

All Points East 2019 FAQ's

Venue	Victoria Park, Grove Road, E3
Occupation	10 May – 10 June
Event Days	Friday 24 May – Sunday 02 June
Tickets	Please see www.allpointseastfestival.com for ticket information for All Points East. In the Neighbourhood is free and un-ticketed (27 to 30 May).
Web	www.allpointseastfestival.com
Email	community@allpointseastfestival.com
Phone	0800 043 0308

1. Event Information

All Points East is a ten-day event taking place from 24 May to 2 June 2019 in Victoria Park, run by AEG Presents. This is the second year All Points East is taking place. Kicking off on the May bank holiday weekend will be a three-day music festival, followed by "In the Neighbourhood", a free to access, un-ticketed 4-day community focused midweek event which will deliver an entertainment programme of outdoor cinema, food & drink, music, sports and more. All Points East culminates the following weekend with three more days of music with some of the most exciting acts around. For more information on the events line up please see the All Points East website:

www.allpointseastfestival.com/lineup/

ALL POINTS EAST FESTIVAL

Friday 24 May	1400-2300	The Chemical Brothers
Saturday 25 May	1300-2300	The Strokes
Sunday 26 May	1300-2230	Christine & The Queens
Monday 27 May	1000-2130	In the Neighbourhood - FREE & UNTICKETED
Tuesday 28 May	1000-2130	In the Neighbourhood - FREE & UNTICKETED
Weds 29 May	1000-2130	In the Neighbourhood - FREE & UNTICKETED
Thursday 30 May	1000-2130	In the Neighbourhood - FREE & UNTICKETED
Friday 31 May	1400-2300	Bring Me The Horizon

Saturday 01 June 1200-2300 Mumford & Sons
Sunday 02 June 1200-2230 Bon Iver

Age Restrictions: The Chemical Brothers - Over 16's only. 16 and 17 year olds must be accompanied by an adult 18 or over. Other shows - all ages welcome, under 16's must be accompanied by an adult 18 or over.

IN THE NEIGHBOURHOOD (FREE ENTRY AND UN-TICKETED)

Monday 27 May – Thursday 30 May 1000-2130

Outdoor Cinema, Live Music & Entertainment, Street Food, Pop Up Bars, Theatre, Arts, Sports & Wellbeing, Children's Activities and much more

Age Restrictions; all ages welcome, under 16's must be accompanied by an adult 18 or over.

2. Accessible Information

All Points East is committed to ensuring the event is accessible to anyone who wants to attend. They work closely with Attitude is Everything, a charity that improves Deaf and disabled people's access to live music.

Information on Blue Badge parking, viewing platforms, hearing induction loops, assistance dogs and access can be found on the All Points East website.

www.allpointseastfestival.com/info/accessibility/

For any accessibility enquiries please contact accessibility@allpointseastfestival.com

3. Information for Tower Hamlets Residents

All Points East are committed to making sure that the event management plans minimise disruption to park users and the local community. This includes management plans surrounding transport, sound management, litter and anti-social behaviour. A

Safety Advisory Group is set up including members of the Local Council, Police and other agencies to agree these management plans and ensure they are implemented.

A safe plan for how people will exit the park at the end of each event day has been developed to manage the impact on the surrounding areas. The plans include the cleaning and waste removal from the surrounding streets, and temporary toilets positioned at key locations along the exit routes for audience leaving the park each night. The event itself will be provided with adequate toilet facilities for the number of people that are likely to attend.

During the event, the organisers will work closely with the police, and other statutory bodies such as Trading Standards and Environmental Health, meeting regularly to respond quickly and effectively to issues raised by residents.

If you are concerned about any aspect of the event, please contact our All Points East Resident's Hotline on 0800 043 0308. Details can be found in Section 5. The resident hotline will be open from 0800-2000 during the build and break and during event opening hours. Outside of these hours an answer machine will be operational where residents can leave a message, please leave your telephone number and our team will call you back as soon as possible.

You can also make contact via email - community@allpointseastfestival.com

Any issues presented to this hotline and email address will be passed on to the organisers and the local authority who will ensure that they are dealt with swiftly.

4. Community Engagement

ALL POINTS EAST – IN THE NEIGHBOURHOOD

In-between the two weekends of ticketed music, Monday 27 – Thursday 30 May will see the event open its doors to All Points East in The Neighbourhood, a four day FREE TO ENTER and UN-TICKETED wide range programme of community-focussed activities.

The programme will include elements such as:

- Outdoor cinema
- Street Food
- Pop Up Bars
- Live music and entertainment
- Theatre Arts
- Sports and wellbeing sessions
- Children’s activities

The vast majority of activities have been sourced from amazing local organisations and suppliers based throughout Tower Hamlets and around Victoria Park. You can see the current programming at: www.allpointseastfestival.com/info/nbhd/

Please visit www.allpointseastfestival.com/info/terms-conditions/ for a full list of In the Neighbourhood entrance terms and conditions.

