

2008 Wales Rally GB

Frequently Asked Questions

1. How do I get more information about what's on and accommodation information?

- www.visitcardiff.com or contact the Cardiff Visitor Centre on +44 (0)8701 211258
- www.swansea.gov.uk or www.visitswanseabay.com
- www.visitwales.com

2. Are there facilities for the disabled?

There are limited facilities for the disabled as per below. All spaces are allocated on a first come, first served basis. All disabled persons wishing to gain access per the schedule below will need to display their official disabled Blue Badge in the car.

- Car Park B - Sweet Lamb
Disabled access
- Car Park G & H - Halfway
Disabled access
- Car Park K - Rheola
Disabled access
- Car Park W - Walters Arena
Disabled access
- The Cardiff Stage at the Millennium Stadium
Facilities are available for spectators with hearing impairments. Please advise this when booking tickets. Dedicated area for wheelchair users available which will be allocated upon booking.
For full information, please visit www.millenniumstadium.co.uk
- Swansea Service Park at the SA1 Swansea Waterfront development
Dedicated disabled area in main car park. One disabled toilet and a viewing area for wheelchair users in the main centre spectator area.

3. Where will the official start and finish ceremonies be held?

The ceremonial start of the Rally will be in front of the law courts, adjacent to Cardiff City Hall on Thursday 4th December - at 6.00pm. There will be no charge for persons wishing to watch these ceremonies.

The ceremonial finish of the Rally and podium celebrations will be held in front of the law courts, adjacent to Cardiff City Hall on Sunday 7th December at 2.50pm. Viewing is free of charge.

All times are provisional and subject to change.

4. Is there public transport to get to and from the event?

The majority of stages are located in the forests; therefore access by public transport is not feasible. There are many transport links to Cardiff and Swansea including buses and trains. Extensive bus networks in and around Cardiff and Swansea provide great access to the town centres and also to the Millennium Stadium and Service Park.

5. Is there free car parking available?

On the forest stages and at the Swansea Service Park, car parking is free to ticket holders (it is included in the price of the ticket). In Cardiff, normal local parking restrictions will apply. Further information regarding directions and suggested parking arrangements for the Cardiff stage at the Millennium Stadium, please see www.millenniumstadium.co.uk.

6. Is there corporate hospitality available at the Rally?

Yes there is. Please visit www.walesrallygb.com for more details.

7. **What if I want to buy trade space to display at Wales Rally GB?**
You need to contact Charlie Wise at TRMG on 01707 273999 ext 236 or email Charlie@trmg.co.uk

8. **Are there sponsorship opportunities available at Wales Rally GB?**
There are a wide range of sponsorship opportunities to suit all budgets and all objectives. You should contact Charlie Wise at TRMG on 01707 273999 ext 236 or email Charlie@trmg.co.uk

9. **What if I want to advertise in the Official Programme?**
You need to contact Charlie Wise at TRMG on 01707 273999 ext 236 or email Charlie@trmg.co.uk

10. **What are the advantages of buying a ticket in advance?**

- excellent value for money
- more choice
- more flexibility

11. **Do you have any family offers?**
Kids for quid at The Millennium Stadium in the bronze seating area only and Kids for a quid at Swansea Service Park.
Please visit www.walesrallygb.com for more details.

12. **If I buy a pass and get to a Stage that is already full, what happens?**
Availability at any car park will be on a first come, first served basis and is not guaranteed. To avoid disappointment, you should arrive at your chosen car park in plenty of time. The rally planner will provide car park opening hours.

13 **What type of tickets can I buy in advance?**

World Rally Pass

Adult price	£90	Child price	£45
Before 1 st August -			
Adult price	£80	Child price	£40

This ticket allows access to all stages and event car parks on all four days of the Rally. It includes the shakedown on the Thursday and access to the Swansea Service Park at SA1

Note:

- ON FRIDAY ONCE IN THE HAFREN STAGE IT WILL NOT BE POSSIBLE TO MOVE TO OTHER CENTRAL WALES STAGES
- ONE WAY TRAFFIC RESTRICTIONS WILL BE IN PLACE ON SATURDAY AND MOVING BETWEEN HALFWAY AND CRYCHAN WILL NOT BE POSSIBLE
- YOU MAY BE ABLE TO WATCH THE FIRST HALF HOUR OF HALFWAY 2 AND STILL MAKE IT TO THE MILLENNIUM STADIUM FOR THE START OF THE ENTERTAINMENT BEFORE THE CARDIFF STAGE.
- One car park pass will be issued per transaction. Extra car park passes can be purchased for £5 each at the time of booking tickets.

