# Where

TK Maxx presents Plymouth Summer Sessions will take place at Hoe Park, 4 Osborne Pl, Plymouth, PL1 2PJ.

# When

[You can find out more on show dates here](https://www.ticketmaster.co.uk/tk-maxx-presents-plymouth-summer-sessions-tickets/artist/5435878)

# Timings

General Admission, The Garden and Accessible gates will open at 4pm.

Entertainment is due to finish at around 10.30pm.

We would suggest arriving early to soak up the atmosphere.

# VIP

Get straight to the front in the VIP Garden. The Garden is the ultimate dancing zone with access to a exclusive garden bar and premium food options as well as posh flushable loos all in an area right at the front of the stage!

The Garden tickets include:

Premium view at the front of the stage

Private bar and premium food options to purchase

Premium toilet facilities

Souvenir TK Maxx presents Plymouth Summer Sessions 2025 wristband

# 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 are not allowed into the arena for TK Maxx Presents Plymouth Summer Sessions. This includes the Garden.

# 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?

Children aged 16 and under must be accompanied by an adult aged 18 and over who has their own ticket. Children aged 2 and under can attend for free and don’t require a ticket.

All other children must have a full price ticket to enter the festival.

Prams are not permitted into Plymouth Summer Sessions

# 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, TK Maxx Presents Plymouth Summer Sessions is a non-camping festival.

# How do I purchase an accessible ticket?

We want TK Maxx Presents Plymouth Summer Sessions 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-bedford-summer-sessions-tickets/artist/2236596)

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

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

# 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 general admission or VIP 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.

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

The viewing platform have ramped access, wheelchair accessible toilets and charging points and a member of staff

# 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 from the crowd to make their experience more comfortable.

Ambulant ticket holders can access the accessible viewing area 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..)

# I don’t need a wheelchair or ambulant ticket; I just need to access the accessible facilities – what do I do?

If you do not need a wheelchair, ambulant or hard of hearing ticket but have accessible requirements that would benefit from the use of the accessible facilities, such as the toilets and entrance – [please contact our access team here who can explain further.](https://cuffeandtaylorhelp.zendesk.com/hc/en-gb/requests/new?ticket_form_id=7523357539741)

# Accessible toilets

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

There is a luxury accessible trailer available in the Garden too for garden ticket holders.

We have an accessible changing facility available in the accessible area.

# Accessible Viewing Platform

The accessible viewing platform is available for customers with a wheelchair accessible ticket.

It is raised platform located with prime view of the stage.

There are accessible toilets, and a changing unit located nearby.

This area is for customers who require a wheelchair to make their experience comfortable.

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

# Accessible Viewing Area

The accessibility viewing area is an area situated directly in front of the viewing platform where chairs are provided.

This is available for customers with an ambulant ticket.

This area is for customers who have a specific medical requirement to make their experience comfortable.

Companions are welcome to use the seating in the viewing area unless an access customer requires a seat.

To purchase a ticket for the accessible viewing area please purchase an ambulant ticket.

# The Garden Accessible facilities

Please note - There is no raised viewing area in the VIP garden

**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..)

**Ground Conditions**

The ground conditions are the same as the festival arena.  The site is 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.

**Lowered Bar**

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

**Hearing Loop**

There are hearing loops based in the garden 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 garden bar. If you require this for any further traders, [please contact us here.](https://cuffeandtaylorhelp.zendesk.com/hc/en-gb/requests/new?ticket_form_id=7523357539741)

# Luxury Accessible Toilet

There is a luxury accessible trailer available in the Garden too for VIP garden ticket holders.

# Ground Conditions

# TK Maxx Presents Plymouth Summer Sessions is a green field therefore is relatively flat but does have uneven terrain in parts. The ground may be muddy or dusty depending on the weather conditions.

# Bars

There will be a lowered counter and signage available at all bars on site and large print menus available (including VIP Garden 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 Plymouth Summer Sessions 2025 concerts. This includes the VIP Garden

[If you have any questions, please contact us here](file://hc/en-gb/requests/new)

# 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 Plymouth Summer Sessions 2025 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

[If you have any questions, please contact us here](file://hc/en-gb/requests/new)

# 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 and the accessible area (you can see via the map above), 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 TK Maxx Presents Plymouth Summer Sessionsaccessible 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.

# Accessible Travel

**Accessible Pick up and Drop Off**

The pick up and drop off location is of Citadel Road and Osbourne place

It is approximately 430m from the pick-up and drop off to the accessible lane.

**Public Transport**

[You can find out more about accessibility at Plymouth Train Station here](https://www.nationalrail.co.uk/stations/plymouth/)

# 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  [contact the event organisers  here](file://hc/en-gb/requests/new)

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.