

The Awakening FAQs

Ticketing and cancellations:

Do I need a ticket to come to The Awakening in Broadgate?

Yes. Tickets are £5 - Please book a ticket to the event via coventry2021.co.uk/awakening or in person at Assembly Festival Garden, Little Park Street.

Are there any seats?

This is an outdoor standing event lasting approximately 40 minutes. We recommend you dress according to the weather. Seats are available for disabled people. Please see our [access information](#).

Can I give my tickets to someone else if I can't make it?

Yes you can pass your tickets to someone else if you can't attend. We are unable to take tickets back for resale.

What if there are no tickets left?

Unfortunately, once all the tickets are sold, we are unable to offer any more or allow access to those without tickets. There are over 4000 tickets available for Friday 13 and Saturday 14 May, if one show is sold out, please do check availability for the other date.

If the weather is bad, will the event be cancelled?

It is not possible for the performance to take place in windy or very wet weather. In the event of poor weather, we will make slight amends to the show. In severe weather we may have to cancel. If the weather looks likely to improve, we may move the start time to a maximum of 90 minutes later. Please add your mobile number to your account so that we can communicate with you easily. coventry2021.co.uk/account

Please note you will **not** be allowed to bring an umbrella into the site due to safety and sightlines so please dress appropriately.

How will I be informed if the event is cancelled?

Please add a mobile phone number to your account to receive important event updates to your phone. coventry2021.co.uk/account

We will also email you if there are any major changes to the event.

Follow us on Twitter for regular updates twitter.com/coventry2021

Check the event page for information coventry2021.co.uk/awakening

Event information – Broadgate, Coventry City Centre

How long is the show?

The show starts at 6:30pm and lasts approximately 40 minutes

Who created The Awakening?

The show has been created by French company Gratte Ciel. The World Premiere of The Awakening is presented by Coventry City of Culture Trust.

Can I come earlier than the advertised time?

The venue will be open 60 minutes before the show starts, please arrive in good time and have your ticket ready for scanning. Bars, restaurants, and businesses in the city centre are all open as usual with full access.

I have a ticket for one entrance but would like to come through another, is that ok?

To make entrance to the venue as simple as possible for all customers, please only use the entrance displayed on your ticket.

How do I get there on public transport?

Broadgate is a 12-minute walk from Coventry Railway Station and a 7-minute walk from Pool Meadow bus station. Use the [Travel Planner](#) to plan your journey.

Can I cycle and will there be anywhere to safely secure my bicycle?

We encourage cycling and green methods of transport. Don't forget your lights and to wear clothing suitable for cycling at night in case it is dark on your way home. There is no additional bike parking on-site in addition to normal provision in the local area. Please arrive in good time to secure a bike parking spot.

Can I drive and park?

We encourage you to use public transport, cycle, or walk. If you need to drive, the nearest parking is at [Salt Lane Car Park](#) which is pay-on-departure.

Can I bring food and drink?

You can bring soft drinks, but strictly no glass, and bring snacks if required. Bars and restaurants are open around the venue before and after the event.

Can I bring alcoholic drink?

Alcohol cannot be brought into the event.

Will there be bag searches on the way into the event?

Bag searches to the main event area will be in operation – Bag size will be limited to A3 maximum

Is there anything I can't bring to the event?

To ensure the safety of all, we ask that you do not bring the following with you - if you do our Security team may ask you to leave the venue.

- Air Horns
- Alcohol
- Audio Visual Equipment for professional use
- Barbeques, Fires or Camping Stoves
- Drones
- Flammable Liquids and Gas canisters (including nitrous oxide)
- Gazebos, tents or other temporary shelters
- Glass
- Illegal Substances
- Laser Pointers
- Pyrotechnics – Fireworks & Flares
- Weapons, Blades & Scissors

Will there be toilet facilities in Broadgate?

Yes, there are toilets within the venue including accessible toilets.

Is The Awakening accessible and where do I find access information?

Please see our [access information](#) including an access pack.

Is there an age recommendation?

The event is suitable for all ages. Under 16s must be accompanied by an adult.

Will there be Covid-19 measures in Broadgate?

The event is outdoors which greatly reduces the spread of Covid-19.

Since 27 Jan 2022, in line with Government guidance, events can be delivered without the legal need for wearing face coverings, checking covid passports/vaccinations certificates or negative test results. We advise vulnerable people to wear face coverings at events.

In addition, there will be a signposted area where social distancing is encouraged on the event site.

What health and safety measures will there be?

The event has been developed with support from partners including Coventry City Council, West Midlands Police, West Midlands Ambulance Service and West Midlands Fire Service. There will be first aid support at the venue if required.