FAQs

Tickets and Event Entry

Where can I buy tickets to the event?

Tickets are available **online only via the official Civic website**:
https://thecivictrowbridge.co.uk/tc-events/trow-vegas-in-the-park-2026

Tickets can also be purchased **in person** from the Trowbridge Information Centre.
Available during: Monday to Friday, 9:00am to 4pm (closed weekends and public holidays).
St Stephen's Place, Trowbridge, Wiltshire, BA14 8AH

Please note: we do not accept cash payments or payments over the phone.
Tickets are **not sold through any other websites or online platforms**.

How do I gain entry to the event?

The Music Arena in the lower park will be ticketed. At the gate your e-ticket (individual email with unique QR code for each ticket) will be scanned and exchanged for a **wristband which must be worn at all times** inside of the Music Arena. *It does not matter if your name is different to the name on the ticket, e.g., if the lead booker purchased four tickets in their name.* You can enter and re-enter the Music Arena as many times as you wish as long as you are wearing your wristband. Please have your ticket ready to be scanned when reaching the front of the queue.

Please note: no replacement wristbands will be provided. Bag searches will be in process to gain entry into the Music Arena: Only sealed, non-alcoholic drinks up to 500ml will be allowed in. No glass bottles or any items deemed dangerous will be permitted into the Music Arena.

The rest of the park will be open to the public as usual.

I purchased a ticket/s but I can't find them in my emails? / Can I gain entry with the booking confirmation email or payment proof?

Your booking confirmation and ticket/s will be sent from the 'Civic Trowbridge' and not from 'Trowbridge Town Council.' Your ticket/s will be sent in a separate email/s from your booking confirmation email and will have a unique QR code for each ticket. Please ensure you check your junk folder. If you did not receive the ticket email/s, contact bookings@trowbridge.gov.uk as soon as possible so that we can locate and resend your ticket. **Please ensure you have your tickets ready before the event on Saturday 1st August as we cannot guarantee that we can locate and resend tickets on the day of the event.**

Please note: if you do not have a valid ticket, you will not be granted access to the Music Arena. Even if you have the booking confirmation email or proof of payment, we cannot grant you access into the Music Arena without the unique QR code present on each individual ticket.

Can I get a refund if I cannot attend the event?

As per our terms and conditions, The Event Organiser operates a no refund policy on all purchased tickets to Trow Vegas® in the Park.

General Information About the Event

What are the event's timings?

Trow Vegas® in the Park will be held on **Saturday 1st August 2026**. The Music Arena in the Lower Park will be open from 1pm with the first music performance starting at 3pm. Musical performances will take place between 3pm - 10:30pm.

Food and drink stalls, including alcoholic bars, will be available in the Music Arena only between 1pm approx. - 10pm.

A variety of stalls will be available between 1pm approx. - 9pm in Avenue of Trees, with a range of products and services, e.g., face painting, festival accessories.

The event finishes at 10:30pm - please ensure you leave the site promptly to allow the event organiser to close down the event.

Is the event for the whole family?

The event has a range musical acts for the whole family to enjoy! Children and young people of any age can enter the Music Arena. Child tickets are available for children aged under 18. If you are questioned regarding your age, you must provide ID, e.g., if you are 18 years old but you look younger, you must provide ID or you may be given a child's wristband or refused entry.

Children and young people under the age of 16 must be accompanied in the Music Arena by a parent or a responsible adult who is themselves over the age of 21. It is a licensing requirement that every person entering the Music Arena must hold a valid ticket.

We reserve the right to check ID at all of our alcoholic bars for anyone appearing to be under 25. We have a zero-tolerance policy for underage drinking and bad behaviour, and anyone found to be in breach of this rule will be removed from the arena.

Where can I find a programme running order?

The programme running order will be released on the official Civic website in the lead up to the event. Visit: https://thecivictrowbridge.co.uk/tc-events/trow-vegas-in-the-park-2026

Will the event be cancelled due to bad weather?

This is an outdoor, uncovered event and it will continue to take place in rainy and/or light wind conditions. A cancellation will only be considered if weather warnings pose a threat to the safety of those attending and working at the event. If hazardous weather conditions are predicted, a decision will be made after consultation with the Event Team, Health and Safety Coordinators and Medical/Security Contractors.

Please see the event Terms and Conditions for further details on event cancellation.

Event Facilities

What catering will be available?

