

## Frequently Asked Questions

### What is FireFlight?

This family friendly outdoor spectacular by Periplum is co-commissioned by MAC Trust Sunderland and The Cultural Spring. It combines music, theatre, dance, aerial performance and fire to celebrate the beginning of Sunderland's new cultural quarter.

Show attendees are asked to be on site at 5.45pm at the latest, the show starts at 6pm approx. and attendees watch the show which lasts for 30mins.

This event is FREE but ticketed.

Then at 6.45pm there is the big Fire Finale with a beautiful pyrotechnic display at the front of the Fire Station with a dance performance led by Dance City. This is not ticketed, open to all including attendees of The Light Switch On and entry is allocated on first come first served basis.

### What is the show FireFlight about?

The flame of the Lambton Dragon lives on with a local Lighthouse keeper; burning brightly across Wearside for 25yrs until it explodes brightly into the sky. The flame journeys across Sunderland's landscape, passing from generation to generation through the city's past, present and shining a light on a bright future.

### When is the Event?

Fireflight is on 23rd November 2017 – show attendees are asked to be on site at 5.45pm at the latest, the show starts at 6pm approx.

The show is on the same time as The Christmas Light Switch on – attendees will not be able to do both events.

### Where is the Event?

Garden Place, Sunderland, SR1 3HA

Access to the site will be signposted and the main access point is the road between The Dun Cow pub and Sunderland Empire

### How do I get a ticket?

Tickets can be secured via Eventbrite from 9am on Friday 10th November. Tickets are FREE but every single person as part of your party including babies require a ticket so we can monitor numbers at the event.

There are a select number of early bird tickets and specific special ticket allocations not available for general sale – these cover Sunderland community groups, Fireflight

participant's families and event partners.

## **TICKET INFORMATION**

### **Do I need a ticket for the event?**

Yes, this event is limited capacity event and pre-ticketed.

### **How many tickets can I book and group bookings?**

You can book a total of 4 tickets in a single transaction when booking online if you would like to book for a larger number of tickets (e.g. 6), please complete your booking across two transactions.

Group booking requests via email cannot be guaranteed due to the limited availability of tickets.

The booking process is monitored and Fireflight reserve the right to cancel excessive overbooking. If you have a specifically large booking it is either recommended to book as individual or you can email [FireflightSunderland@outlook.com](mailto:FireflightSunderland@outlook.com) but again, group booking requests via email cannot be guaranteed due to the limited availability of tickets.

### **Do I need a ticket for my child/baby?**

Yes – every single person on at Fireflight needs a ticket – no matter how small.

### **Do I need to print off my ticket from Eventbrite?**

Yes you can print your ticket it off and show this as you enter the Fireflight compound or you can show your ticket on your phone. But you will need a ticket for entry.

I've booked my ticket online but have not received my confirmation email / e ticket.

On occasion some email accounts may bounce confirmation emails from unknown sources into your SPAM folder rather than allow them directly into your main inbox. If you have purchased your ticket online but not received your confirmation or your ticket within a few minutes please check your SPAM folder first of all.

If your ticket is not in your SPAM folder please email [FireflightSunderland@outlook.com](mailto:FireflightSunderland@outlook.com) with details of your booking (your name and email). We will resend your ticket within 48hours of receiving your enquiry (but usually much sooner).

If you have an Eventbrite account, you can log in to your personal account and access your ticket at any time.

## **Can I get tickets on the gate?**

We don't anticipate that you will be able to – but as the event is limited by capacity, if there are ticket no shows and space inside the compound, additional attendees may be let in on the night.

## **Can I return or exchange my ticket if I am unable to attend?**

If you are no longer able to attend, you can email [FireflightSunderland@outlook.com](mailto:FireflightSunderland@outlook.com) explaining you're not able to attend and we are then able to reallocate your ticket.

## ***Additional Needs and Accessibility***

### **Are there any issues to consider for people with disabilities gaining access to the event?**

We are committed to ensuring that visitors with disabilities and additional needs are not prevented from enjoying Fireflight because of access needs.

The event does have elements of noise, fire and smoke.

