

PERSHORE Jazz Festival

FREQUENTLY ASKED QUESTIONS

Q. What are the timings?

A. Current planned jazz sessions are as follows:

- Friday 17th August: 6.00pm – 11.15pm
- Saturday 18th August: 10:00am – 11.15pm
- Sunday 19th August: 10.30am – 11.15pm

Exact timings and venue location will be provided in the festival programme available at the festival.

The Festival Ticket Office opens at 4.00pm on Friday and 9.30am on Saturday and Sunday.

The College Refectory opening times are:

- Friday: 5.00pm – 7.00pm
- Saturday and Sunday: 8.00am – 8.30pm
8.00am – 11.30am: Full English Breakfast, Breakfast Rolls and Beverages
12.00pm – 3.00pm: Jacket Potatoes, Baguettes, Soup, etc
4.00pm – 8.30pm: Hot Main Meal, Cakes, Sandwiches
Snacks available all day
- Monday: 8.00am – 10.00am for breakfast

Wine, cider, tea, coffee and soft drinks can also be purchased in the Refectory.

The College bar sells a range of drinks, including real ale and college cider, and is opened from 4.30pm on Friday and from 12.00pm on Saturday and Sunday.

After 8.30pm, a limited selection of cakes, sandwiches and crisps are available from the bar.

Q. Am I able to be a steward at Pershore Jazz Festival?

A. The festival could not exist without stewards who enhance the enjoyment and safety of those attending the festival whilst 'on duty' and have plenty of free time to enjoy the jazz and festival experience. If you are interested, please contact Frank Round (email: fround@btinternet.com)

Full instructions on stewarding duties will be provided, along with the appropriate equipment.

Q. *Are tickets available on the day?*

A. Depending on remaining tickets and festival capacity, a small number of tickets should be available on the day. If driving a long distance to the festival, we would strongly suggest you buy an "advance ticket" or phone to check availability before setting off. To check ticket availability, please phone 07794 362457.

Q. *Is free parking available near the festival?*

A. Ample free parking with disabled access provision is available in the College car parks close to accommodation blocks and the main festival venue. Unlike other jazz festivals our venues are close to one another and the car parking.

Q. *I have difficulty with my mobility, is there any assistance available?*

A. Pershore College grounds are wheelchair friendly and the short distance in between the venues make Pershore Jazz Festival an ideal festival for those with mobility difficulties. A number of specific areas are earmarked at each venue for wheelchair users. Carers will be seated adjacent wherever possible. If you have a specific mobility issue and need assistance in a particular venue, simply speak to one of our friendly and caring stewards who will help whenever possible. Moving the short distances from venue to venue remains the responsibility of our festival guests. If you have any doubts and need further information, please contact us via our [General Festival Enquiries web page](#).

Q. *Is there any Wi-Fi available on festival site?*

A. There is free Wi-Fi available in the bar area and café. Please ask for the password from the college staff in the bar or café area, or from the Festival reception.

Q. *Is there any overnight accommodation available nearby?*

A. The B&B accommodation available in Pershore College tends to sell out very early. Indeed, they have already all been sold for the 2018 Festival. Details of alternative accommodation can be found using the Festival '[Accommodation Guide](#)'. The following link may also be useful – [Visit Pershore](#).

