

2020 ECA CANOE SLALOM EUROPEAN CHAMPIONSHIPS PRESENTED BY JAFFA

SPECTATOR FAQ's

GENERAL

When is the event?

The ECA Canoe Slalom European Championships presented by Jaffa takes place on Friday 15th to Sunday 17th May 2020.

Where is the event?

The event takes place at Lee Valley White Water Centre, Station Road, Waltham Cross, EN9 1AB. The White Water Centre was home to the slalom event at the London 2012 Olympic Games and now hosts the GB Slalom Team.

Is there any way I can keep in touch or find out the latest news?

Please sign up to our newsletter for all the event updates and news. We will be sending out regular updates with further information about the event: www.britishcanoeingevents.org.uk

What events will I be able to see?

The event programme includes the four individual classes - K1 men, K1 women, C1 men, and C1 women – that will be the medal events at the Tokyo 2020 Olympic Games.

There are also team events for K1 men, K1 women, C1 men, and C1 women.

Visit www.britishcanoeingevents.org.uk for a more detailed schedule.

What other activities will be available?

The event is going to be a fun day out for all the family. In addition to world class slalom, spectators will be able to enjoy free access to

- Have a go canoeing opportunities
- Children's play area and sand pit
- The Jaffa Zone with games and inflatables
- The Fan Exhibition area with a range of partners showcasing their products and activities.

Please note, children 12 years old and younger will need adult supervision to take part in activities. Anyone aged 16 and under will require a signed consent form to take part in water based activities.

Please note all activities are subject to weather conditions.

Who do I contact if I have a question about the event or need help?

If you have a question regarding ticketing please contact See Tickets on 0844 4124640 (Calls cost 7p per minute plus your networks access charge).

If you have a general question about the event please visit contact us via <https://www.britishcanoeingevents.org.uk/contact-us/>

Are there any age restrictions to attend?

Everyone is welcome! Children under 16 on the date they attend the event will need to be accompanied by an adult over the age of 18.

Please note, children 12 years old and younger will need adult supervision to take part in spectator activities. Anyone aged 16 and under will require a signed consent form to take part in water based activities.

What time should I arrive?

The venue opens one hour prior to competition and closes 30 minutes after competition. The current schedule is available at www.britishcanoeingevents.org.uk but please note this is subject to change.

Can I bring my own food and drink to the venue?

Small amounts of food and non-alcoholic drinks for personal consumption, in a small bag no bigger than 35cm x 40cm x 19cm can be brought into the venue. There will be a large range of affordable drinks and catering concessions on offer for you to purchase additional food and drinks from.

Will there be food and drink available?

Absolutely! We'll have a range of food stalls and bars for the whole family to enjoy.

Is car parking available at the venue?

Yes car parking is provided on the Showground adjacent to the venue. Car parking is £5 per day and is available to purchase in advance via See Tickets.

What time do the car parks open?

Car parks open 90 minutes prior to competition and close an hour after competition.

How can I travel to the venue by public transport?

For more information on how to get to the venue visit:

<https://www.britishcanoeingevents.org.uk/lee-valley-white-water-centre/>

The nearest train station is Waltham Cross (15 minute walk from the venue).

Is there a taxi drop off point at the event?

Yes there will be a taxi drop point available which will be clearly signposted at the event.

Will there be bicycle parking at the event?

Yes, there will be bike racks for you to lock your bike to. Please note bicycles are left at owner's risk.

Can I bring my dog to the venue?

Unfortunately due to the scale of the event we are unable to allow dogs on venue during the event, with the exception of assistance and support dogs.

Will there be seating at the venue?

There will be a grandstand at the venue for which tickets can be purchased. Junior tickets are required to be purchased for 2 year olds up to under 16.

For general admission the venue has sleepers built into the banking provides great viewing of the course. If spectators wish to bring blankets for the grass banks they are more than welcome to do so too to watch.

Do you have baby changing facilities and a children's crèche?

There will be a number of baby changing facilities positioned around the event site. All will be clearly signposted with event signage. There will not be a dedicated children's crèche onsite.

Can I bring a pushchair?

Buggies and folding pushchairs can be brought to the venue.

Are there cash machines on the venue?

Unfortunately there are no cash machines on venue. The nearest cash machine is Waltham Cross Shopping Centre (approx. 25 minute walk away). Some food outlets and the merchandise stands will accept debit/credit cards.

Toilet facilities

There will be a number of toilet facilities positioned around the event site. All will be clearly signposted with event signage. We will also have accessible toilet facilities.

Will there be bag searched on the day?

Your security is of paramount importance to us. All persons and bags are subject to search upon arrival. The following items will be prohibited from entering:

- Alcohol
- Knives
- Fireworks / Flares
- Weapons
- Smoke Canisters
- Hazardous items
- Glass bottles
- Drones
- Large food hampers and cooler boxes (only food for personal consumption in a small bag no bigger than 35cm x 40cm x 19cm can be brought into the venue)
- Anything deemed by Security and Event Management team as dangerous, hazardous or offensive

Entry may be refused on these grounds.

Can I smoke at the event?

Lee Valley is a no smoking venue. Spectators who wish to smoke will be able to leave the site and return with a wristband.

Lost Children

Any lost and found, or lost child should report to or be directed to the Event Information Stand in the Exhibition Area.

