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## FREQUENTLY ASKED QUESTIONS

### Issue #1 - February

Please read the following information before completing your Reply Form

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***“My personal details have changed (address, email, contact number etc.) and I have already notified the Membership Team at Motorsport UK / Silverstone / my club – do I need to let the Events Team at Motorsport UK know too?”***

Yes please – the Events Team system is not linked to the membership database, so you will need to advise us separately.

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***“I have received my invitation, but my availability has changed – will my invitation still stand?”***

If your availability changes at any point, please contact us, using the details at the end, to discuss further.

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***“I can no longer attend the Grand Prix – what do I do?”***

Please immediately notify the Motorsport UK Events Team (**not** your nominating club). If you have already received your wristbands, these must be returned to us by a traceable method of delivery e.g. Royal Mail's registered post. Please be aware that if we do not receive your official's wristband, guest wristband and your vehicle pass, your future selection for the British Grand Prix may be jeopardised.

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***“Is camping available for officials?”***

Yes, Silverstone Circuits Ltd hire a suitable space to be able to provide a campsite for all volunteers and officials, situated close to the circuit.

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***“Where is the Volunteers' Campsite and when does it open?”***

The campsite is located to the north of the circuit, accessed via the A413 Silverstone Village and will be clearly signposted on approach. Pedestrian only access to and from the circuit is via Copse at Gate 5 – when you arrive, please familiarise yourself with this route if you are new to the venue. The campsite will be open from 12.00hrs Tuesday 14<sup>th</sup> July until 12.00hrs Monday 20<sup>th</sup> July.

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***“What facilities are provided on the campsite?”***

Toilets and showers (with regular cleaning), lighting towers, water (and waste water) points, trackway (if required), a signing-on marquee, 24-hour site management and security are all provided. There is no power supply / hook-up available.

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***“Can I camp next to/near another official?”***

We will do our best to allocate you close to another official if you request this on your reply form.

***“Can my guest camp with me?”***

They can, providing that they are accommodated within your camping plot. Their guest wristband will allow them access to the campsite on any day and the venue itself on Friday/Saturday/Sunday. Only you and your guest (wearing the appropriate wristband provided) will be permitted to use the volunteers' campsite. Your guest is your responsibility if staying on the campsite with you – they must adhere to the campsite rules and curfew otherwise they should book public camping. Any other guests (excluding children, see below) will not be permitted and will need to use the available public campsites.

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***“Can my children camp with me?”***

Yes, children (under 18) are permitted to camp with an invited official. A child campsite wristband must be requested from Silverstone, in advance, for any children. You will need to contact Louise Broomhall at Silverstone by calling 01327 320370 (Monday to Wednesday) to request a wristband; it is not possible to book these via the website. It is your responsibility to ensure that children are always supervised appropriately. Silverstone will need to verify you as an official (with the Motorsport UK Events Team) before being able to approve any request, so a summary list of invited officials is provided to Silverstone for this purpose. Any request must be made between **1<sup>st</sup> March** and by the deadline of **1<sup>st</sup> June 2020**.

Please refer to the answer below if you also require General Admission (GA) tickets for a child; a similar procedure is required.

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***“Can I purchase/obtain additional tickets for my children?”***

General Admission (GA) tickets can be requested from Silverstone using the same process as obtaining a child's campsite wristband above.

- Over 15s are charged at the **full adult price**
- Between 11 and 15 are charged at **half the adult price (excluding selected grandstands)**
- Under 11s are **free** (but **must** still have a ticket)

Any tickets purchased may not provide the same access as an Officials' Guest Wristband. If you are using the Volunteers' Campsite, your child will also require a child's campsite wristband (see above).

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***“What catering will be available?”***

Volunteer officials will be provided with meal vouchers, which can be used at the catering unit in the Volunteers' Campsite or any mobile catering unit around the venue. Please note that prices inside the venue may differ from the prices on the volunteers' campsite.

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***“Is there a shop on the campsite?”***

There is no shop facility provided on the campsite.

