

THE ICC COLLECTION

FAQS

WHEN IS THE ICC COLLECTION?

THE ICC COLLECTION IS A SERIES OF SHOWS HELD AT THE ICC WALES.

- PIXIE LOTT + GUESTS TAKES PLACE ON SATURDAY 1ST MARCH 2025
- PETER DOHERTY + GUESTS TAKES PLACE ON SATURDAY 8TH MARCH 2025
- TUNDE (THE VOICE OF LIGHTHOUSE FAMILY) + GUESTS TAKES PLACE ON SATURDAY 15TH MARCH 2025
- CRAIG CHARLES + GUESTS TAKES PLACE ON SATURDAY 12TH APRIL 2025

WHEN WILL I RECEIVE MY TICKET?

YOUR TICKET CONFIRMATION WILL BE EMAILED TO YOU WITHIN 24 HOURS AFTER PURCHASE, AND YOUR QR CODE WILL BE RELEASED TO YOU NO LATER THAN 24 HOURS BEFORE THE EVENT.

IF YOU DO NOT RECEIVE IT PLEASE CHECK SPAM AND JUNK MAIL AND IF NOT PLEASE CONTACT US AT CUSTCARE@SKIDDLE.COM AND THEY WILL ASSIST YOU.

PROBLEM WITH TICKETS?

PLEASE EMAIL CUSTCARE@SKIDDLE.COM FOR ALL TICKETING QUERIES AND THEY WILL GET BACK TO YOU AS SOON AS POSSIBLE.

WHAT ARE THE OPENING AND CLOSING TIMES?

DOORS ARE OPEN FROM 4PM UNTIL 11PM.

CAN I BRING A BAG/SUITCASE?

ONLY BAGS SMALLER THAN AN A4 SIZE WILL BE PERMITTED IN TO THE VENUE. ALL BAGS WILL BE SUBJECT TO SEARCH ON ENTRY.

I HAVE A QUESTION REGARDING MY TICKET PURCHASE?

PLEASE CONTACT THE TICKETING PLATFORM YOU PURCHASED FROM.

WHAT AGE DO YOU NEED TO BE?

THIS IS AN OVER 18'S EVENT; TICKET HOLDERS WILL HAVE TO PRODUCE VALID ID UPON ENTERING THE VENUE.

WHERE IS THE ICC COLLECTION?

THE ICC COLLECTION TAKES PLACE AT ICC WALES, THE COLDRA, NEWPORT, NP18 1DE

WHAT CAN I AND CAN'T I BRING?

IF YOU ARE IN POSSESSION OF ILLEGAL SUBSTANCES YOU MAY BE ARRESTED. PROHIBITED ITEMS LIST.

ILLEGAL SUBSTANCES. - WE OPERATE A ZERO TOLERANCE ON DRUGS/LEGAL HIGHS - LAUGHING GAS IS ILLEGAL AND WILL NOT BE TOLERATED GLASS (OF ANY KIND)

ANY ITEM WHICH MAY REASONABLY BE CONSIDERED FOR USE AS A WEAPON

(INCLUDING PENKNIVES AND CUTLERY) NO FOOD OR ALCOHOL PERSONAL PORTABLE TOILETS

CAMPING GAS CANISTERS GENERATORS OF ANY KIND BEAN BAGS & INFLATABLE CHAIRS / LOUNGERS

SPRAY CANS LASER EQUIPMENT OR PENS FIREWORKS / FLARES AEROSOLS SOFT DRINKS

(OTHER THAN SEALED WATER) CHAIRS OF ANY KIND UMBRELLA DISPOSABLE VAPES

THE ICC COLLECTION

FAQS (CONT'D)

IS THERE PARKING?

THERE IS PARKING AVAILABLE AT THE ICC AT AN ADDITIONAL CHARGE.

WHO WILL BE PLAYING AT THE ICC COLLECTION?

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CAN I LEAVE THE VENUE AND RETURN?

UNFORTUNATELY DUE TO OUR LICENSING CONDITIONS AND CUSTOMER SAFETY THERE IS NO LEAVE AND RETURN POLICY PERMITTED. ONCE YOU HAVE ENTERED SITE YOUR TICKET WILL BE SCANNED AND NO LONGER VALID FOR A RE ENTRY.

HOW MUCH ALCOHOL CAN I BRING?

NO DRINKS WILL BE ALLOWED IN TO THE VENUE. OUR SECURITY WILL BE CHECKING BAGS ON ENTRY TO CONFISCATE ANY PROHIBITED ITEMS. ANY OTHER CONTRABAND THAT IS FOUND ON YOUR PERSON WILL ALSO BE TAKEN AWAY.

WILL THERE BE CASH POINTS?

WE WILL HAVE CASH POINTS AVAILABLE ON SITE. THESE WILL BE CLEARLY SIGN POSTED UPON YOUR ENTRY INTO THE VENUE..

WHAT FORMS OF ID DO YOU ACCEPT?

PLEASE SEE A FULL LIST OF ID ACCEPTED BELOW, IF YOU HAVE ANY FURTHER QUERIES AROUND ID PLEASE EMAIL INFO@ESCAPERECORDS.CO.UK WE WILL BE ACCEPTING THE FOLLOWING TYPES OF ID FOR ENTRY INTO THE FESTIVAL:

CURRENT UK OR OVERSEAS DRIVING LICENSE/ PROVISIONAL LICENSE PHOTOCARD CURRENT UK OR OVERSEAS CURRENT PASSPORT OVERSEAS ONLY VALID NATIONAL ID CARD UK ONLY 18 + PASS SCHEME CARD YOUNG SCOT CARDS IRELAND AGE CARD FORCES I.D CARD.

THIS IS LINE WITH THE NATIONAL CHALLENGE 25 POLICY. **PHOTOCOPIES OF ID DOES NOT COUNT AS VALID ID. MUST BE ORIGINAL DOCUMENTS. PLEASE NOTE THAT BARS WILL BE OPERATING UNDER A CHALLENGE 25 POLICY AND WILL MANAGE THEIR OWN POLICY

WHAT DISABLED ACCESS TO YOU HAVE?

WE WILL HAVE SPECIFIC FACILITIES AVAILABLE FOR OUR DISABLED CUSTOMERS AND OFFER COMPLIMENTARY CARER'S TICKETS. DISABLED CUSTOMERS WILL ALSO HAVE ACCESS TO DISABLED TOILETS & OTHER FACILITIES. IF YOU ARE IN NEED OF FURTHER ASSISTANCE PLEASE EMAIL INFO@ESCAPERECORDS.CO.UK PRIOR TO THE EVENT OR SPEAK TO ONE OF OUR STEWARDS ON THE DAY.