Thursday Day Pass - 4th December

Adult price	£15	Child Price	£5
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Gives access to the Shakedown and the Swansea Service Park at the SA1 Swansea Waterfront development. It also includes a programme (adult tickets only).

One car park pass will be issued per transaction. Extra car park passes can be purchased for £5 each at the time of booking tickets.

Children 8 and under go free.

Friday Day Pass - 5th December

Adult Price	£35	Child Price	£5
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Gives access to all stages, event car parks and the Swansea Service Park at the SA1 Swansea Waterfront development on Friday 5th December. Once in the Hafren stage it will not be possible to move to other Central Wales stages. It also includes a programme (adult tickets only).

One car park pass will be issued per transaction. Extra car park passes can be purchased for £5 each at the time of booking tickets.

Children 8 and under go free.

Saturday Day Pass - 6th December

Adult Price	£30	Child Price	£5
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Gives access to two venues (Resolfen and either Crychan or Halfway). Includes access to the Swansea Service Park at the SA1 Swansea Waterfront development on Saturday 6th December and a programme (adult tickets only).

Children 8 and under go free

Note:

- ONE WAY TRAFFIC RESTRICTIONS WILL BE IN PLACE ON SATURDAY AND MOVING BETWEEN HALFWAY AND CRYCHAN WILL NOT BE POSSIBLE.
- YOU MAY BE ABLE TO WATCH THE FIRST HALF HOUR OF HALFWAY 2 AND STILL MAKE IT TO THE MILLENNIUM STADIUM FOR THE START OF THE ENTERTAINMENT BEFORE THE CARDIFF STAGE.

One car park pass will be issued per transaction. Extra car park passes can be purchased for £5 each at the time of booking tickets.

Sunday Day Pass - 7th December

Adult Price	£20	Child Price	£5
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Gives access to all Sunday stages. Includes access to the Swansea Service Park at the SA1 Swansea Waterfront development on Sunday 7th December and a programme (adult tickets only)

Children 8 and under go free

One car park pass will be issued per transaction. Extra car park passes can be purchased for £5 each at the time of booking tickets.

The Cardiff Stage at the Millennium Stadium

Gold - Premium Seat

Adult Price	£30	Child Price	£15
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Silver - Standard Seat - middle tier

Adult Price	£20	Child Price	£10
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Bronze

Adult Price	£13	Child Price	£1
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14. Can I buy tickets on the day?

Thursday Day Pass

Adult Price	£15	Child Price	£5
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Gives access to the Shakedown and the Swansea Service Park at the SA1 Swansea Waterfront development. It also includes a programme (adult tickets only).

Children 8 and under go free.

Single Stage Entry

Adult Price	£20	Child Price	£10
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Gives access to a single stage and includes a programme (adult tickets only)
Children under 8 go free

Strictly subject to availability and sold on a first come first served basis.

Swansea Service Park at SA1 Swansea Waterfront

Adult Price	£5	Child price	£1
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Cardiff Stage at the Millennium Stadium

From 6am on Saturday 6th December

Gold - Premium Seat

Adult Price	£40	Child Price	£15
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Silver - Standard Seat - middle tier

Adult Price	£30	Child Price	£10
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Bronze

Adult Price	£20	Child Price	£1
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15. What is a Forest Stage?

These provide the real character of the rally - slippery, muddy forest roads that offer challenging driving conditions which only true World Champions overcome! These include Crychan, Halfway, Hafren, Myherin, Resolfen.

16. What is Walters Arena?

In partnership with the landowner, Walters Engineering, part of the stage at Rheola has been developed to create an additional mile of road to test the drivers and thrill the crowds, making it a great place for all the family to watch WRC at its best with the cars in view for approximately one minute.

17. What is the Cardiff stage at the Millennium Stadium?

Wales Rally GB is incorporating a competitive stage at the Millennium Stadium to bring the Rally to the heart of our host city, Cardiff. This purpose built track will host a stage on the Saturday evening, providing the unique spectacle of World Rally Cars competing against the clock in this famous landmark. The action will be supported by other entertainment including pyrotechnics suitable for the whole family.

Please be aware that this event contains loud noise, lighting and various special effects. All participants in this entertainment and rallying are highly trained and their activities should not be copied under any circumstances

18. What is the Swansea Service Park and where is it?

The Service Park is once again situated at the SA1 Swansea Waterfront development, in easy reach of Swansea town centre.

The Service Park is where the action happens when the cars are not on a stage. This hub of activity is the nerve centre for all the media and teams and provides spectators with a first class taste of the action behind the scenes. Catering facilities, manufacturer displays, spectator attractions and merchandise stands combine to make the service park a must see

venue. Parc Ferme is also located at the Service Park as is Scrutineering for amateur entries.

