your key.

AND FINALLY

Don't Forget

Wristbands and tickets

First aid kit and regular medication

Torch

FM Radio

Tent pegs

Water carrier

Waterproofs & wellies

Ear plugs

Antibacterial gel

Sun cream

Toilet roll & wet wipes

Bible and notebook

Bikes, scooters, skateboards, rollerblades*

*For everyone's safety, these are not allowed to be used on site on the arrival day or until 7am on Saturday 11 August and throughout Sunday 12 August when cars are on site.

Please observe the traffic-free zones and stick to the dedicated cycle route. Please mark your bike to make it easy to identify and a simple lock will avoid the wrong bike being collected. Please use bike lights at night.