Q. *When I make a transaction online, how secure is my data?*

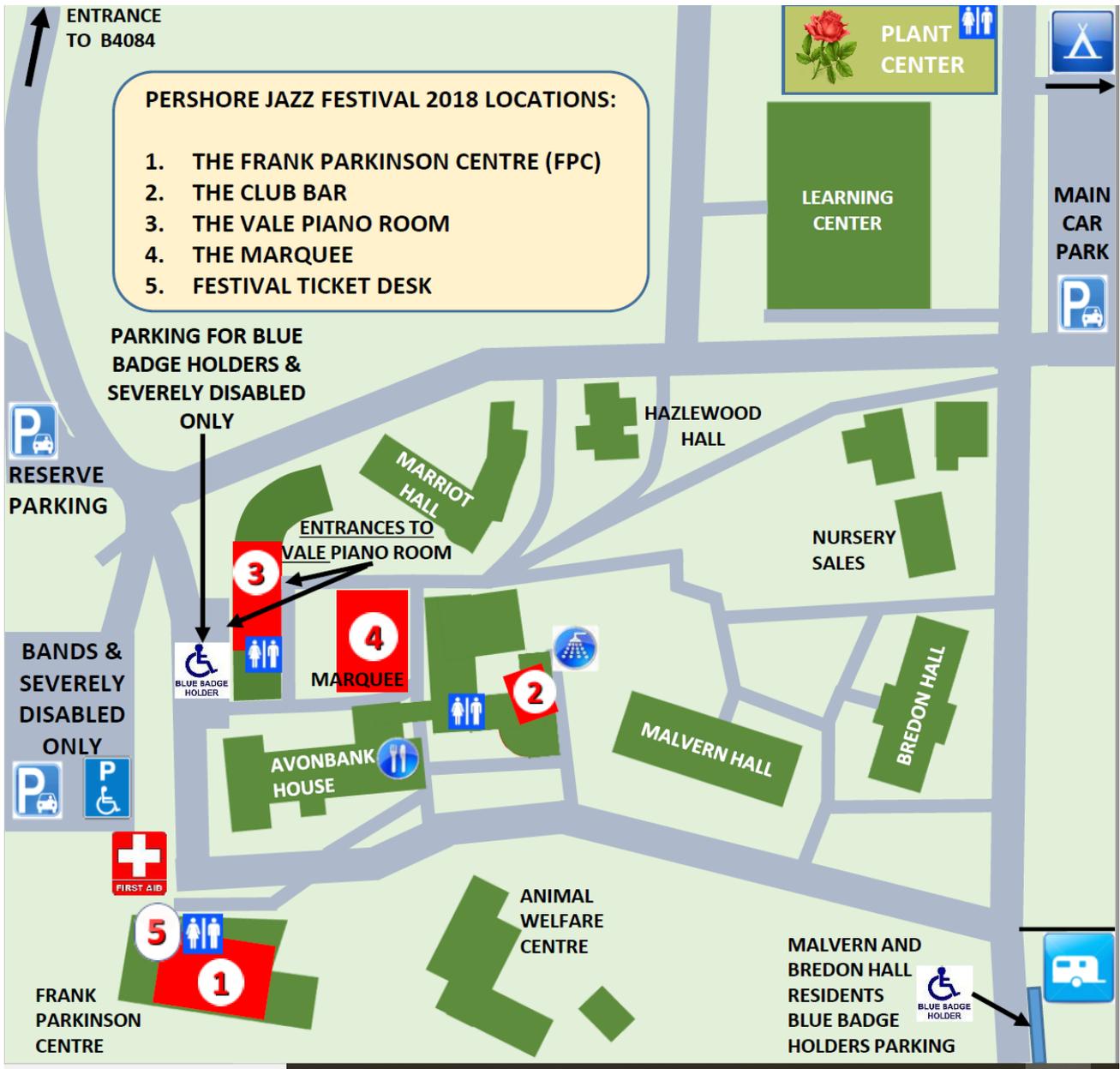
A. Your transaction is made directly with a Cyber Essentials accredited company, PayPal and WooCommerce.com, who must ensure the security of the data on its systems at all times. This means that data is encrypted throughout its life-cycle.

Q. Do you use my data for any other purpose?

A. We do not sell-on customer data to third parties. Any customer information held in our systems is only utilised for our part in the processing of our clients' transactions and for any associated Jazz Festival internal marketing activity. Please note that we do not have access to any of your financial information; this is all dealt with by our transaction partners (insert name).

Q. Is there a great deal of walking to do at the Festival?

The four jazz venues, bar, refectory and WCs are all within a very short distance of one another. Parking is close for Blue Badge holders staying in the College's Malvern and Bredon Hall accommodation. There is also suitable parking for Blue Badge holders and those with mobility issues near the venues.



The camping and caravan sites are also very short walks to the jazz venues.

Q. *Is there a cashpoint available in the College?*

A. No, but the College offers a cashback facility in the Refectory.

Q. *Is there any medical support nearby?*

A. Besides the normal NHS emergency support, there is a St John Ambulance detachment on the campus during all jazz sessions. They can react in minutes to any medical issues.

Q. *Are dogs allowed at the Festival?*

A. All dogs are allowed in the majority of festival venues. The only exceptions are the Refectory, Bar and Frank Parkinson Centre, where only guide dogs and assistance/support dogs are allowed. Please note, dogs are not allowed in Pershore College's accommodation blocks.