



SUMMERCHIME – FAQ's

WHAT ARE THE TIMINGS FOR SUMMERCHIME?

Doors at 5.30pm, first act at 7.0pm, event finishes at 11pm

WHERE IS IT HAPPENING?

In the walled gardens of Chiswick House, Burlington Lane, Chiswick, London W4 2RP

HOW DO I GET TO CHISWICK HOUSE?

The nearest train station is Chiswick which is 13 mins walk away. For a full list of travel options visit <http://chiswickhouseandgardens.org.uk/visit/find-us/>

HOW OLD DO I HAVE TO BE TO ATTEND THE EVENT?

Unfortunately we cannot admit anyone under the age of five, anyone under the age of 16 should be accompanied by an adult (who should be over the age of 18)

HOW CAN I BUY A TICKET?

Tickets go on sale on Friday 14th June at 9.30am and are available to buy through Eventim (ticket agent) – www.eventim.co.uk/summerchime

HOW MUCH ARE TICKETS?

- Standard tickets are £82.50 (including booking fee)
- VIP tickets are £265 (including booking fee)

WHAT DOES A VIP TICKET ENTITLE ME TO?

- Access to VIP Chill out area with its own bar, food stands, casual seating and luxury loos
- Complimentary food and drink
- VIP exclusive viewing area - raised platform in the main arena with view of the stage
- Luxury Loos
- Goody bag – with a chance to win a backstage meet & greet with one of the SummerChime artists (subject to availability)

IF I WIN THE VIP MEET AND GREET CAN I CHOOSE TO MEET LIAM/ALL SAINTS/LOUISA?

No. There will be an allocation of 'Golden Tickets' for each artist in the VIP goody bags – you will not be able to choose which artist you meet

WHAT COMPLIMENTARY FOOD AND DRINK IS ON OFFER IN THE VIP AREA?

There will be a bar serving alcoholic and soft drinks and food stands offering upmarket street food (exact menu TBC). Food and drink can also be purchased in the main arena

WHAT CAPACITY IS THE EVENT?

3,000

IS IT INDOOR OR OUTDOOR?

Outdoor – in the walled gardens of Chiswick House so please dress appropriately for the weather!

IS THERE FOOD & DRINK AT THE EVENT?

There will be a bar selling alcoholic and soft drinks and a number of food concessions selling a range of festival food options

ARE ACCESSIBILITY TICKETS AVAILABLE?

YES. All accessibility bookings will be managed by Eventim – they will need to know your specific requirements – please call 0333 344 6250 to book tickets.

Opening times for the Customer Service team are:

9am to 8pm – Monday to Friday

10am to 4pm – Saturday and Sunday

Calls to this number cost no more than a national call to an 01 or 02 number and count towards any inclusive minutes you may have in the same way as 01 and 02 calls from any kind of line including mobile, BT, other fixed lined or payphone.

WILL THERE BE AN ACCESSIBILITY/WHEELCHAIR VIEWING AREA AT THE EVENT?

Yes, there will be – make sure you book your ticket through the Eventim customer service line 0333 344 6250

CAN I VOLUNTEER AT THE EVENT?

Thank you for the kind offer but we do not require volunteers for this event

HOW CAN I FIND OUT MORE ABOUT THE EVENT?

For any SummerChime queries please contact Children with Cancer UK: 0207 404 0808 (Monday to Friday between 9am – 5.30pm) or email info@childrenwithcancer.org.uk