

## FAQs

- **Are all events free?**  
No, most events are free except for the walking tour. All events require a ticket to be booked in advance to allow entry.
- **What are the venues the events will be running in?**  
Ticketed event venues are George Square and Barrowlands Park. There will be pop-up acts within the Merchant City area across various days and as part of the carnival party.
- **Do I need a ticket for the Merchant City area?**  
No. Tickets are for specific events which will take place at George Square or Barrowlands Park.
- **Will there be a ballot for tickets?**  
No. Tickets will be made available to book or buy from Monday 28 June 2021.
- **Can I purchase tickets in person?**  
No. You need to purchase tickets in advance of attending an event. etickets will be issued prior to the event. Please ensure you have your eticket to show on your electronic device or in print on arrival to event.
- **What payment methods are accepted?**  
Most major Credit and Debit cards (including Visa, Delta, Electron, Maestro, MasterCard and Solo) can be used for tickets purchased online. You won't need a card for booking free tickets.
- **Do children under 2 years of age require a ticket?**  
No. Children under the age of 2 years at the time of the event are considered 'babes in arms'. They do not require a ticket and will not be allocated a seat. Children over the age of 2 years or older at the time of the event require their own ticket and seat.
- **Can I book tickets for multiple events in the same transaction?**  
Yes, you can book tickets for as many events as you would like to attend.
- **If I purchase tickets for the Walking Tour and then cannot attend the event, can I get a refund?**  
Tickets sold are non-refundable and non-transferable. Refunds cannot be issued unless the event is cancelled or re-scheduled.
- **Can I swap my tickets for another session?**  
Unfortunately not. Tickets are available for each event and are valid only for the session purchased. They are non-refundable and non-transferable.
- **What happens if I arrive late to the event?**  
We advise that you aim to make your arrival time as close to the event time stated on your ticket. Latecomers may not be admitted.
- **Will there be food services on site?**  
There will be no food provisions or market stalls at this year's festival. You can bring in your own food provisions.
- **Will there be toilets available?**

Yes, there will be toilets available at each site location.

- **What COVID safety measures will be in place at the event locations?**  
Please refer to our COVID advice for visitors.
- **Where is the meeting point for the ‘In the City Still’?**  
City Hall Stage Door - 87 Albion St, Glasgow G1 1NY.