Location for Remote Service on Friday is yet to be confirmed.

19. How do I get access to the Shakedown stage?

You will need to have a Thursday Day Pass or a World Rally Pass. More information about Shakedown will be available at www.walesrallygb.com

20. When do tickets go on sale?

Tickets for Wales Rally GB 2008 will go on sale from midday on June 5th 2008. You will be able to buy Day Passes, World Rally Passes and tickets for the Cardiff Stage at the Millennium Stadium from this date onwards. To avoid disappointment we would urge you to buy your ticket as soon as possible, and in advance of the event. Tickets will be sold on a first come, first served basis.

21. Is there a booking fee?

A booking fee of 35 pence will apply on £1 tickets and £1.60 on all other priced tickets and will apply on credit and debit card transactions and also a processing fee of £4.95 for transactions requiring postage.

22. Where can I buy tickets?

You can buy your tickets by the following means, subject to availability:

- Dedicated telephone hotline - **0844 847 2251** - open 24 hours a day, 7 days a week from midday on 5th June until approximately 6pm on Friday 5th December. Calls are charged at local Call Rate.
- Via the official website: www.walesrallygb.com
- In person at Ticketline, 47 Westgate Street, Cardiff, CF10 1TL (Mon - Fri 9am-6pm; Saturday 9am-5.30pm; Sunday 10am-4pm) until Monday 1st December
- At the Millennium Stadium
 - Tuesday 2nd December midday - 8pm
 - Wednesday 3rd December 8.30am - 8pm
 - Thursday 4th December 8am until 8pm on 6th December (open 24 hours)

23. Do we need a car park pass?

All advance ticket buyers will receive one car park pass per transaction. These car passes should be displayed as instructed.

Extra car park passes can be purchased for £5 each at the time of booking tickets.

24. How will I get my tickets?

Tickets will be posted from 1st August thereafter within 21 days of the date of ordering in plain envelopes by secure delivery, signature required (cost included in processing fee). If you do not receive your tickets within this time frame, you should contact the ticket hotline as soon as possible.

Tickets ordered by UK based customers on or after 28th November and tickets ordered by overseas based customers on or after 21st November will not be posted as we cannot guarantee delivery before the Rally. Instead they should be collected from the event ticket office in front of gate 3 of the Millennium Stadium from Tuesday 2nd December open as follows:

- Tuesday 2nd December midday - 8pm
- Wednesday 3rd December 8.30am - 8pm
- Thursday 4th December 8am until 8pm on 6th December (open 24 hours)

Please ensure you leave at least 24 hours between ordering your tickets and arriving to collect them.

Ticket collection on Saturday gets very busy - please leave plenty of time.

25. Can you send the tickets to another address?

Yes. When you complete the order form online, you will need to enter the billing address for the credit / debit card you are using. You also have the option to specify a different delivery address as you will have to sign for the parcel when it is delivered.

26. What if I buy tickets / passes and then cannot go to the Rally, will I get a refund?

No. There is a clear policy within the Terms and Conditions of booking that there are no refunds. No refunds will be issued for any stages that are cancelled, whether in advance or on the day. Refunds equivalent to the price of the ticket but excluding postage, will only be issued if the entire event is cancelled.

27. What is the ticket hotline number?

0844 847 2251

+44 161 425 7560 for overseas callers.

28. Is there a group booking number?

For groups of 20 or more, call:

084 844 9990 from the UK or

+44 161 425 7561 from overseas

29. Is there a number for disabled bookings?

For Millennium Stadium wheelchair bookings call:

0844 847 1655

30. Is there a customer service centre for queries?

08444 999 999 for callers from the UK open Mon-Fri 9am-8pm; Sat & Sun 10am-4pm

31. Ticket Terms and Conditions

For all forest stages (apart from the Cardiff Stage at the Millennium Stadium):

1. All children must be accompanied by an adult
2. Children = aged 9-15. Children 8 and under go free.
3. A booking fee of £1.60 per ticket will apply on credit and debit card transactions and also a processing fee of £4.95 for transactions requiring postage
4. One programme per adult ticket except Service Park tickets
5. Tickets will be dispatched from 1st August thereafter 21 days from order
6. Tickets ordered by UK based customers on or after 28th November and tickets ordered by overseas based customers on or after 21st November will not be posted as we cannot guarantee delivery before the Rally. Instead they should be collected from the event ticket office in front of gate 3 of the Millennium Stadium from Tuesday 2nd December.
7. Refund Policy: No refunds will be issued for any stages that are cancelled, whether in advance or on the day. Refunds equivalent to the price of the ticket and booking fees but excluding postage will only be issued if the entire event is cancelled.
8. Availability at any car park will be on a first come, first served basis and is not guaranteed. To avoid disappointment, you should arrive at your chosen car park in plenty of time. The rally planner will provide car park opening hours.

