# Where

Castle Street, Cardiff, CF10 3RB

# When

[You can find out more on show dates here](https://www.ticketmaster.co.uk/tk-maxx-presents-depot-live-at-cardiff-castle-tickets/artist/5400418)

# Timings

General Admission, VIP and Accessible gates will open at 5pm.

Show times are always subject to change.

Entertainment is due to finish at around 10:30pm.

We would suggest arriving early to soak up the atmosphere.

# VIP Options

If you're looking to enhance your experience at TK Maxx Presents Depot Live, we're returning with the 'covered viewing platform' for 2025.

This experience also includes:

Event ticket to the show

Access via the South Gate (City Centre)

Access to a private bar

Access to luxury toilets

Please note this ticket is for 18+ and there is no seating in this area.

# Is the event outdoors?

Yes, please ensure you dress for the weather and don’t forget your sun cream!

# Can I bring a chair?

# Chairs, portable furniture, inflatables or foldable furniture are not allowed into the area for any of the TK Maxx presents Depot Live 2025 concerts.

# If it rains, will the concert still go ahead?

Absolutely! Concerts are only ever cancelled due to the weather if the conditions become dangerous.

# What is your policy for Children?

All under 18s must be accompanied by an adult ticket holder (aged 18 or over). This adult must remain on site throughout the weekend as the under 18-year-old’s guardian.

No unaccompanied under 18s are allowed on site.

Prams are not permitted into TK Maxx presents Cardiff Castle.

# Can I buy official merchandise?

Yes, if available, official merchandise will be available to purchase within the festival.

# Is the venue cashless?

Yes, all food concessions and bars are cashless. Please bring alternative payment options.

# Can I bring food and drink?

Although you are unable to bring food & drink into the venue, we're certain you won't go hungry with a wide array of food and drink stalls inside the venue offering some of the most delicious cuisines. We have everyone's favourites on our roster and our concession stalls will be offering refreshments throughout the night.

1 x sealed water bottle is permitted per person max 500ml

1 x empty reusable water bottle is permitted.

There will be free water re-fill stations at the venue.

If you have a medical condition, then a doctor’s note will permit diet-specific food and drink only.

# Can I bring a dog?

Assistant Dogs are permitted on site. If you are bringing a registered assistant dog, please do let us know in the accessible requirements form that is emailed to you by Ticket master after purchasing accessible tickets. Alternatively, [please contact us here](file://hc/en-gb/requests/new)

# Can I camp at the festival?

No, Cardiff Castle is a non-camping festival.

# How do I purchase an accessible ticket?

We want TK Maxx Presents  Depot Live to be an event accessible for all. To ensure we have the correct level of facilities we ask customers to purchase the correct type of accessible ticket on Ticketmaster.

The following options are available:

* Wheelchair
* Ambulant
* Deaf/Hard of hearing
* Essential Companion

To purchase an accessible ticket please click [here](https://www.ticketmaster.co.uk/tk-maxx-presents-depot-live-at-cardiff-castle-tickets/artist/5400418#concerts)

To contact us about purchasing access tickets, or to ask further questions about the process, please email access@ticketmaster.co.uk. or visit help.ticketmaster.co.uk

For other access enquires please visit the [events help centre here](file:////hc/en-gb) or contact us here :  [Info@depotcardiff.com](mailto:Info@depotcardiff.com)

# Essential companion tickets

There is an option to select a companion ticket when you are purchasing an accessible ticket. Once you have selected a companion ticket, there will be an approval process. For the approval process, you will be contacted to provide supporting documentation for validation of your request.

If you require a companion ticket in the general admission or VIP area. Please contact Ticketmaster’s access team here to request - [access@ticketmaster.co.uk](mailto:access@ticketmaster.co.uk)

# Accessible documentation

To ensure fans are receiving the correct accommodations and that Free Essential Companion tickets are going to eligible fans, you'll have three weeks to submit proof of eligibility after requesting accessible tickets. Your order may be cancelled if no supporting document is provided.

Below is a list of documents we may accept when considering allocating a complimentary ticket:

* PIP (Personal Independence Payment)
* DLA
* Letter from a medical professional, including a doctor’s note or a letter from an occupation therapist
* Carer's allowance
* A Nimbus Access Card with the +1 symbol. Visit the [Access Card](https://www.accesscard.org.uk/) page for more information.
* Confirmation in writing from Social Services that the individual is included on their Deaf Register, or a letter or report from an aural specialist confirming that hearing loss has been recorded at 70 - 95 dBHL or worse
* War Pensions Mobility allowance
* Blind or partially sighted registration certificate (BD8 or CVI certificate)
* A personal letter from the GP, community nurse or social worker
* Benefit award letters
* Copy of a blue badge (we would need to see both sides)

[Further information is available here](https://help.ticketmaster.co.uk/hc/en-us/articles/360002654278-What-is-accepted-for-accessible-documentation?_gl=1%2A13g4chw%2A_ga%2ANzI1MzQ2OTQ2LjE2ODA1MzQ2MDY.%2A_ga_VXMVZ66D8J%2AMTY5NzcxNTEwOC4xMDAuMC4xNjk3NzE1MTA4LjYwLjAuMA..)

