

Frequently Asked Questions

We have put together some frequently asked questions and answers; please check for your question before contacting GFYFC.

What ID do I need?

Please ensure you bring with you a form of photographic ID that has a holographic mark. Acceptable forms are UK driving licence, passport or PASS Card.

If you have purchased a members' ticket you must also bring your matching valid membership card (with photo of you). Failure to produce this card will mean you having to pay the difference between the member and non-member of the door price. There will be no exceptions.

I have lost my membership card, will I still be permitted entry?

If you have purchased a members ticket and cannot present a valid membership card on the door, unfortunately you will be required to pay the difference between what you paid for your ticket and non-members on the door ticket rate. This will be strictly enforced with no exceptions

I am putting through a Club Order do I need to send you a list of names?

All bookings must be done through the online system (<http://buytickets.at/gloucestershirefederationofyoungfarmers/116699>),

where you will be required to enter each name for each ticket before being able to purchase the ticket.

Tickets are non-transferable once purchased & non-refundable.

I tried to buy a Glitter Ball Members ticket, but I haven't yet received a confirmation email. I just wanted to check whether the purchase had gone through or not, so I know whether to buy another one.

Please check your junk/spam folders on the first instance. If you haven't received an email within 24 hours, please email organiser@gloucestershireyfc.co.uk detailing your transaction, purchasers name and approx. time and date you made the purchase.

When you arrive at the event please visit the 'Ticket Enquiries' desk before joining the main entry queue. Ensure you bring with you a print out of the confirmation email, your photographic ID and membership card (if you have purchased a members ticket) along with the card made to purchase the tickets.

How do the e-tickets work?

The tickets can be scanned from your phone or by printing off the VR Code. If multiple tickets are purchased at the same time, only one set of ticket data is sent out. The confirmation email will show how many tickets were purchased. At the event, when you scan the barcode or QR code, the Ticket Tailor check-in app will show how many tickets are covered by this order and will offer you the ability to validate individual tickets. There is no problem when a group arrives separately. To help speed up entry please send the code or print to all members of the party. So they have their ticket which will save them waiting and slowing entry.

I have lost my ticket, can I still gain entry?

When arriving at the event please go to the 'Ticket Queries' station which will be near the main entrance. Bring with you a print out of the confirmation email when you purchased the tickets, photographic ID and your valid membership card (if you have purchased a members ticket) along with the card made to purchase the tickets.

I need to bring a 'valid membership card' – how do I know if it will be classed as valid?

For a NFYFC membership card to be valid it needs to have a photograph of the bearer, be signed on the reverse, have the plastic covering attached and match the other photographic ID you present.

What happens if my membership card is deemed invalid?

You will be required to pay the difference between what you paid for your ticket and the non-members on the door rate.

Are tickets for sale on the door?

No tickets will be sold on the door or held on the door.

Are we allowed to bring tents or caravans?

Unfortunately the venue does not permit this. Please ensure you have arranged suitable transport home prior to the event.

Can we leave our cars overnight?

Unfortunately there is no parking at the venue. The venue is in the centre of Cheltenham there are nearby car parks. Please check the terms of these car parks before parking.

Is camping allowed?

Unfortunately the venue does not permit this. Please ensure you have arranged suitable transport home prior to the event.

What is the dress code?

This is a black tie event.

Gents: Dinner Jacket

Ladies: Dresses

Strictly NO jeans, trainers, safety boots or accessories.

What items am I NOT permitted to bring to the event?:

No Bags. (small ladies purses will be acceptable)

No liquids or bottles – this includes e-cigarette refills.

No aerosols or sprays.

No offensive weapons – knives, blades scissors, firearms etc.

No Drugs or alcohol.

No safety toe boots.

What time does the event start and finish?:

Doors open at 21:00 and the event finishes at 01:00

Last Entry to the event is 22:30

What is the address for the venue?:

Cheltenham Town Hall

Imperial Square,

Cheltenham,

Gloucestershire

GL50 1QA

Is there a cloakroom?:

There is a cloakroom it is free to use, please ask security where it is located.

Will there be food available?:

Yes, there will be hot food for purchase.

Can I pay at the event using a card or contactless?

Card Payments are accepted on the night.

Can our coach wait on-site during the event?

With the venue being in the centre of Cheltenham it will be difficult for the coach to wait or park. Please plan accordingly.

I lost some property at the event:

Please email organiser@gloucestershireyfc.co.uk. Any property found will be returned to our office for collection. Any items not claimed within 14 days will be disposed of.

I can't find the answer to my question above:

Please email organiser@gloucestershireyfc.co.uk and we will endeavour to answer your query. Please allow 24 hours for a reply, and longer if it's over the weekend.