The Cardiff Stage at the Millennium Stadium

1. All seats are pre-allocated
2. No readmission
3. Please look after your ticket as a duplicate will not be issued.
4. All children must be accompanied by an adult
5. Children = aged 15 and less
6. Babies in arms go free
7. A booking fee of 35 pence will apply on £1 tickets and a fee of £1.60 will apply on all other priced tickets and will apply on credit and debit card transactions and also a processing fee of £4.95 for transactions requiring postage

8. One programme per adult ticket to be collected from the programme collection points at the Millennium Stadium
9. Tickets will be dispatched from 1st August thereafter 21 days from order
10. Tickets ordered by UK based customers on or after 28th November and tickets ordered by overseas based customers on or after 21st November will not be posted as we cannot guarantee delivery before the Rally. Instead they should be collected from the event ticket office in front of gate 3 of the Millennium Stadium from Tuesday 2nd December.
11. Refund Policy: No refunds will be issued for any stages that are cancelled, whether in advance or on the day. Refunds equivalent to the price of the ticket and booking fees but excluding postage will only be issued if the entire event is cancelled.
12. There is no car parking set aside for spectators who will visit the Cardiff Stage at the Millennium Stadium – instead spectators should use the city centre car parks where they will be required to pay for the parking and space is not guaranteed.
13. It is not possible to ensure that tickets bought at different times and by different people within a group will be seated together.
14. No exchanges available
15. Smoking is prohibited by law in any part of the stadium.

All ticket holders give their express consent to the use of their actual or simulated likeness in connection with the production, exhibition, advertising or exploitation of any film, video and/or audio recording of this event and/or any element thereof in any/all media throughout the world.

Please be aware that this event contains loud noise, lighting and various special effects. All participants in this entertainment and rallying are highly trained and their activities should not be copied under any circumstances

31. Will my programme be sent to me?

No. All tickets purchased in advance will be posted to the customer with a Rally Planner which will include maps, directions and other useful information to help you plan your trip to the Rally.

The Official Programme (one per each adult ticket) will be available for you to collect in key locations on event as follows:

- The Millennium Stadium
- Swansea Service Park
- Individual stages

You will need to show your ticket - the programme voucher will be torn off and you will be given your copy of the programme.

32. What is the Rally Planner?

All tickets purchased in advance will be posted to the customer with a Rally Planner which will include maps, directions, car park opening timings, accommodation information and other useful information to help you plan your trip to the Rally.

33. Is there any safety information I should bear in mind?

We have tried to ensure that you will be able to reach your chosen spectator viewing area without walking on the special stage. If you decide to leave the stage prior to the last competitor, **PLEASE** ensure that you walk on the pathways or behind the tree line. All the competitors will be travelling at high speeds and spectators are strongly advised **NOT** to walk on the rally route.

All spectators are reminded that Motorsport can be dangerous and despite us taking all reasonable precautions, unavoidable accidents can happen. In respect of these, you are present at your own risk. We ask that you obey all instructions of safety marshals, spectator marshals and police officers in relation to your safety and that of others.

All adult tickets include a copy of the Rally Planner (which will be posted with your tickets) and a copy of the Official Programme (which you will collect as detailed in the Rally Planner), both of which will contain detailed safety information which we strongly advise you to read. Children and infants should be accompanied by adults at all times who are responsible for their safety.

Please be aware that Walters 1 and 2 will take place in the dark. We suggest you take a torch, wear something with reflective strips and do NOT walk to or from your vantage point" by walking on the rally route. The atmosphere should be great – enjoy it safely.

SPECTATOR CODE OF CONDUCT

- ! Please be considerate to other spectators to ensure everyone can enjoy the event.
- ! Listen to the marshals – they are there to ensure the event runs within the safety guidelines prescribe by the FIA and the MSA, the governing body of UK Motor Sport.
- ! Our marshals and officials have the right to work on our event without being abused or threatened. Abusive, threatening or violent behaviour towards officials will not be tolerated and spectators will be evicted from the event.
- ! Please take your litter home with you or place it in the skips or black bags provided for this purpose.
- ! Do not bring fireworks with you to the event. They are very dangerous and could cause a serious incident with either other spectators or the competitors.
- ! Do not light fires or BBQs. They can cause major fires with serious consequences.
- ! The training area also contains significant agricultural, forestry and nature conservation interests. Please follow the Countryside Code at all times.
- ! Consider your own safety and that of others at all times.

END

Updated 18.08.08 (HW)