To contact us about purchasing disability access tickets, or to ask further questions about the process, please email [access@ticketmaster.co.uk](mailto:email access@ticketmaster.co.uk).

If you have further questions on the accessible facilities, [please contact the event organisers here](file://hc/en-gb/requests/new)

If your request for a companion ticket is not approved, the access team can advise on the procedure.

# What if I need a companion ticket in the general admission or VIP area?

If you require a companion ticket in the general admission or VIP area. Please purchase one ticket via Ticketmaster and contact Ticketmaster’s access team here to request - [access@ticketmaster.co.uk](mailto:access@ticketmaster.co.uk).

They will issue you a companion ticket if you have the correct accessible documentation. [You can find out more on accessible documentation here.](https://help.ticketmaster.co.uk/hc/en-us/articles/360002654278-What-is-accepted-for-accessible-documentation?_gl=1%2A13g4chw%2A_ga%2ANzI1MzQ2OTQ2LjE2ODA1MzQ2MDY.%2A_ga_VXMVZ66D8J%2AMTY5NzcxNTEwOC4xMDAuMC4xNjk3NzE1MTA4LjYwLjAuMA..)

Please note – if there is a hospitality package of the VIP ticket, there may be a charge for your companion.

# What is a wheelchair ticket?

The ‘wheelchair’ ticket is for customers who are attending in a wheelchair or mobility scooter. This ticket allows entry onto the accessible viewing platform which is a raised platform with view of the stage.

The accessible viewing platform has a limited capacity and is strictly for accessible customers plus their companions.

The viewing platform have ramped access and wheelchair accessible toilets nearby. A member of staff is located on each platform to offer any help that may be needed.

# What is an ambulant ticket?

An ambulant ticket is for customers who have an access requirement that require them to have access to a chair/and or quieter area to make their experience more comfortable.

Ambulant ticket holders can access the accessible viewing platform, which is a raised platform with view of the stage where chairs are provided

Customers who have purchased an ambulant ticket are also entitled to a companion ticket. They will be contacted to provide accessible documentation for a companion ticket.

# What is a hard of hearing/deaf tickets?

This ticket is for Hard of Hearing/Deaf customers that require a companion ticket.

Once you have selected a companion ticket, there will be an approval process. For the approval process, you will be contacted to provide supporting documentation for validation of your request.

[Further information is available here](https://help.ticketmaster.co.uk/hc/en-us/articles/360002654278-What-is-accepted-for-accessible-documentation?_gl=1%2A13g4chw%2A_ga%2ANzI1MzQ2OTQ2LjE2ODA1MzQ2MDY.%2A_ga_VXMVZ66D8J%2AMTY5NzcxNTEwOC4xMDAuMC4xNjk3NzE1MTA4LjYwLjAuMA..)

# Accessible toilets

Accessible toilets are situated at the accessibility viewing platform and main toilet blocks in the arena.

# Accessible Viewing Platform

# The accessible viewing platform is available for customers with an accessible ticket. It is raised platform located with prime view of the stage.

# The accessible viewing platform has a limited capacity and is strictly for access customers plus 1 companion only.

# There are accessible toilets nearby.

# [To purchase a ticket for the wheelchair viewing platform please purchase either an ambulant or wheelchair ticket depending on your requirements through Ticketmaster here.](https://www.ticketmaster.co.uk/cardiff-castle-tickets-cardiff/venue/256551)

# VIP Accessible facilities

Please note - There are no chairs available in the VIP area.

There is ramp access to the platform.

**Companions**

If you require a companion ticket in the VIP area. Please purchase one ticket via Ticketmaster and contact Ticketmaster’s access team here to request - [access@ticketmaster.co.uk](mailto:access@ticketmaster.co.uk).

They will issue you a companion ticket if you have the correct accessible documentation. [You can find out more on accessible documentation here.](https://help.ticketmaster.co.uk/hc/en-us/articles/360002654278-What-is-accepted-for-accessible-documentation?_gl=1%2A13g4chw%2A_ga%2ANzI1MzQ2OTQ2LjE2ODA1MzQ2MDY.%2A_ga_VXMVZ66D8J%2AMTY5NzcxNTEwOC4xMDAuMC4xNjk3NzE1MTA4LjYwLjAuMA..)

**Lowered Bar**

There will be a lowered counter and signage available at the VIP bar.