- AGE RESTRICTIONS
Under 16s are not permitted to “In the Neighbourhood” unless accompanied by an adult 18 years or over.
- PROHIBITED ITEMS
 - Dangerous or Hazardous Items,
 - Illegal substances & new psychoactive substances (“Legal highs”),
 - Professional cameras, go-pros, video cameras,
 - Flags, Banners & Poles,
 - Glass (of any kind),

- Chinese Lanterns, Fire or Fireworks,
- Skateboards & Scooters, Bicycles (cyclists may pass through the event site but must dismount),
- Spray cans, Air Horns, Klaxons, or similar, any other items which we consider to be unsafe or pose risk to public safety.
- FOOD AND DRINK
You are welcome to bring picnics to “In the Neighbourhood” (no glass)
- ANIMALS
Well behaved dogs on leads will be permitted on site, however there will be some access controlled areas within the site that do not allow animals except assistance dogs.

GETTING INVOLVED (LOCAL BUSINESSES)

As part of the event’s commitment to the local community, opportunities were provided for a range of local businesses, operators, suppliers and performance content to become part of the All Points East journey.

The 2019 Tower Hamlets Business Fair was hosted on Wednesday 17 February 2019 at The Arts Pavilion, Mile End Park. This was open to businesses, operators, suppliers and performance content from the borough interested in getting involved with the event.

The Fair was a great success, with over 20 local businesses and arts organisations attending, including food traders, breweries, arts groups, apparel producers, and music acts. Applications have now closed for 2019, for details on how to apply for the 2020 Local Business Fair please check for updates on www.allpointseastfestival.com/info/community/

1. Food traders

- Sourced Market are curating the street food market at All Points East, a proud local business with its HQ in Tower Hamlets and which has been AEG Presents / Goldenvoice’s festival food partner for over 5 years.

- Over 90% of the festival's food traders have deep, long lasting links to the surrounding areas of East London and the makers and producers are passionate about delivering the best food experience at a UK Festival.

Trader Applications have now closed for 2019, but please check

www.allpointseastfestival.com/info/community/ for updates on 2019 applications.

2. Breweries

- Selected breweries located in Tower Hamlets have been granted pouring rights opportunities across the event free of charge.
- For 2019 Craft Beer will coming courtesy of local brewers Redchurch, Trumans and Five Points.
- Pouring rights applications have closed for 2019, but please check www.allpointseastfestival.com/info/community/ for updates on 2020 applications.

3. Production and supply of event merchandise - Event Apparel:

- Manufacturers located in Tower Hamlets were invited to tender to supply Event Apparel to the appointed All Points East merchandise company
- Applications have now closed for 2019, but please check www.allpointseastfestival.com/info/community for updates on 2019 applications.

4. Production and supply of event merchandise - Print Materials:

- Manufacturers located in Tower Hamlets were invited to tender to supply Print Materials to the appointed All Points East merchandise company
- Applications have now closed for 2019, but please check www.allpointseastfestival.com/info/community for updates on 2020 applications.

5. Weekday performance content:

In-between the two main weekends of ticketed music, Mon 25 – Thursday 30 May will see the event open its doors for a free and un-ticketed event for everyone to enjoy four weekdays of a wide range of community-focussed activities.

The programme will include elements such as:

- Outdoor cinema
- Street Food
- Pop Up Bars
- Live music and entertainment
- Theatre Arts
- Sports and wellbeing sessions
- Children's activities

Performance applications have now closed for 2019, but please check back here for 2020 applications.

6. Community Liaison Coordinator

To ensure we have the best engagement, liaison and feedback with the local community we have recruited a Community Liaison Coordinator to join our Event Management Team. This role has now been filled for 2019, but please check www.allpointseastfestival.com/info/community for updates on 2020 applications.

COMMUNITY INFORMATION MEETINGS

Over the course of the year All Points East have committed to three community information meetings. These are opportunities for the local community to meet with the All Points East event management team to discuss thoughts and feedback relating to any concerns around the event.

Meeting 1: 30 January 2019

Meeting 2: 3 April 2019

Meeting 3: 16 October 2019

For more information on how you can get involved with All Points East please visit the website:

www.allpointseastfestival.com/info/community

4.1. When will there be activity in the park?

All Points East will consist of a total of 10 event days taking from 24 May to 2 June. Preparations for the event will begin on approximately the 10 May, works will take place between 8am and 8pm with any late or overnight working take place at council approved times only. Dismantling of the event is scheduled to be completed by 10 June after which the event organisers will hand the site back to the council. Prior to the handover, we will ensure that all remaining public spaces are cleaned and returned to the best possible standard.

