

# ESSENTIAL INFORMATION

on

## BELLADRUM TARTAN HEART FESTIVAL 2013



[www.tartanheartfestival.co.uk](http://www.tartanheartfestival.co.uk)

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hanks for buying your ticket to Belladrum 2013. It will be our tenth birthday, and it's going to be one helluva shindy. The theme is 'Carnival' – so come in your best lah-di-dah Mardi Gras Rio finery and really dress up to make it a celebration. And if you haven't see our latest video, you can find it on youtube: see it; share it; it's *your* party! **Please read on for some essential information on enjoying the show and see also our FAQs list at [www.tartanheartfestival.co.uk](http://www.tartanheartfestival.co.uk) where you will find more information on most subjects**

**Where:** Belladrum Estate, By Beauly, Inverness-shire IV4 7BA.

**When:** The main days are Friday 2<sup>nd</sup> & Saturday 3<sup>rd</sup> August 2013, but there is an opening ceilidh night on 1<sup>st</sup> August. Weekend tickets allow access to the campsites between 1300 1<sup>st</sup> August and 1300 4<sup>th</sup> August and Saturday tickets between 0900 3<sup>rd</sup> August and 1300 4<sup>th</sup> August.

### Getting ready:

- *Don't forget your:* ticket, parking pass, warm & waterproof clothing, original Photo-ID with proof of age (if you are aged approximately 8 – 25 or a guest), and any vital medication
- *Security:* Only bring what items of value you can carry securely or afford to lose – tents are impossible to make secure
- *Credit Cards and Mobiles:* Leave a note of credit card numbers at home to make cancellation easy; carry your mobile number with you so you can use someone else's to block it if you lose it.
- *Keys:* Only bring essential ones; know where your spare car key is.
- *Travel Light:* Remember when packing, you will have to carry your stuff to your camp site; there will be a camping store on site
- *Display:* if you are arriving in a car, display your parking pass prominently.

**Getting There:** *From the South & East:* Take the A862 West from Inverness towards Beauly. Approx 9 miles from Inverness, turn left onto A833 signposted Kiltarlity and Drumnadrochit.

Approx 1 mile on, turn left at second gate lodge on the left (it has black gables and the turning is signposted Belladrum). If you go as far as Brockie's Lodge Hotel on the A833, you have passed the turning. Follow signs and stewards' directions. *From the North and West:* go through Beauly on the A862 and cross the River Beauly. Approx 1 mile on, turn right for Kiltarlity and Drumnadrochit onto A833; then as above. *From the South West:* Turn left off the A82 in Drumnadrochit, onto the A83; after approx 1.5 miles, turn right onto the A833, signposted to Beauly. After approx 8 miles, you will pass Brockie's Lodge Hotel on your left. Take the next turning right at a gate lodge with black gables, signposted Belladrum. Follow signs and stewards' instructions.

**Admission:** You must have a valid e-ticket or printed ticket joined to its stub to obtain a wristband, and a ticket and wristband to enter the event. Your purchase of a ticket and admission signifies your acceptance of the terms and conditions on the back of the ticket and on the event web site. There is no readmission without a valid wristband and ticket. Lost, stolen, altered or incomplete tickets or wristbands will be invalid and will not be replaced or allowed entry.

**Under 18 and ID issues:** Under 18s must be accompanied at all times by a responsible adult (a maximum of three under 18s to each adult) at the event and will not be allowed to bring or consume alcohol; if you are over 18 but lucky enough to look under, you must be able to prove your age with original photo-ID; that might be passport, driving licence etc. Bar and gate staff are empowered to treat you as under 18 if you are not able to prove otherwise

**Under 12 and ID issues:** Under 12s must be accompanied at all times by a responsible adult (a maximum of three under 18s to each adult); you must be able to prove that your child is 12 or under if you are bringing them on a child's ticket. Acceptable proof will be original photo-ID (no photocopies) showing proof of age as in a passport or photo ID card which can be obtained from [www.citizencard.com](http://www.citizencard.com) at a specially discounted rate (to get your card for £10 rather than £15, insert the code BELLADRUM10 when you purchase). Gate staff are empowered to treat your child as over 12 and charge for entry if you are not able to prove otherwise.

**Guests and ID issues:** If you have a guest ticket you will need to pay £25 at the box office (cash only, no cards); if you have a guest or guest VIP ticket with your name on it, you will need to provide original photo ID to gain entry.

**Children:** If you have lost a child, please inform a steward or the welfare office who will assist in their recovery. Please take extra care of children on steps, near water courses or standing water – and in the auditorium areas close to the stage, especially if they are on your shoulders; during popular acts, it is not advisable to take children too close to the stage; your children should use ear plugs if they are near loudspeakers as loud music can damage their hearing.

**Disabled:** In order to limit numbers of non-disabled persons camping and parking in the disabled area, new rules apply to acquiring disabled tickets, disabled carers' tickets and to disabled persons' guests in that area. Parties are restricted to four and only one car per party. Please email Mary Ferguson ([maryferguson72@btinternet.com](mailto:maryferguson72@btinternet.com)) for further details. Please do NOT buy your tickets from any outlet for the disabled area before you have been in touch with Mary.

**Where to park and camp:** if you're disabled, see above; for campervans and caravans see below; our windscreen hanger parking passes are there to help parking stewards direct you to the car park most appropriate to your camping zone so please display yours; for family and quiet campers, you should have a green and yellow parking pass and general campers and day visitors a red and white pass; only camp in the appropriate area; if you are noisy or disruptive in the quiet and family camping areas you will be moved to the general area; no sleeping in vehicles in parking areas is allowed; no vehicles may be driven or parked in tented camping areas (other than disabled); if you forgot to get a parking pass, request one from your ticket agent; wherever you camp, please pitch your tent with your guy ropes at least one metre from your neighbours' and avoid encroaching on fire lanes.

