

## SGSU SUMMER BALL FAQ'S

Question Theme	Question	Answer
When and Where	When is the summer ball?	Friday 28 <sup>th</sup> June 2024
	Where is the ball taking place?	Summer ball is taking place at the home of our wonderful men's rugby team in the heart of Wimbledon. The address is: Wimbledon Rugby Football Club Limited 54 Barham Road London Greater London SW20 0ET
	What time is the event?	Doors to the event will open at 5pm
	What time does the event finish?	Our headline act will finish at 11pm and our bars will close at midnight, so that you have more than enough time to see the show and make your way to the afterparty in PRYZM Kingston
	What is the last time I can get to the event?	Last entrance to the event will be at 9:30pm, so that you have plenty of time to get in and have some food and a drink before our headliner starts
	Can I leave the event and re-enter?	Unfortunately, we cannot allow anyone to leave the event and re-enter.
	Where is the entrance to the event?	The entrance to the ball is accessible only from Barham Road. There will be security and event team presence at the entrance to the event so you will not miss it!
Tickets	When do the tickets go on sale?	The first release of tickets goes on sale on Friday the 22 <sup>nd</sup> of March 2024 at 5pm.
	Are early-bird tickets available?	Our early-bird ticket release will be on Friday the 22 <sup>nd</sup> of March at 5pm. This will be our CHEAPEST ticket release so buy early to save money and guarantee your space at the event of the year!
	How much are the tickets?	Our tickets will be released in phases in the lead up to the event, and the price will steadily increase with each drop, so be sure to get your tickets early to get the best deal!  Our early-bird tickets will be on sale for £51.50 on Friday 22 <sup>nd</sup> March 2024 Our general release will be on sale for £61.50 Our final release will be on sale for £66.50 – This will be the last chance to get tickets.
	Can I pay in instalments?	Yes! We understand that the cost-of-living crisis is affecting us all, but we don't think that it should put so much of a damper on our social lives, so we will be offering an instalment payment.  Early Bird Tickets: £26.50 deposit and further £26.50 payment. Second Release Tickets: £26.50 deposit and a further £36.50 payment. Third Release Tickets: No instalment available for this release due to it being very close to the event date.  All 2 <sup>nd</sup> instalment payments will be due the week of the 27 <sup>th</sup> May
	Who can buy tickets?	All currently enrolled students and staff are eligible to buy tickets because we don't want anyone to miss out on this event. The last years alumni will also be eligible to buy tickets.
	Can we bring guests that do not go to St George's?	Each St George's student is allowed to bring 3 guests with them to the event. Please note that you will be responsible for them on the day, and they are not able to enter the event without you present, you MUST enter together.  If for any reason you need to be ejected from the event, then your guests will have to leave the event as well, so please be on your best behaviour!
	Can I buy another guest ticket?	Yes! As long as you haven't used up your allocation of tickets you can purchase additional guest tickets at any time. Just make sure to complete the booking form again so you can collect your wristbands easily.
	Can we use the group deal if we're all current students?	Unfortunately not, The group deal is to encourage people to bring friends and other people not at St Georges along!
	Are there group deals for tickets?	Yes! We know that you will all want to bring your friends along to this event, so we have created a group deal for you to do so.  Early Bird Tickets: 4 tickets for £45 each instead of £50 Second Release Tickets: 4 tickets for £55 each instead of £60 Third Release Tickets: 4 tickets for £60
	Whats included in my tickets?	Your tickets will grant you access to the event, which features an incredible live music line up and attractions. You will also have access to our fairground rides, photo booth and silent disco at no additional cost, plus some freebies from our sponsors. You will also be given a traditional festival wristband for access to the event, but also as a keepsake of one of the best nights of the year.
	Do I need a physical ticket?	All event attendees must be wearing a SGSB24 wristband to get access to the event! Tickets are available on the SGSU Website and the wristband collection information will be made available closer to the date of the event.
	When and where can I collect my ticket/wristband?	Wristband collection information will be made available closer to the date of the event! You will need your St George's ID to collect yours and your guests' wristbands. Upon collection of the wristbands, you will be required to confirm the names of your guests as per the post booking form, so that they can be added to the guest list and permitted entry on the day of the event.
	What is the booking form?	To be able to collect your wristbands you will need to have completed the SGSB booking form. This is separate to the ticket booking page and will allow us to properly manage guestlists e.t.c. <a href="https://forms.office.com/e/mQg1upx5yN">https://forms.office.com/e/mQg1upx5yN</a>

