

TICKETS FOR THE NEC, NOV 2020



GENERAL QUESTIONS & ANSWERS

- **Can I purchase a morning and afternoon ticket?**

Of course! (please note tickets are subject to availability)

- **If I purchase a morning and afternoon ticket do I need to leave the hall and re-enter the show?**

If you have purchased a morning and afternoon ticket you will be issued with an orange wristband so that you can remain in the hall. Please note that security will be checking for wristbands when clearing the hall.

- **Does my ticket allow me entry to the Creative Craft show and Simply Christmas?**

Unfortunately your ticket will not allow you entry into the Creative Craft show or Simply Christmas. You can purchase another ticket for these events through our ticket page.

- **Can I use a complimentary ticket?**

Unfortunately we cannot accept complimentary tickets to this year's show, however we will still accept complimentary tickets received through a competition.

- **Do I need a ticket for my child?**

Children under the age of 5 are free, however you will still need to add the number of children under 5 to your basket so we can monitor the amount of people in the hall. A ticket for children aged 5-15 will cost £6.

- **Can I purchase a workshop ticket?**

We will be running a selection of workshops at the show, these will be set out in a classroom style with adequate space between each student for social distancing, further details can be found on our ticket page. Unfortunately stand holders will not be running **make and takes** on their stand due to social distancing rules.

- **Can I purchase a show guide at the show?**

The show guide will now be virtual, this is free to download before the event via our event webpage. Alternatively you can scan one of the many QR codes positioned around the hall to access the show guide.

- **Do you know if the cafés will still be open?**

The cafes will still be open throughout the NEC, however seating will be limited due to social distancing. The NEC is going contactless so you will need to pay by card.

- **Do you know if the cloakroom will be open?**

The cloakroom will be open but you can only check in a coat, bags will not be accepted. However we have a shop and drop in the VIP area for those that have purchased a VIP ticket, we will allow VIP's to check in their bags.

- **Can I still get cashback from the organisers office?**

The organisers office will not be offering cashback as we encourage contactless payments. However there is a cashback machine in the concourse, (cashback is chargeable).