**Hearing Loop**

There are hearing loops based in the VIP bar. Please look for the Hearing Loop sign to locate the correct area to be in the frequency radius. Hearing aids need to be switched to the 'T' setting in order to convert the magnetic signal from the loop back into sound.

# Large Print

Large print menus are available at the VIP bar. If you require this for any further traders, please contact us here.

# Luxury Accessible Toilet

There is a luxury accessible VIP trailer available in the VIP area for VIP ticket holders.

# Ground Conditions

# The Castle grounds is a green field therefore is relatively flat but does have uneven terrain in parts. The ground may be muddy or dusty dependant on the weather conditions.

# Just over the drawbridge at the Castle entrance, there is a cobblestone path running the length of the site.

# Bars

There will be a lowered counter and signage available at all bars on site and large print menus available (including VIP bar).

# Strobe lighting and Special Effects

Smoke machines, strobe lights, fireworks and other effects may be in use at this event. Anyone affected by these should bear this in mind.

# Chairs

Chairs are not allowed into the area for any of the TK Maxx presents Depot Live concerts [excluding Wheelchairs].

If you have any questions, please email bookings@depotcardiff.com

# Assistant Dogs

Assistant Dogs are permitted on site. If you are bringing a registered assistant dog, please do let us know in the accessible requirements form that is emailed to you by Ticket master after purchasing accessible tickets. Alternatively, [please contact us here](file://hc/en-gb/requests/new)

# British Sign Language

# We will be providing a BSL interpreter for all TK Maxx Presents Depot Live 2024 concerts.

# Please purchase a deaf/hard of hearing ticket if you require an interpreter so we can contact you to discuss your requirements further if necessary.

# Deaf/Hard of hearing customers are also entitled to a complimentary companion ticket. However, you will be contacted to provide accessible documentation.

# Audio Description

If you require audio description at any of our shows, [please request this by contacting us here](file://hc/en-gb/requests/new)

Customers who have requested this service will be contacted by the relevant team for an understanding of which performances they would like covered; this is not guaranteed and is subject to change.

At least 60-days’ notice is advised to ensure we can source and ensure the availability of the audio describers.

# Hearing Loops

There are hearing loops based in the Box office, the main bar. Please look for the Hearing Loop sign to locate the correct area to be in the frequency radius. Hearing aids need to be switched to the 'T' setting in order to convert the magnetic signal from the loop back into sound.

# Food and Drink

There will be various food options available at the festival.

If you need to bring your own food or non-alcoholic drinks due to a medical condition or your access requirements, [please request this by contacting us here](file://hc/en-gb/requests/new)

# Bag Policy

Bags larger than an A4 piece of paper are not permitted. If you require a larger bag due to medical reasons or access requirements,  [please request this by contacting us here](file://hc/en-gb/requests/new)

# Medication

You can bring any medication that you require. If it is not easily recognisable (e.g. controlled drugs, EpiPens) [please request this by contacting us here](file://hc/en-gb/requests/new)

Alternatively, you can bring a prescription with you and speak to a security supervisor on the day.

Please make sure you only bring enough for the duration of the festival and ensure you keep it safe with you at all times.

# Easy read guide/Alternative format

If you require our accessible information in an easy read, audio described, BSL interpreted or alternative format [please request this by contacting us here](file://hc/en-gb/requests/new)

# Additional requirements

If you have any additional requirements [please email us here to request.](file://hc/en-gb/requests/new)

# Temporary Impairments

Please note that Cardiff Castles accessible facilities cannot cater for people with temporary impairments such as broken bones, healing injuries and those who are pregnant.

If you do have a temporary impairment, please be aware that there will be a lot of walking to get around the festival and not many places to sit.

If you have any questions, please contact bookings@depotcardiff.com

# Accessible Transport

There is no parking available at the Castle. The closest alternative car parks are the NCPs on Westgate Street, Cardiff Arms Park or Sofia Gardens . There is a drop off point located just outside the North Gate entrance.

You can find out about [accessibility on buses here](https://www.traveline.cymru/accessible-travel/).

You can find out about [accessibility on trains here.](https://tfw.wales/places/stations/cardiff-central)

[Capital Cabs Ltd](https://www.capitalcabs.co.uk/) have wheelchair accessible taxis and minibuses for hire. Download their mobile app to book your cab in Cardiff with ease, available on both Android and IOS devices.  
029 2077 7777

# Contact us

For access ticketing queries please visit help.ticketmaster.co.uk or contact Ticketmaster access team here -  access@ticketmaster.co.uk.

For other access enquires please visit the [events help centre here](file:////hc/en-gb) or please email bookings@depotcardiff.com

If you require a call back, please do leave your phone number with a message in the box below and a member of the team will call you back.