

THE BAY
S·E·R·I·E·S



BIFFY CLYRO / TITAN / NILE RODGERS
ALEXANDRA BAY CARDIFF
16, 17, 18, 19 September 2021

IMPORTANT INFORMATION – PLEASE READ CAREFULLY
FULL FAQs ON www.titancardiff.co.uk

1- HOW DO I GET THERE?

The Festival is located at **Alexandra Head, Cardiff Bay, CF10 4PA**

The site can be accessed via the Cardiff Bay side of the barrage, by walking from Mermaid Quay. It will be clearly signposted and there will be an event staff present to guide you.

Use public transport as the first option to travel - TfW Rail services – visit their website to get details of the Bay service and also wider service provision. Bus service details can be sourced on individual bus operator websites – Travel Cymru website covers all service details.

Please note that you cannot access the festival by walking over the barrage from Penarth.

There is no on-site car parking. If you choose to travel by car - parking is available in the Bay in the multi-storey in Pierhead St / Red Dragon Centre, plus there is parking in Stuart St & Havannah St near Mermaid Quay. Drivers are advised to pre-book by contacting the car parks direct – as this will help to eliminate queuing / traffic congestion. For those who do not pre-book they will be advised to make use of City centre car parks and then walk or cycle to the Bay.

2- What are the COVID-19 Entry Requirements?

In line with Public Health Wales and the Local Authorities, ALL customers attending our events are required to provide:

- Proof of a negative NHS Lateral Flow Test taken prior to travel on the day of arrival at the event
- OR**
- Proof of full vaccination both doses (with the second at least 14 days prior to the festival)

Please help reduce queues by having your proof ready on your phone ready for the COVID pass check point.

LATERAL FLOW TEST - please do your test in the morning before the event

The tests are available free of charge.

Order rapid lateral flow home test kits on GOV.UK. You can order 1 home testing kit (7 tests) at a time.

You can also collect rapid COVID-19 tests from some pharmacies. **Find out if a pharmacy near you is offering this service.**

Follow these instructions for what you need to do:

Please do not bring the home test strip with you.

You must report your COVID-19 NHS Rapid Lateral Flow Test result online, by clicking on this link - [COVID-19 NHS Rapid Lateral Flow Test result](#).

If you do not have access to the internet, you can also report your test result by calling the phone number in your test kit's instructions, NHS 119.

You will need to demonstrate your negative NHS Lateral Flow Test result by showing us one of the following before entering event:

- Text OR email confirmation of your result
- OR as a letter that can be requested by ringing NHS 119

FULL VACCINATION

We cannot accept vaccine cards issued at vaccination centres as proof of vaccination.

To demonstrate your vaccination status you must show your NHS COVID Pass which is a QR code via the NHS Website. If you live in Wales, you cannot get it via the NHS app as this is only valid in England.

To do this follow the steps on the Wales Gov website: <https://gov.wales/nhs-covid-pass-prove-your-vaccination-status>

Please note your QR code may say "Valid in England" on it, don't worry **it is valid** for this event.

The QR code should automatically extend the valid until date. However if it is still due to expire before the show, 2 days beforehand then please contact NHS COVID pass help line on 0300 303 5667

DO NOT come to the venue if:

1. You have tested positive.
2. You are self-isolating.
3. You are showing any of the COVID symptoms, please do a test and do not attend if positive.
4. Been in close proximity to anyone who has experienced symptoms in the last 10 days

Other Covid-19 Precautions

- We will be providing hand sanitiser throughout the venue and at the entrance
- We will be cleaning and sanitising the toilets before, during and after the shows
- All staff, security and performers will be tested before each event

Face Masks

We advise all visitors to wear face coverings in congested areas such as queuing to enter the site, for food or drinks and when using the toilet facilities – however this is not compulsory.

3- Is there an Official After Party?

There is an Official Afterparty for TITAN on Saturday 18th September.

Headlined by CRISTOPH at Story Nightclub - 2 Greyfriars Rd, Cardiff CF10 3AD

Tickets are available here: <https://bit.ly/3yMtztA>

4- Can I upgrade to a VIP Ticket?

Yes! If you have bought a normal ticket for the event and would like to upgrade to a VIP Ticket you can do so via:

17 September - TITAN w/ Pendulum -

www.ticketmaster.co.uk/event/35005A9D8F542B4B?did=ukscvipupg

18 September - TITAN w/ Eric Prydz -

www.ticketmaster.co.uk/event/35005A9DA6682E30?did=ukscvipupg

VIP Upgrade Includes:

- VIP Platform
- VIP Entrance
- VIP Area
- VIP Bar + Cocktail Bar
- VIP Luxury Toilets

This is an upgrade only, you must have also booked a valid festival ticket to use this upgrade.

