



GENERAL INFORMATION & SITE RULES

Thank you for booking into the Awaken Event, we are so excited to have you with us!

This document aims to give you all the information you need to have a great time with us, but if you have any questions after reading this info you can always check out our [FAQ's](#) or [Contact Us](#) and we will be happy to help!

GETTING TO THE VENUE

Awaken is held on The Lincolnshire Showground, Grange-De-Lings, Lincoln. By car or taxi all delegates can access the site via Gate 2 off the A1500 (Tillbridge Lane). Use the postcode LN1 2ZR or what3words sushi.media.shakes

The nearest train station is Lincoln, The Showground is serviced by bus 103, Lincoln Bus Station - Kirton in Lindsey, for timetables please [click here](#).

ARRIVAL & DEPARTURE – CAMPERS

Campers are able to register at the following times

Thursday 21st August	5pm - 8pm
Friday 22nd August	9am-10pm

If you are planning to arrive outside of these times please see a steward or member of the Security team who will direct you. We are unable to register you between 10pm at night and 7:30am the following morning on all days of the event.



Please ensure you have your tickets ready for inspection, tickets can be presented in hard copy or digital format. The registration team will be able to search for your booking if you're unable to access or present your tickets.

Once registered please drive to your allocated coloured camping area (details will be provided approximately 1 week before the event), a steward at the camping area will then direct you to your Church Area.

Church Areas are allocated based on the units booked into the event, due to limited space you can only site units you have booked in advance, please ensure you have booked all the units you require by the 31st July.

All campers are able to drive to their church area to offload and setup, unless you have booked a car space you must move your car to one of the internal camping car parks (see site map) once you have finished offloading. If you have booked a car space you must display your parking permit sticker clearly on the back of your rear view mirror.

We strongly suggest as a Church you nominate a Church Area Coordinator to greet your group, organise your area and ensure everyone sets up safely. This person is able to contact our office to be added as the group coordinator on their solid rock account.

All Campers must have vacated the site by 10am on 26th August. Please leave your pitch completely clear of all litter, tent pegs e.t.c.



ARRIVAL & DEPARTURE – NON CAMPERS

If you aren't camping with us this year you are able to arrive at the following times

Thursday 21st August	No access available
Friday 22nd August	12pm-7pm
Saturday 23rd - Monday 25th August	7:30am-7pm

Non Camper Parking is open 7am to midnight, please ensure you have left the site before the Car Park closes.

Disabled parking is available adjacent to the Day Gate, please be prepared to display your Blue Badge.

CARS, PARKING & RULES FOR VEHICLES

All drivers should adhere to the site speed limit of 5mph both while on-site and in Car Parks. All drivers must follow on-site instructions and respect the Pedestrian areas around venues and activity areas.

Please don't move your car on-site unless it's essential to do so, or park in unauthorised areas such as around venues.

Please keep roadways clear and ensure Children are aware all roadways are not safe spaces to play

Only childrens bikes or scooters are permitted on site, Adult bikes, scooters (including motorised scooters and motorbikes), roller blades, roller skates and skateboards are not permitted on site.



CHILDREN

Parents/Guardians remain responsible for supervising their children at all times except when they have been signed into a venue and placed under our care.

Children can easily become disoriented and lost - especially when tents may all look the same! Please don't let your child walk around the site alone, to keep your child safe we recommend you follow the simple steps below:

- Ensure they are supervised at all times
- Explain where the safe area is for them to play
- Set a rendezvous point which is familiar and identifiable - like a toilet block, car or site feature
- Explain what to do if they get lost and how to get help
- Take a photo of your child each morning so you can easily show their appearance and what they are wearing should they get lost
- Ensure your child wears a wristband with your contact information on it

All crew members with photo badges (indicated by an orange lanyard) are crew members Awaken has vetted as safe to look after children, please explain to your children to look for an orange lanyard should they need help.

The lost child point at Awaken is the Event Office located in the Tennyson Pavilion (adjacent to the Main Ring), you can also notify the event staff that your child is missing by calling the Emergency Response Team on 07592 515468.



ANIMALS & PETS

No dogs or other animals (except authorised guide, assistance or therapy dogs) are permitted on site including in car parks.

SECURITY

Awaken expects all visitors to behave in a manner that is deemed appropriate for a family event and reserves the right to refuse entry, or ask visitors to leave whose behaviour is deemed to be inappropriate or in breach of the rules set out in this document.

For the benefit of all there must be total silence on site between 11:30pm-7:30am, during this time we ask all delegates to remain inside their camping units unless for an essential reason.

