



tom jones

A CELEBRATION

5 JULY TONBRIDGE THE HOP FARM



The Tom Jones concert is brought to The Hop Farm, Kent by concert promoters LHG Events.

TICKETS

Where are tickets available?

Tickets are available to purchase from the following ticket agents;

- LHGtickets.com (click [here](#))
- ticketmaster.co.uk
- gigantic.com
- theticketfactory.com
- ticketline.co.uk
- seetickets.com
- eventim.co.uk

Where can I buy disabled/accessible tickets?

Disabled and accessible tickets for this event will be available from Ticketmaster, on a first come first serve basis. These can be booked online through the event page, or by calling the Accessibility line on 0800 988 4440.

Wheelchair users can purchase a wheelchair accessible ticket. This gains them access into our wheelchair areas near the stage - this is not a raised platform. Customers who are registered disabled but do not require access to the wheelchair area can apply for an Ambulant ticket. This can be in any of the seating blocks or standing areas. All accessible tickets qualify for a free companion ticket where required – this can be added when booking. Proof of eligibility/disability will need to be provided before the event – this will be requested by Ticketmaster post-booking. A copy of the LHG Events Accessible policy is available on request by emailing tickets@lzhobbsgroup.com

What is the difference between the tickets?

The Gold seating blocks are closest to the stage and will give you premium viewing. Silver and Bronze seats are behind Gold, respectively, with General Admission Standing then behind Bronze. There are no children or concession tickets available. Various upgrades are available [here](#), like Fast Track or Private Toilets & Bar.

Can I have a refund?

We cannot refund or exchange your ticket unless the event is cancelled or postponed. Any issues with purchased tickets will need to be directed to the original point of purchase.

TIMINGS (subject to change)

What time are gates?

Gates will open at 4pm and will remain open for entry throughout the evening. Expected finish time of 10.30pm.

What time does the box office open?

Box office opens at 2pm and will close around 9pm. If any tickets remain on the day of the concert, these will be available to purchase from the box office – subject to availability.

Do you have the set times?

We do not release set times as they are so subject to change.

TRAVEL

The roads into and out of the venue and the local area will be busy – please allow plenty of time for your journey. Follow directional signage, and instructions from traffic stewards.

Full information regarding getting to The Hop Farm can be found [here](#).

Which gate do we use?

There may be designated gates to access the venue for cars, coaches, pedestrians and drop offs/pickups – these are yet to be confirmed. A full traffic management plan will be in place utilising multiple access routes – this will be available for concert goers in due course.

PARKING

What are the parking facilities?

A designated car park (TN12 6PY – if using Google Maps please use TN12 6QF) will be in use at the venue, making full use of all surrounding entrance roads. Please do not park on the public highways, grass verges or access routes. Vehicles parked outside of the designated car parks may be fined or removed.

How much is the car park?

£10 per car, plus booking fees. This must be booked in advance – tickets are available [here](#).

How close are the car parks?

The car parks are within walking distance to the venue. Accessible parking will be available closer to the entrance but please note that some of the parking may be on rough grass parkland.

When can we park?

The car park may open earlier than gates, time TBC.

EXITING

Please take your time, no rushing or pushing when leaving the venue.

Can I leave my car overnight?

No – vehicles abandoned or illegally parked may be fined or removed.

How long will it take to exit?

Leaving could take a considerable amount of time so please bear this in mind when advising taxis and pickups.

ON THE DAY & SECURITY

Searches

Searches will be in operation at this event – all bags will be searched. **No bags over the size of A4 will be allowed into the arena.**

What can and can't I bring?

No food and drink can be brought in - there will be a large selection of caterers and bars selling alcoholic and non-alcoholic drinks and food to suit most dietary requirements (a doctor's note will permit food/drink required for medical conditions). A full list of vendors will be available closer to the date.

No glass containers (including perfume/aftershave) – empty plastic or reusable bottles sized 500ml or less are permitted for refilling.

No form of chair including camping chairs, folding chairs, gazebos, picnic blankets or tents are permitted.

Umbrellas are permitted, but must be taken down during the show.

No dogs are permitted, except assistance dogs.

No professional cameras, video cameras or audio recording devices.

Pyrotechnics, lasers, smoke machines, strobe lighting or other special effects may take place during the performance.

Are there any age restrictions?

Children aged 16 and under must be accompanied by an adult at all times. All ticket holders may be asked to produce proof of age upon entry and at the bars.

First Aid / Welfare Point

A medical team will be in attendance – should you or anyone in your party require first aid please notify the nearest steward or event official.

What to do in an emergency?

Locate a member of staff for any emergencies. If you need to report a non-emergency crime whilst at the event, please call 101. If a serious or life-threatening crime is being committed, and you cannot find a member of staff, please call 999.

VENUE INFORMATION

Is the event outdoors?

Yes. This is an outdoor concert, with minimal cover. Please be mindful of the weather and wear appropriate clothing and footwear!

Can I pay on card?

Card payment facilities will be in place across a number of bars and vendors; however, service may become unreliable with a large crowd. Please ensure you bring ample cash.

Can I get mobile phone coverage?

There may be limited mobile phone coverage across all networks and as is often the case in large crowds, 3G and 4G will be unreliable.

Rubbish

Please help us to keep the venue tidy by either taking your rubbish home or using the bins located throughout.