All Points East will be the only major music event in Victoria Park in 2019 - there will be no further major events (5,000+ at any one time) in the park for the rest of the summer.

4.2. Will any cross paths be open?

A cross path from the north to the south of the event site will be made available to facilitate access through the park. This will close during ticketed events and when the site is deemed unsafe for public access. The cross path is located between Gun makers gate and the Hub Café, please visit the bottom of this page to download a map showing cross path access and timings. Please refer to Map of Cross Paths & Timings available in the download section.

Please note due to security measures surrounding the free to access event "In the Neighbourhood" those using cross paths after 9am on Monday 27 May - Thursday 30 June will be subject to a search and cyclists will be asked to dismount.

Please visit www.allpointseastfestival.com/info/terms-conditions/ for a full list of "In the Neighbourhood" entrance terms and conditions.

4.3. What Traffic will be in the park?

During the event period, there will be a higher volume of vehicles in the park; all traffic will be escorted by traffic marshals and/or festival buggies (festival buggies are the only event vehicles that will be moving through the park without an escort). Vehicle

movement will be kept to a minimum and any vehicles moving throughout the park will adhere to park speed limits.

4.4. Will there be any Road Closures?

It has been agreed during the planning of the event to have the ability to put in place a temporary road closure to enable the safe and controlled movement of a large number of pedestrians towards public transport. The closures over the event weekend will be implemented at approximately 21.00pm on Friday and Saturdays and 20:30pm on Sundays and it is anticipated the closure will remain in place until around 23.45pm. These will take place on Friday 24 May to Sunday 26 May and Friday 31 May to Sunday 02 June.

The area of the temporary road closures will be as follows:

- Grove Road between Roman Road and Lauriston Road
- Old Ford Rd between St Stephen's Rd and Bonner Street
- Lauriston Road from the junction at Victoria Park Road will be access only for local Traffic
- Aberavon Road, Rhondda Grove & Maplin Street will be closed at their junctions with Mile End Road

There will be no restrictions on residents wishing to exit the streets during the closure period (needs clarification – some roads will be inaccessible). However, there are likely to be delays in all traffic movement particularly between 22.30pm – 23.30pm when we anticipate the majority of people will be leaving the festival site. We would advise you to avoid leaving the area by vehicle during this period if possible. Our stewarding staff will also make every effort during this period to facilitate residents' access to roads to the east and west of Grove Road. However, there may be some delays due to the high volume of pedestrians. There will be no access north-south on Grove Road through Victoria Park and you may wish to avoid Grove Road between Roman Road and Mile End Road as congestion is likely.

As part of the road closures there will be parking suspensions in place between crown roundabout and Roman Road and cars parked in suspended bays may be towed. If you

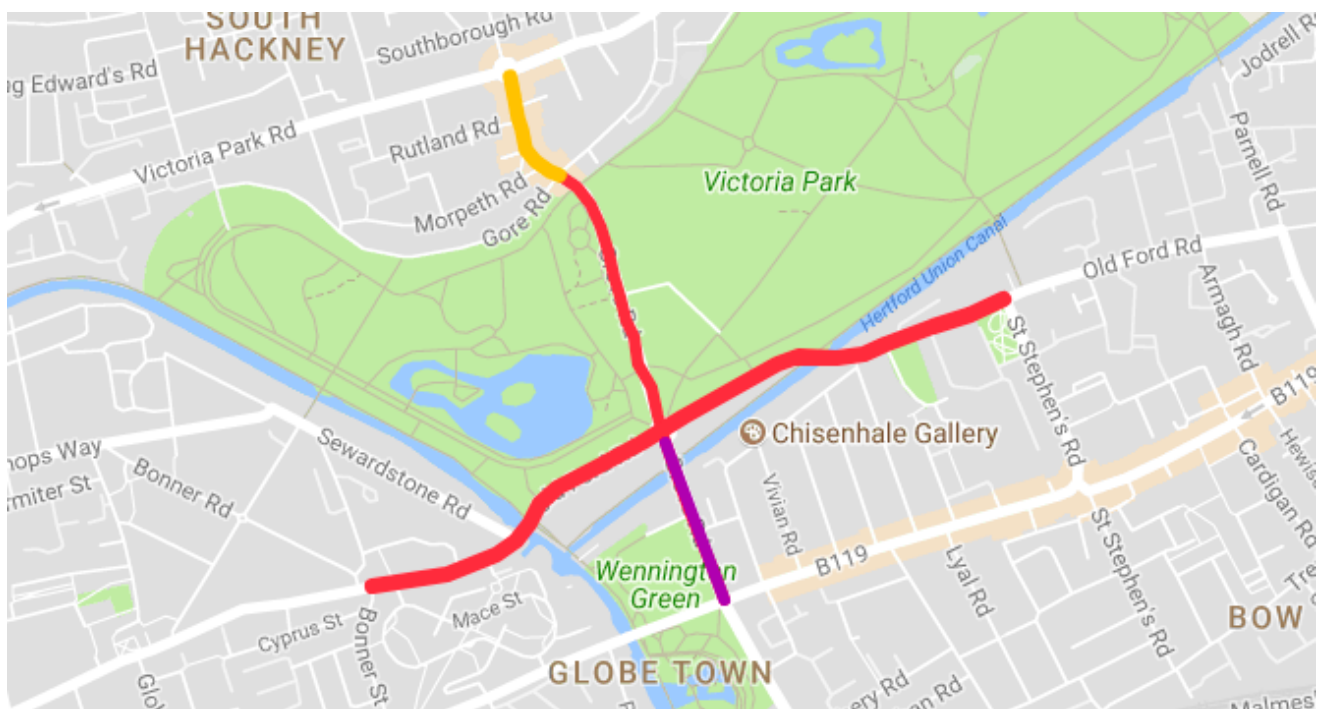
believe your vehicle has been removed please contact TRACE on 0300 077 0100, or text "TRACE" and your vehicle's registration number to 66663 - you may be charged for this service. Trace will inform you of the location of the pound your vehicle has been removed to. This is a 24-hour service. Visit the vehicle removal website for more information:

