

## FAQs

### **What time do the sessions start?**

Sessions 1 and 3 start at 6pm.

Sessions 2, 4 and 6 start at 11am.

Session 5 starts at 4pm.

Session 7 starts at 3pm.

The time of Pre-show entertainment will be confirmed at the earliest opportunity.

### **Will tickets be available to purchase on site?**

There will be a ticket box office on site during the event. This will be located in reception area of Sandwell Aquatics Centre.

### **What time do doors open?**

Doors will open 90 minutes prior to the start of each session.

### **What are gold tickets?**

Gold tickets are available for Sessions 3, 5 and 7 only and are located in line with the Diving Pool.

### **What are silver tickets?**

Silver tickets are general admission tickets.

### **What time do the sessions finish?**

Approximate finish times will be available after the close of entries. These will be published on the Aquatics GB website.

### Which Seating block is closest to the Diving Pool?

Block B is the closest block available for Spectators to purchase tickets.

### How do I make a group booking?

Please contact [british.events@aquaticsgb.com](mailto:british.events@aquaticsgb.com)

### How do I volunteer at the event?

Please contact [british.events@aquaticsgb.com](mailto:british.events@aquaticsgb.com)

### Where can I find more information about the event?

Please visit Aquatics GB website [HERE](#).

### Where can I find the competition schedule?

Please visit the Aquatics GB website [HERE](#).

### How do I book accessible seating?

For wheelchair accessible seating, please select the accessible seating option when selecting your tickets. If you do not require a wheelchair accessible seat but a seat in the stands with a companion ticket, or in a specific location (i.e. aisle seats and seats with few or no steps), please contact [british.events@aquaticsgb.com](mailto:british.events@aquaticsgb.com) to discuss your requirements.

### Who is eligible for a concession ticket?

Those who are 16 and under, 65 and over or students (ID required)

Children aged 2 and under will not require a ticket.

### Do children under 2 need tickets?

Children aged 2 and under will not require a ticket.

### Can I select my row or seat?

You can choose your block and your row and seat will then be allocated to you based on best available. To select a seat based on any accessibility requirements that you may have, please contact [british.events@aquatics.gb.com](mailto:british.events@aquatics.gb.com) to discuss your requirements.

### How should I travel to the aquatics centre?

Public transport is the recommended way to travel to Sandwell Aquatics Centre either by train, bus or cycle. Sandwell Aquatics Centre is on Londonderry Lane, Smethwick, B67 7EW.

One of the closest train stations is Smethwick Galton Bridge (approximately a 25 minute-walk or wheel away). The station is part of the Snow Hill Line served by regular services between Worcester to Stratford-Upon-Avon via Birmingham Snow Hill, as well as services between Wolverhampton and Birmingham New Street. Smethwick Rolfe Street and Langley Green train stations are also between a 25 and 30-minute walk or wheel away.

Limited cycle racks are available outside the main entrance of Sandwell Aquatics Centre.

The 12 or 12A bus from Colmore Row in Birmingham City Centre runs approximately every 15 minutes and the journey should take around 35 minutes. The bus stop closest to Sandwell Aquatics Centre on these routes is Thimblemill Road/Queens Road (3-minute walk or wheel away). Also, the 89 bus can also be taken by Colmore Row to stop Londonderry Lane/Queens Road (1-minute walk or wheel away). This journey should take approximately 40 minutes.

For further information on public transport routes, please visit the Transport for West Midlands website [HERE](#).

The M5 is approximately a 10-minute drive away. There are over 400 car parking spaces in the Sandwell Aquatics Centre car park.



### Is parking available at the aquatics centre?

There are over 400 parking spaces in the car park. Please note, car parking is expected to be extremely limited during the event as the gym, fitness studios and Sports Halls will still be open for Sandwell Aquatics Centre members during the event.

### Is the aquatics centre an accessible venue?

Sandwell Aquatics Centre provides accessible facilities, including disabled parking and drop off points close to the main entrance. Further accessibility information is provided [HERE](#).



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