Awaken uses perimeter fencing, CCTV, Bag Checks and Security Guards to maintain safety and security. CCTV is also monitored and recorded by the Lincolnshire Showground. Please respect these security measures and ensure devices are not tampered with. All images are captured for the purpose of crime prevention and public safety.

Bag checks are carried out on the day gate and spot bag checks may be conducted elsewhere on site, please comply with these checks for the safety of all, failure to do so will result in you being asked to leave the site.

Awaken accepts no responsibility for personal belongings, vehicles, equipment or other items brought onto site by delegates or the use thereof. Delegates bring all equipment and belongings and use such items at their own risk.

If you spot anything that concerns you while on site please report it immediately to the Event Office, Security Staff or Steward.



SERVICE STATION ACCESS

There is a service station adjacent to the Awaken site, this includes a petrol filling station, electric vehicle charging as well as some retail outlets. Due to the proximity of this site across our main vehicle entrance this site is strictly VEHICLE ACCESS ONLY, please do not attempt to walk across the Car Park or Entrances to this site.

PHOTOGRAPHY, MEDIA & VIDEO

Official photographers and videographers will be capturing images and videos at the event. Delegates will be asked for their consent to feature in up close or 'identifiable' capture. Non identifiable photos and videos, as well as capture of media taken with the delegates consent may feature in promotional material both printed and electronic, including the website.

If you believe identifiable images have been captured without your consent then please contact the office notifying us of the details.

WEATHER

Please be prepared for all types of weather, the Showground site in some areas is exposed to high winds and the weather can change very quickly. Always follow the Sun protection 6 point code:

- Keep your top on. Clothing forms a barrier to the sun's harmful rays - especially tightly woven fabrics.
- Wear a hat with a brim or flap that covers the back of neck and ears - avoiding sunburn.
- Stay in the shade, whenever possible, especially at lunchtime.



- Use a high factor sunscreen of at least factor SPF 15 on exposed skin. Apply as directed on the product.
- Drink plenty of water to avoid dehydration.
- Check your skin regularly for unusual spots or moles which may have changed.

Please be aware that as the Big Top is a temporary venue it can get cold in the evenings and also get very warm during the meetings when it is full, please prepare suitable clothing and drink plenty of water to avoid dehydration.

PITCHING TENTS & PARKING CARAVANS

All tents and caravans for your Church Group should be located within your allotted Church Area, no units, communal space or parking will be permitted outside this space, especially on roadways and Emergency Access routes which must remain clear at all times.

Please observe the minimum spacing restrictions of 6ft between all units, any units pitched less than 6ft apart will be asked to relocate.

Cars should be parked in a location to allow them to easily exit the Church Camping Area in an emergency and not be 'boxed in' by tents and caravans.

ELECTRIC HOOK-UP

If you have purchased or have access to a hook-up for medical reasons you will be supplied with a single 3 pin outdoor plug. This will carry 6amps, you should provide your own suitable equipment to connect this to your caravan or converters for use in a tent.

Power supplies on site can easily become overloaded and have extremely sensitive RCD protectors, please ensure all your electrical equipment is in good working order and that a maximum of 3 appliances are used at any one time.



While our electrical staff will do their best to supply a continual electric supply this cannot be guaranteed, please notify the Event Office if you loose power.

Anyone found to be intentionally overloading a power supply or gaining unauthorised access to mains electricity will be disconnected.

WASTE

Please put all waste in the bins provided, bin liners will be supplied to campers on arrival. Please use the black bin liner for General Waste, the clear liner for mixed recycling (Items that can be recycled are Cardboard, paper, Food & Drink Cans, Pots Tubs & Trays, Clean Plastic Bottles and clean Plastic films) and the green food waste bag for food waste. Additional bin liners can be purchased from the site shop.

Elsan disposal points are located at toilet blocks 2,3,4,5 & 8 please only use the standpipes provided at these points for filing, washing out and recharging Elsan/Chemical toilets, the use of Drinking Water taps for this purpose is strictly prohibited. Please wash your hands after carrying out this procedure.

TOILETS & SHOWERS

Please use the toilet and shower blocks within your camping area to avoid overcrowding, we recommend using showers throughout the day to avoid long queues. All toilets and showers are cleaned throughout the day, but please help us by leaving these facilities as you would wish to find them. Please report any maintenance issues to the Event Office

Nothing other than toilet paper should be flushed down the toilet - please wrap nappies in a nappy bag and place in either a skip or sanitary bins provided. Used sanitary items should be well wrapped and placed in the containers provided within the permanent on-site toilets.