**Campervans & caravans:** you need to buy a £50 ticket to bring a vehicle to this area; it is valid for one campervan, or one car/caravan/factory-made trailer-tent only. Tickets to include a 16 amp electrical hook-up are also available at £130 which includes the price of entry to the campervan/caravan area. You also need a blue windscreen hanger. A campervan must have fitted sleeping and fitted cooking or washing facilities –standard vans, horseboxes etc. will be refused entry and sent on to car parks where no sleeping in vehicles is allowed and tickets will not be refunded. This ticket allows you a 7 x 7 metre space – if you need more (ie. for a Winnebago) you will need to buy two tickets; no generators are allowed. Only cars attached to caravans may be parked here. If you buy a ticket for a car to park on its own here, you will be sent on to one of the standard car parks. You will also need a ticket to the festival.

**Tipis & Yurts:** can be hired by going through the links on the festival web site

**Taxis, coaches and drop-offs:** If you are travelling by any of these, please only use the designated pick-up and drop-off point; here are some taxi numbers: Pat The Taxi 07717167264; Charlie Mainland (Kiltarlity) 07743 035984; Beaully Taxis 01463 782498; Central Highland Taxis 01463 222222; Inverness Taxis 01463 222900

**Arriving, parking & leaving:** please don't disturb our neighbours with unnecessary noise; don't drink or take drugs and drive; parking is free with the exception of the campervan/caravan field; lock your car.

**Cheap, eco-sound travel:** If you're coming from Inverness or other Scottish cities, use coaches to Inverness and the special bus to the event from Inverness (see web site for details); if you have to come by car, offer friends lifts up to (legal) capacity of your vehicle – or register with our car-sharing partners via our web site and offer lifts, or take up a lift from someone else.

**Not allowed anywhere:** glass; fires; animals (they will be impounded at owner's expense); weapons & fireworks (their use will result in ejection); drugs, legal substances or legal highs; no amplified music is allowed within campsites between 1200 and 0800

**Allowed:** umbrellas, food and seating within reason may be taken in and out of the arena from campsites.

**Cookers, BBQs and Camping Gas stoves:** are allowed in camp sites but only if operated according to strict guidelines: do not use any cookers inside a tent or near the entrance – use them outside your tent and well away from your own and other tents; wait until gas cylinders are completely empty before changing them and do not change them in a tent; turn

the appliance off after use; no naked flames inside a tent. Gas cookers inside camper vans and caravans should be safety tested and gas cylinders kept outside the van which should contain a fully charged water or dry power fire extinguisher. Go to <http://www.fireservice.co.uk/safety/barbecue> for further information on safety

**Alcohol:** if you are above the legal age to drink it, you may bring it into campsites from car parks, but not in glass containers; you may not bring it from campsites into the arena; you may not take alcohol bought in the arena out to campsites; all alcohol bought on site is obtained by purchasing tokens at the token booth; tokens are not refundable.

**Litter:** help us look after the farm; in festival areas, please dispose of your litter in the bins and use recycling points provided; in campsite areas, please bag-up rubbish and leave it at campsite rubbish points; please put recyclable rubbish in bins provided, bring the minimum of packaging and especially avoid light plastic bags.

**Hazards, emergencies and lost property:** You use the car parks, camp sites, festival and estate areas at your own risk: take care on uneven ground – most of the site is farmland; drink plenty of water to avoid dehydration; use sun cream; bring waterproof, warm clothing; don't climb trees or any other structures; beware of traffic servicing the festival site.; beware of the burn running along the rear of the festival site and possible water in a lochan in the family camping area - parents with small children and non-swimmers need to be vigilant in these areas; stay clear of all fenced off buildings – they are fenced off because they are dangerous; in the event of an emergency, please find the nearest steward and alert them - follow stewards' instructions and do not panic; there will be a clearly marked first aid point and roving first aid teams; please hand in and reclaim all lost property from the welfare office; the festival accepts no responsibility for lost or stolen property; all lost property still in our possession after the event will be handed in to the Police (0845 600 5703).

**Behaviour:** antisocial, illegal or aggressive behavior will result in immediate ejection without refund; please stay within festival bounds and behave with consideration for our neighbours and do not enter their properties.

**Line-up:** -most of the line-up of artistes will be announced before the event; however, exact running orders and timings will only be available at the event.

**Ticket terms and conditions, and disclaimers:** your ticket is valid for one person only and is sold subject to the terms and conditions on the reverse. You are advised to check your ticket upon receipt. No tickets will be refunded unless the event is completely cancelled in which case only the face value of the ticket will be refunded. Tickets are for the festival and not for one specific artiste. The promoter will use their best endeavours to present the line-up as advertised, but the line-up of artistes cannot be guaranteed. Should one or more artistes cancel, the festival will go ahead as normal. Refunds will not be given in these circumstances. Tickets are issued subject to a licence being granted by the local authority; you use the festival venue at your own risk; the promoter shall disclaim liability for death or personal injury caused by the negligence of the promoter, its servants or agents or any person whilst entering or leaving the festival venue; the promoter shall disclaim liability for death, injury, disease or loss caused to any person or to his servant or agent at the festival venue; the promoter shall disclaim liability for any loss, damage or theft to property including vehicles at the festival venue; the promoter

shall disclaim liability for any inaccuracies in any information published with regard to the event.

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