5- Show information for TITAN, Biffy Clyro and Nile Rodgers & CHIC

General info

- All bars & food outlets are CASHLESS. We'll only be taking contactless payments
- Alexandra Head, Cardiff Bay is an outside venue, there will be no covered areas
- No re-entry is allowed

TITAN with Pendulum, Andy C and more / Friday 17th September 2021

- Doors open at 14:00
- Curfew is 23.00
- Last entry is 19:00
- Full set times will be announced on social media closer to the show date
- Age restriction for this show is 18+ and you will need valid ID to enter the event.

TITAN with Eric Prydz & Camelphat and more / Saturday 18th September 2021

- Doors open at 14:00
- Curfew is 23.00
- Last entry is 18:00
- Full set times will be announced on social media closer to the show date
- Age restriction for this show is 18+ and you will need valid ID to enter the event.

Biffy Clyro and special guests / Thursday 16th September 2021

- Doors open at 18:30
- Curfew is 22.30
- Last entry is 20:30
- Full set times will be announced on social media closer to the show date
- No age restriction on this show (all ages welcome) - under 18s to be accompanied by an adult

Nile Rodgers & CHIC and special guests / 19th September 2021

- Doors open at 14:00
- Curfew is 22.30
- Last entry is 18:00
- Full set times will be announced on social media closer to the show date
- No age restriction on this show (all ages welcome) - under 18s to be accompanied by an adult

6- How will I receive my ticket?

All tickets for this event are e-tickets which will be scanned on entry to the festival. Your tickets will have been emailed to you at the time of purchase.

You will need a valid ticket to enter, proof of payment is not accepted.

If you cannot find your tickets or have any issues with tickets customers should contact their point of purchase – Ticketmaster, Skiddle, etc.

Please do not buy tickets second hand - these tickets are often scams, any illegitimate tickets will not be accepted.

Tickets are still currently available on www.ticketmaster.co.uk

7- What can and can't I bring to the festival:

What you can bring:

- Bring your ticket, COVID pass and valid ID
- You can bring in a sealed 500ml water bottle or empty water bottle. Any unsealed bottle or bottle over 500ml will be poured out at the door.
- You can bring a small bag no larger than 21cm x 30cm x 10cm - the size of a A4 piece paper

Do not bring

- We have a zero tolerance Drug policy with searching / sniffer dogs at the entrance. Anyone found with any illegal substances will not be allowed in and passed over to the police.
- No beverages or food, aside from water, are allowed to be brought into the site.
- No buggies & pushchairs are allowed on site, if this means you can no longer attend please contact your ticket provider for a refund.
- No camping chairs are permitted on site – there is seating on the accessible platform exclusive to those with disabilities
- Anything that can be used as a weapon are strictly prohibited, such as knives. Anyone found with weapons will be passed over to the police.

8- Disabled Access & Personal Assistant Ticket Info & Entry Instructions?

If you are a Disabled customer and unable to attend the Event without the support from a PA (Personal Assistant) we can provide an additional PA ticket at no extra cost.

There's an accessible platform for exclusive use for those with disabilities and their carers. There is seating on this platform, however please note camping chairs are NOT permitted to be brought on site.

Please buy your standard ticket first, we do not have a separate ticket type for Disabled customers. Once you have purchased your event ticket we then ask you to apply for your PA Ticket by emailing info@soundcrashmusic.com or hello@titancardiff.com

If you have not received confirmation of your additional PA ticket via email, then please email info@soundcrashmusic.com

Instructions for collecting additional accessible PA tickets:

- Please go to the guest list office at the entrance of the festival
- Show the guestlist staff your ticket and PA ticket confirmation email.
- They will check this against their list and provide you with additional PA ticket in paper.
- Enter the festival via the VIP / Guestlist / Accessible ticket queue where you will be given your accessible wristband
- You will need to show your wristband to gain entry to the accessible viewing platform

9- Info for Local Residents and Road/Foot Path Closures

Thank you for welcoming us to Alexandra Head on 16, 17, 18 and 19 September 2021. We hope the plans we implement will help to minimise the disruption to Local Residents over the festival period, however we understand there will be slight disruption.

On Thursday the barrage walkway from Teigr Way to Penarth side of the actual barrage will be closed from 4:30pm. In addition the following roads in Cardiff Bay will also be closed at this time – Britannia Quay / Harbour Dr / Teigr Way. These routes will remain closed until approx. 12:30am

On Friday & Saturday the barrage and surrounding roads will be closed from 12noon and will remain closed until approx. 12:30am

On Sunday the barrage and surrounding roads will be closed from 12noon and will remain closed until approx. 12:30am

For more information please visit - www.titancardiff.co.uk/localresidents