WASHING UP FACILITIES

Sinks for washing up can be found at toilet blocks 2, 3, 4 & 6, please leave this facility in a clean and tidy condition after each use.

COOKING

We suggest all delegates follow the below guidelines for safe cooking:

- Cooking appliances should not be used inside small tents, against tent walls or roofs or on unstable surfaces where they may be easily knocked over.
- Ensure all units are adequately ventilated during cooking
- Never leave pans unattended
- Keep matches out of the reach of Children
- Flammable liquids and LPG cylinders should be kept outside the tent
- Oil burning appliances are not recommended.
- DO NOT change gas cylinders or cartridges inside a tent or caravan. If gas should escape from a container, ensure that there is adequate ventilation.
- If there is a gas leak do not enter the caravan or tent until you have first turned the gas off. Leave for 10-15 minutes before re-entering.
- Turn off all gas appliances and cylinders before going to bed, or leaving for some time.
- Always change cylinders in open air, away from any source of ignition. Check connections are tight. Turn off at the main valve when not in use.
- Keep cylinders outside your caravan. Before going to bed or leaving the caravan, turn off all appliances. Turn off cylinders unless appliances (such as a fridge) are designed to run continuously. Never use a cooker or a heater whilst a caravan is moving.



- If you suspect a leak: Turn off all appliances. Open all doors and windows. Do not smoke. Do not operate electrical switches. Contact the Event Office to check if in any doubt.

BBQ's & FIRE PITS

BBQ's and Fire pits are permitted at the event subject to the following conditions:

- When they are situated a safe distance from Camping Units and Vehicles
- Weather conditions at the time - in very dry conditions no fires of any kind will be permitted. (Please check event information on arrival)
- All fires must be contained within a suitable housing, and **MUST** be raised off the ground
- Heat and fire proof mats should be used to protect the ground
- Open ground fires are strictly prohibited
- All disposable BBQ's must be doused with water and left to fully cool before being placed in a skip.

FIRE

In the event of fire:

1. Evacuate the tent/caravan immediately
2. Turn off the gas supply - if it is safe to do so
3. Send another adult to raise the alarm or call the Emergency Response Team on 07592 515468
4. Move vehicles and other items that could spread the fire - if it is safe to do so
5. Tackle the fire only if you have the proper means to do so, do not re-enter the tent/caravan until event staff have cleared the area



6. Do not attempt anything if you are not sure what to do

Fire extinguishers are located in venues, showground buildings and at Toilet Blocks 2, 3, 4 & 6,

it is important to note:

- The use of candles or naked flames in tents or caravans is not permitted
- Generators are not permitted
- Refuelling of cars or other engine driven equipment on the showground is not permitted
- If you smoke, use a metal ashtray. NEVER smoke in bed.

HEALTH

- All venues and buildings are smoke free zones including the use of vaping.
- No alcohol may be taken into any venue, no alcohol is to be consumed on site by anyone under the age of 18. Awaken is a family event and as such encourages the responsible consumption of alcohol. Disorderly behaviour will not be tolerated.
- The use of illegal drugs at the event is strictly prohibited
- If you take regular medication please remember to bring it with you, especially inhalers, pills, etc.
- We ask for all medications to be 'suitably secured' or kept on your person at all times, this could mean keeping medication within your car or caravan which should remain locked when unattended, a non-transparent tub, bag, suitcase or lock-box if staying in a tent. Our on site medical staff are able to store some medications for you should you wish to use this service. Awaken cannot accept any responsibility for medication unless it's stored with our medical staff.



INFO POINT

Our Info Point is available to answer any of your questions as well as offering event information, cashback, Freezer block and phone charging facilities. The info point will also handle all lost and found items.

CATERING & SITE SHOP

A range of caterers/ cafes will be available in our food court and marketplace providing for various dietary needs. Our shop sells a variety of groceries and essentials along with camping essentials. No Gas will be available for sale on site this year.

SPECIAL PROVISION

Awaken proactively aims to be accessible for all, if you or your child has a disability or specific medical requirement we recommend you review the provision available at the event [on our website](#). Please ensure you [complete a provision request form](#) to let us know what special provision you will require at the event as not all services are provided unless requested.

ENVIRONMENTAL INFORMATION

Awaken takes very seriously it's environmental impact please help us with this by:

- Recycling waste where possible
- Using reusable drink and food containers where possible
- Donating excess packaged foods
- Reducing single use materials on-site



- **CONTACT NUMBERS**

The following phone numbers can be used to contact the Event Team at the event

General Information	07592 515502
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Emergencies (Non Medical)	07592 515468
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Medical Support	07528 068822
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