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***“Can I change my plot when I arrive at the campsite?”***

Not under normal circumstances. There are very few unallocated plots and requesting a change on arrival puts additional strain on the campsite operator.

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***“I won’t be camping during the weekend – where do I park?”***

If you reply to tell us you will not be camping, we will send you a vehicle pass for the Officials’ Car Park, which is adjacent to the campsite and has the same pedestrian access to the circuit (via Copse at Gate 5). Please ensure your vehicle pass is clearly displayed in your front windscreen in advance of your arrival.

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***“My guest is arriving separately to me – will they require a vehicle pass to access the Officials’ Car Park?”***

If your guest is travelling separately, it may be possible for us to provide an Officials’ Car Park vehicle pass (subject to limited availability) on a first come, first served basis, but this cannot be guaranteed. Any request should be made in the additional information section of the Reply Form (not after you have received your final paperwork / wristbands!). Alternatively, public vehicle passes can be purchased from Silverstone. Please note public car parks are closed overnight.

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***“Where does my guest wristband allow access to?”***

Each official will receive **ONE** Guest wristband, which allows general admittance on all 3 days, including inner track access on Friday, Saturday and Sunday during the advertised opening times. On Friday this wristband will include roving access to open grandstands around the circuit. There is no grandstand admittance with this wristband on Saturday or Sunday. Guests are not permitted to any track posts. Access on Thursday will only be via any public entrances.

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***“When will I receive my final paperwork and passes?”***

Your wristbands and passes will be sent to you, by Motorsport UK, approximately ten days before the Grand Prix. If you have indicated that you can receive information electronically, you will be advised by email as soon as the documents you need are available and where they can be accessed - with the wristbands, vehicle pass and signing-on card being sent by mail. If you do not have internet access, or prefer a printed copy, you can request this on the reply form.

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***“When will I find out which post I am on?”***

A list of allocated posts (for track marshals) will be released in early July. If applicable to your role, you will be notified when this is available.

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***“How will I get to my post in the mornings?”***

Shuttle buses will be in place to transport marshals to their track posts. Minibuses will also be available for other officials. Full details of the timetable will be included in your final instructions. Please note that this service is **ONLY** for event officials – guests are not permitted to use these buses.

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***“Can I access any Public Pit Walks?”***

Public Pit Walks are for specific ticket holders only, so no official (or their guest) will be permitted access. There will be a private pit walk for officials (only) scheduled separately on the Event Timetable.

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***“I / my guest has mobility issues, what can I do?”***

If you (or your guest) have any mobility issues or disability that limits movement, you will be able to make a request for a plot in a specific area to assist your stay. Proof of disability may be required. Please include this further information section of the Reply Form.

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***“I’m not camping, can I request a plot for my guest?”***

No. Please do not request a campsite plot for any third-party use. Your guest is only permitted to camp on the site if you are also camping. Any abuse of this may jeopardise the provision of this facility in the future and affect an invitation being issued to an associated official.

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***“How big are the campsite plots?”***

Plots for live-in accommodation will be 9m x 7m, plots for camping will be 7m x 6m. If you have an unusually large tent, please advise the size in the further information section of the Reply Form.

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***“How is the campsite laid out?”***

To maximise use of the available space, the field is divided into rows for live-in accommodation (motorhomes / caravans / camper vans) with separate rows for camping (tents). Each area will be clearly defined and marked. When you arrive, you will be directed to your plot. Please ensure your camping pass is clearly displayed in your front windscreen in advance of your arrival.

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**CONTACT INFORMATION**

If you wish to contact the Events Team regarding the British Grand Prix, you can do so in one of the following ways:-

T: +44 (0) 1753 765076 (direct)\*

T: +44 (0) 1753 765000 (switchboard)\*

E: [bgp@motorsportuk.org](mailto:bgp@motorsportuk.org)

Should you need to contact Motorsport UK about any other matter, please refer to the [Contact Us](#) section of the website.

\* All calls are recorded for training and monitoring purposes.