Refunds and Money	I can no longer attend the event, can I get a refund?	Tickets are non-refundable. Mutual ticket swaps are allowed however they must be pre-approved by the SU and cannot be for above face value.
	Do you accept cash?	Tickets can only be purchased through the SU website. We would recommend using card payment on the night for ease and speed
	Are the fairground rides free?	The fairground rides are included in your ticket price, so you are free to access them as much as you would like!
	Is the food and drink free?	The food and drink at the event will not be free, but we are working hard with all vendors to ensure that they offer the best prices possible, especially with consideration to the cost of living crisis.
Attractions, Amenities, and Entertainment	What activities are available on site?	We will have a variety of activities onsite for you to enjoy. There will be live music that caters to a range of tastes, fairground rides such as a Ferris wheel, dodgems and "The Big Buzz". Our sponsors will also have a range of things to explore.
	Is there a cloakroom?	Due to space restrictions unfortunately there won't be a designated cloakroom
	Is there lost property?	For any lost property enquires please contact <a href="mailto:sgsb@su.sgul.ac.uk">sgsb@su.sgul.ac.uk</a>
	What food and drink are available?	We are currently confirming which vendors will be attending however there will be options for everyone.
	Is there first aid?	Yes, There will be first aid facilities available throughout the event! Details on how to access these, should you need too, will be made available closer to the event date.
What is permitted	Is there security?	There will be a visible security presence onsite to be able to help and support you throughout the evening. We will have a number of security of mixed gender to ensure all attendees feel safe. We will also have a small team of SU exec staff onsite if you need any support and would prefer a familiar face.
	Can I bring my own food and drink?	Due to licensing restrictions we are unable to allow anyone to bring any food or drink onto site. The only exception to this is all event attendees may bring ONE sealed bottle of water (500ml max).
	What can/can't I bring into the event with me?	No alcohol, liquids (except ONE 500ML sealed bottle of water), drugs, knives or weapons, aerosols or pressurised containers, bikes or scooters, glass, food, flares or fireworks, hi-visibility vests, rucksacks or large bags. This list is not exhaustive and may be changed at any time.
	Can I attend if I am under 18?	Unfortunately, we cannot allow anyone under the age of 18 to attend the event as it is on a licensed premises.
	Are bags permitted?	Rucksacks / large bags are not permitted. Bags (smaller than A4) will be allowed subject to checks by security
General	Are smoking and vaping allowed?	Yes, We will release more information on the designated smoking points when we release the festival map!
	What is the dress code?	Dress to impress, but most importantly it is encouraged that you dress in something that you feel comfortable in. Typically people chose to generally dress in suits/dresses/skirts etc. Please wear footwear that is suitable for both indoor and outdoor environments (heels etc can be unsuitable for the outdoor areas so wear at your own risk)
	What ID is required on the day?	All attendees will be required to bring a form of government ID that can be either a driving license, passport or PASS approved ID. St George's students will also require their student ID card. You will not be permitted entry without these.
	Where can I find the terms and conditions?	You can find a link to the Terms and Condition page here.
	Will there be any seating available?	Yes, There will be various seating points across the event site. These will be clearly marked on the festival map.
	Is there transport to and from the event?	There is no pre-arranged transport available to or from the event however the venue is easily accessible from across south London! The quickest way from Tooting is by taking the 57 Bus towards Kingston which stops a 5min walk from the venue.
	Tell me about the afterparty	We're partnering with Pryzm Kingston who are the Official afterparty hosts of SGSB24. Tickets to the event (£7) will be released by the venue closer to the event date. (Please note the afterparty is not included in the ticket price)
	How accessible is the site to those with disabilities?	For any questions or queries to do with the accessibility of the venue please contact the team direct.
I have been struggling to log into the SU website, what should I do?	If you are struggling to access the St George's Students' Union website, we suggest you send an email to Michelle Campbell: <a href="mailto:mcampbell@sgul.ac.uk">mcampbell@sgul.ac.uk</a> , who will be able to assist you. Alternatively you can come into the SU office and we would be happy to help you.	
I still have a question, what do I do?	If we haven't answered your question please get in touch either via our Instagram= <a href="https://www.instagram.com/sgsummerball">@sgsummerball</a> or via email= <a href="mailto:sgsb@su.sgul.ac.uk">sgsb@su.sgul.ac.uk</a>	