If you'd like to contact and discuss your additional needs/someone in your party – email: [FireflightSunderland@outlook.com](mailto:FireflightSunderland@outlook.com)

If an adult visitor has a disability and needs a carer in order to attend (or enjoy) an event please book a ticket for your carer too.

The nearest disabled car parking to the site is Livingstone Road.

Wheelchair users and people with reduced mobility should note that the show is mobile and we would recommend that those accompanying wheelchair users are prepared to help navigate some of the moving elements of the show for the most effective visibility.

## **Early Entry**

There is no formal early entry process – but if you have additional needs it is recommended that you arrive on site for 5.30pm and for entry.

## **Detailed Information in advance**

We can provide additional information about the show to prepare participants with additional needs. If you'd like to receive this you can email: [FireflightSunderland@outlook.com](mailto:FireflightSunderland@outlook.com).

We endeavor to assist anyone with special requirements to attend and enjoy Fireflight; it's truly an amazing show. If you have any queries about the suitability of the event for those

with physical or additional needs please contact [FireflightSunderland@outlook.com](mailto:FireflightSunderland@outlook.com) and we will be happy to answer any questions you may have.

## **EVENT SPECIFIC INFORMATION**

### **When do I have to arrive for?**

Attendees **MUST** arrive and have entered the site for 5.45pm – this is because the performance can't start until the crowd is in place. If you don't arrive for this time, you run the risk of your ticket being reallocated.

### **Is the event suitable for children?**

Yes, however, an adult must accompany children and young adults under the age of 16.

### **Can I bring my dog?**

**NO DOGS ARE ALLOWED**

There are flame and light effects and large numbers of people which make it unsuitable for even the best behaved dog. Assistance dogs will be accommodated.

### **Can I attend Pixie Lott performance and the Light Switch On and then head to Fireflight?**

No – Whilst the Light Switch On Warm Up starts at 4.30pm and Fireflight audience members are able to enjoy the lead up atmosphere, you have to be on site at 5.45pm and inside the compound meaning you will not see both.

### **If I attend Fireflight can I go to The Fire Finale at 6.45pm?**

Of course, it is hoped you do! But this part of the event is not ticketed and open to anyone and everyone including attendees of The Light Switch On. Entry will be on a first come first served basis.

### **What should I wear?**

Fireflight is an outdoor event designed to go ahead in any weather, so please dress accordingly – we suggest lots of layers, scarves and gloves! Although the space is lit, there will be areas and moments during the show that are dark so sturdy footwear is also advisable.

### **How long does the experience last?**

Fireflight will last for 30mins and is followed by a fire finale around the front of the FireStation with is open to everyone to attend.

## **Can I use my camera?**

Yes, but recording of images and filming for commercial reasons is strictly prohibited.

## **What if it is raining, windy or cold?**

The event is designed to go ahead in all reasonable weather. We recommend that ticket-holders dress appropriately with warm clothing and suitable footwear.

If we do have to cancel the event due to extreme circumstances, ticket holders will be contacted via email supplied at point of booking and, announcements will be made via Facebook and Twitter as well as in local press.

If you have any concerns about the weather on the night that your ticket is valid please check the Facebook event page for Fireflight in the first instance.

## **Public Transport**

Getting to Fireflight is easy with Nexus and we would like to encourage Fireflight attendees to use public transport to get to the event. .Car parking is very limited at the event, so make your journey simple with Nexus.

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For further public transport advice go to [www.nexus.org.uk](http://www.nexus.org.uk) or call Traveline on 0871 200 2233.

## **How do I get to the event by car?**

Parking is extremely limited and is not guaranteed so we do champion using public transport to and from the event. Sunderland will be particularly congested via car due to the events occurring.

If attendees visit the Council Website [www.sunderland.gov.uk/car-parks](http://www.sunderland.gov.uk/car-parks) for a list of Council car parks they can use, all of which are free after 3pm on the Thursday.

## **Further Information**

For more information about the event please email [FireflightSunderland@outlook.com](mailto:FireflightSunderland@outlook.com) or call 0191 427 8197. Please note the telephone line is only open during office hours Monday - Friday, 9am - 5pm.