Food and drink stalls will only be available inside the Music Arena, approximately 1pm - 10pm. There will be no food vendors outside the Music Arena.

Alcoholic bars will only be available inside the Music Arena, approximately 1pm – 10pm, **with last orders at 9:45pm**. Please note: alcoholic drinks purchased inside the Music Arena cannot be taken out of the Music Arena.

Can I bring my own food and drinks into the Music Arena?

No food can be brought into the Music Arena except for small snacks and small, sealed food items. No hot food, takeaways, picnic baskets or food constituting a full meal will be permitted. Baby formula/ toddler food/snacks are permitted. No drinks will be permitted into the Music Arena except sealed, non-alcoholic drinks up to 500ml.

Please note: bag searches will take place on each entry into the Music Arena. Glass bottles or any items deemed hazardous will not be permitted into the Music Arena and the event reserves the right to confiscate prohibited items and deny entry or remove individuals who fail to comply.

There will be a range of food vendors catering to dietary requirements, e.g., vegan, gluten-free, etc. You may bring food and drinks into other areas of the park.

Please note: barbecues in any area of the park are not allowed.

Will there be disabled access?

There will be full access for wheelchairs and mobility scooters into the Music Arena and the rest of the park.

What toilet and baby changing facilities will be available?

Portable toilets, including disabled toilets, will be available within the Music Arena. The permanent Park Toilets will be available in the Avenue of Trees and these include a disabled toilet and baby changing facilities. Additional toilets in the Civic Centre in the lower park will be available, also including a disabled toilet and baby changing facilities.

Is there car parking available?

St Stephen's Place Multi Story car park is located next to the park. This car park is free for up to 2 hours on lower levels and up to 23 hours on upper levels. No tickets need to be displayed for this car park. There are other chargeable car parks in the vicinity, but please check pay and display procedures before leaving your vehicle.

Can I bring my dog to the event?

No dogs will be allowed into the Music Arena, apart from Special Assistant Dogs. Please note: we request that Special Assistant Dogs wear a harness, a lead or something to make them easily recognisable as Special Assistant Dogs.

All dogs are allowed in the rest of the park but must be kept on a lead due to the large volume of attendees.

Can I smoke/vape within the Music Arena?

We ask all smokers to use the dedicated smoking area inside the Music Arena and to consider your fellow attendees, especially children, before smoking outside of this area.

Please note: any persistent smoking or vaping outside of the designated smoking area that causes disruption or discomfort to other attendees may result in removal from the event.

We ask that you dispose of all cigarette ends carefully in the bins provided and do not leave them on the grass as this could cause a fire in very dry weather. Persistent dropping of cigarette ends on the grass may result in removal from the event.

Where do I take/look for lost property?

There will be a Control Tent nearby the entrance to Music Arena where you can drop off and look for lost property.

Permitted and Non-permitted Items

Can I bring a pram/pushchair/stroller/buggy into the Music Arena?

Pushchairs and similar wheeled child carriers are permitted within the Music Arena. Please be aware that all wheeled child carriers will be searched on entry and the event reserves the right to remove any carrier from the Music Arena if it is left unsupervised, used in a dangerous manner, or used to bring prohibited items into the Music Arena.

Please see our Terms and Conditions for further details regarding prams, pushchairs, strollers and buggies.

Can I bring a gazebo, tent, folding chairs or other temporary furniture?

Gazebos are only permitted for vendors, stalls holders, attractions or other exhibitors booked directly with Trowbridge Town Council.

Accepted items: folding picnic chairs, sunshades under 1m high, small blankets.

Banned items: adult size tents, gazebos, picnic tables, garden parasols, unreasonable size umbrellas, large sized furniture, non-collapsible furniture.

Please note: we reserve the right to refuse entry into the Music Arena for any items deemed too large or unsafe. We reserve the right to remove any items deemed unsafe in other areas of the park.

What other items are we not allowed to bring into the Music Arena?

- Bicycles - motorized or manual
- Drones or professional camera equipment
- Naked flames or barbecues
- Sharps, e.g., knives or any sharp objects that could be used as a weapon or could cause harm
- Fireworks, sparklers or lanterns

Please note: this list is not exhaustive, and the event organiser reserves the right to remove any items deemed hazardous.

I have a question that is not answered here

Please email info@trowbridge.gov.uk with your enquiry and we will get back to you as soon as possible.