Lost property

There will be a manned lost property point onsite at the event information point in the exhibition area.

What happens if it rains?

Unless there is a health and safety risk to our visitors, the event will continue if it rains. Please note the venue is open with limited shelter so please come dressed for the weather!

What happens if the event is cancelled?

In the unlikely situation the whole event is cancelled (as a result of extremely bad weather or other events outside of the control of the event organisers) the event website will be updated and social media posts published. A full event ticket refund will be issued.

If the day cancelled is the one for which you have purchased a ticket, where possible you will be given the option to attend on an alternative day, otherwise you will be issued a full refund.

Do you have a list of recommended accommodation?

Local accommodation can be found through the Visit Lee Valley website:

<https://www.visitleevalley.org.uk/en/content/cms/where-to-stay-and-short-breaks/>

Can I camp at the event?

There are a number of great campsites in close proximity to the venue. For more information visit:

<https://www.visitleevalley.org.uk/en/content/cms/where-to-stay-and-short-breaks/>

Where can I get water from at the venue?

Water docks will be available to fill water bottles on venue. Likewise catering stands will have drinks including bottled water for sale.

Will there be photography at the event?

There will be event photography, with images used for publicity purposes, on the event and partner websites and on social media, including Facebook and Twitter. It is assumed through the purchase of a ticket that all persons grant permission to be photographed.

TICKETS

When do tickets go on sale?

Tickets will be on sale from 10am Tuesday 1 October until Thursday 31 October via a priority window. Tickets will then go on general sale late January 2020.

How do I receive the ticket discount price in the October priority window?

British Canoeing members, subscribers to British Canoeing's free monthly International Events newsletter and event partners will be able to apply for tickets online or via the call centre from 10am Tuesday 1 October – Thursday 31 October.

To sign up for the newsletter simply provide us with your name and email address below. You are free to unsubscribe at any time. <https://www.britishcanoeingevents.org.uk/ticket-priority/>

Where can I buy tickets?

Tickets for the 2020 ECA Canoe Slalom European Championships are only available from our authorised retailer, See Tickets.

Alternatively you can buy tickets from See Tickets on 0844 4124640 (Calls cost 7p per minute plus your networks access charge).

What different Ticket options are there?

For **general admission tickets** the White Water Centre has sleepers built into the banking alongside the outfield of the course to provide great standing and sitting viewing of the course.

For 2020 a new **priority seating** option has been created with the provision of a grandstand situated on the outfield alongside the end of the course. Purchasing these tickets will guarantee your seat for the Championships.

A new event experience has been created for the three days of the Championships with our brand new **premier hospitality** package.

Are there reduced prices for children?

Junior tickets for children under 16 on the date they attend the event. Children under 2 on the date of the event do not require a ticket. Proof of age maybe requested when you attend the event.

Children under 16 on the date they attend the event will need to be accompanied by an adult over the age of 18.

Can I buy Tickets as a gift for someone?

Yes tickets are not named and can be purchased on behalf of someone else.

Can I purchase tickets from outside the UK?

Yes. Non-UK residents are able to apply for tickets online via the official website.

Will I be charged a booking fee and delivery fee?

Booking fees are included in the price of the ticket. Delivery fees are charged per transaction at:

- E-ticket and print at home - £1 per transaction
- First class post - £2.50 per transaction
- Special delivery - £6.50 per transaction

Am I able to get a refund if I can no longer attend?

All tickets are purchased under a no refund or exchange policy and subject to the terms and conditions of the ticketing service provider used.

ACCESSIBILITY

Is the venue accessible?

The venue is accessible to wheelchair users. Paths are hard with gentle slopes. The Expo area is located on a grass area. May in the UK will bring lots of sunshine so we anticipate it to be accessible by wheelchair but should it rain this may become a little boggy. Where possible we will use trackway to help.

The grandstand will have seating available for visitors with accessible needs. Wheelchair users and companions will have access to an accessible viewing area as well as access across the site.

Do you have accessible parking available?

There will be accessible parking for visitors with accessible needs. Please ensure that you bring your Blue Badge to the event and show it to a steward upon arrival. Visitors should ensure that they display their blue badge and vehicle pass in their vehicle once parked.

If you are not a Blue Badge holder please speak to a steward on arrival who can direct you to the closest alternative parking space.

Can I bring a Companion for free?

Yes we are pleased to offer free tickets for a companion accompanying a paying guest. Please book via the See Tickets website and select accessible tickets. Alternatively call See Tickets on 0844 4124640 (Calls cost 7p per minute plus your networks access charge).

Will you have accessible toilet facilities available?

Accessible toilets will be available at the venue at both ends of the site.

Can I bring an assistance or support dog to the event?

Guide dogs and support dogs are more than welcome at the event.

Can I bring my own mobility scooter or wheelchair?

Visitors are welcome to bring their own mobility equipment to the event. We ask that you set the speed of any mobility equipment to no more than walking pace and that due to the large number of people attending you take extra care.

Our stewards will not be able to help lift any heavy mobility equipment in or out of a vehicle.

Can I hire a mobility scooter or wheelchair for the day of my visit?

Unfortunately we will not be able to provide mobility scooters or wheelchairs at the event. You are welcome to bring your own mobility scooter or wheelchair to the event. If bringing your own mobility scooter, please remember to bring your own charger.