https://www.towerhamlets.gov.uk/lgnl/transport_and_streets/Parking/vehicle_removal.aspx

ORANGE – Local Traffic Only (no through route to Grove Road)

RED – Road Closure

PURPLE –Road closure and parking suspensions



Road closures will be implemented at approximately 21.00pm on Friday and Saturdays and 20:30pm on Sundays and it is anticipated the closure will remain in place until around 23.45pm. These will take place on Friday 24 May to Sunday 26 May and Friday 31 May to Sunday 02 June.

4.5. What are the event organisers doing about Litter?

The event organisers employ a dedicated waste contractor to undertake street cleansing in the local area. There is a dedicated External Event Manager who will be oversee the

upkeep of the surrounding areas of the event. During the event period, they will be out in the community checking that all plans have been implemented. Residents can report any waste-related issues to Event Organisers by the Resident Hotline on 0800 043 0308. Details can be found in Section 5 of this document.

4.6. How are the event organisers dealing with Sound Management?

The organisers are required to make sure that the noise from the event is controlled to limits agreed with the local authority. A team of noise consultants monitor levels on both the Hackney and Tower Hamlets sides of the park.

The sound systems will be tested the day prior to the event taking place to ensure that they do not breach the noise limits on the license. There will be a further brief period of testing on the morning of the event. If you have concerns about noise levels directly generated during the period of the event, you can contact the Resident's Hotline on 0800 043 0308 (please see Section 5 for more information).

4.7. Will there be Security and Policing?

Security contractors have been appointed to ensure safety inside the event and the surrounding area. Security are positioned along the main ingress and egress routes to the event including areas along Grove Road (to and from Mile End Station), Lauriston Road (towards Hackney), Crown Gate Roundabout and Old Ford Road East and West.

In addition to the security contractors, All Points East have a dedicated external event management team working alongside contractors to ensure positions along the Ingress and Egress routes are maintained throughout the event and response teams can be deployed to areas if required.

The Event Organisers are working closely with the Metropolitan Police in the planning phases and during the event to target Crime and anti-social behaviour.

If you have any concerns regarding anti-social behaviour surrounding All Points East please get in touch via the All Points East Resident Hotline and email address listed below.

5. All Points East – Contact Phone Numbers

The Resident's Hotline is answered on site by a member of the Event Management Team who will be able to assist and respond to any queries. The phone number will be operational during the All Points East tenancy on site from 10 May – 10 June. This is the quickest and most effective way of contacting the event about any issue. If your call is not answered immediately, please leave your telephone number and we will call you back as soon as possible.

During Friday-Sundays inclusive members of the local authority noise service will be present on site and if any noise complaints are received officers will investigate the complaint and identify what steps may need to be taken to remedy the situation.

Residents Hotline

Freephone: 0800 043 0308 (not operational until 10 May)

Email: community@allpointseastfestival.com

The resident hotline will be open from 0800-2000 during the build and break and during event opening hours. Outside of these hours an answer machine will be operational where residents can leave a message, please leave your telephone number and our team will call you back as soon as possible.

For further information please refer to the Resident Letter available in the download section.