

Q & A

Questions?

Do you have any burning questions about the event? We'll try to answer them here....

The Event

When and where is the event taking place?

21 July – 5 August 2018, in Queen Elizabeth Olympic Park at the [Lee Valley Hockey and Tennis Centre](#).

Is that where the hockey was at London 2012?

Practically! Our venue is just a few hundred yards from where the Riverbank Arena was situated, and we're sure to have the same amazing feeling as at London 2012.

What is the competition?

It's the biggest event in hockey, and with 16 Women's teams it's even bigger than the 12-team Olympic Games. The event only comes around once every four years, and on the back of Great Britain's women's historic gold medal in Rio, it will be the biggest international team event in England in 2018 - not just in hockey but in any sport.

Who's playing?

England have already qualified as hosts and will be joined by Netherlands, USA, Argentina, Germany, China, India, Ireland, Japan, South Africa, Australia, New Zealand, Spain, Belgium, Korea and Italy.

I loved the hockey in Rio 2016, but I've never watched it in person before, or been to the venue. What do I need to know?

Hockey is a brilliant sport to watch in person, and this tournament will showcase just how fast-paced, action packed and highly skilled the game is. Westfield shopping centre is nearby and there's lots to do around the Queen Elizabeth Olympic Park, all you need for a great day out.

Getting There

We recommend getting to the Vitality Hockey Women's World Cup as early as possible. Fan Central opens at least 90 minutes before the spectator gates to the Arena open.

How do I get to Fan Central and the Arena?

We recommend taking public transport to either Stratford or Stratford International Station. They are well serviced by the London Underground, Overground and London Bus services.

It's very simple from Stratford and Stratford International stations – a short 20-minute walk along the Vitality Mile. For the walking route [please click here](#).

There will be a Spectator Shuttle Bus for those who have difficulty walking or are in a wheelchair. This will run from when Fan Central opens to when it closes most event days, but do check the website before travelling. The service is free of charge for ticket Holders and will pick up at Stratford Station, Stratford International Station and Drop off at Fan Central.

More information will [appear here in 2018](#).

Can I Park at the event?

No spectator parking is available at Lee Valley Hockey and Tennis Centre, or at Fan Central. The closest car parks are [Stratford International](#) and [Westfield](#).

For blue badge parking inquiries during the event, please email transport@englandhockey.co.uk

For group minibus or coach bookings, these can be [purchased online here](#). You will be able to park on North Wall Road, a short two-minute walk to Fan Central. These bookings are subject to availability and must be purchased in advance. Coaches and minibuses can't arrive on the day without a prior booking.

Where can I stay?

There's lots of accommodation available in close vicinity to the venue, ranging from 5 star hotels to caravan and camping sites. Our official accommodation provider CSE, are providing a range of hotels for spectators this summer. Simply visit <http://www.cseplc.com/> and enter the code VHWWC18 to check out the offers and book.

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Facilities On-event

Are there ATMs on-event?

No. The closest ATM is at Westfield Shopping Centre. However, at both Fan Central and the Arena card payments are accepted across all food and drink outlets and retailers, so no cash – no worries.

Is there somewhere to fill up my water bottle?

Yes. Both Fan Central and the Arena will have free water bottle fill up points. Don't forget, we will have a lot of thirst quenching beverages available to buy at the World Cup, both alcoholic and soft.

Where can I drop my buggy?

There are Info Stations in both Fan Central and the Arena, so you can drop your buggy off free of charge then collect after the match.

Are their changing facilities available?

Yes we have baby changing facilities on both Fan Central and the Arena.

Where can I Smoke?

Both Fan Central and the Arena are no smoking venues. However, there are small designated smoking areas sign posted should you wish to use these.

What if it's really sunny?

We hope it is! We recommend checking the weather forecast before you leave home and dress appropriately. The Info Stations in Fan Central and the Arena will be giving out free sun cream should you need this.

What if it is really wet?

Let's hope not, but it occasionally is. We recommend checking the weather forecast before you leave home. Only small umbrellas are permitted into the Arena. In severe adverse weather conditions, we may have to close Fan Central, but our event stewards and staff will keep you well advised and safe throughout your time with us.

Is there an opportunity to buy retail?

Yes. We have a number of retailers confirmed for Fan Central who will be onsite throughout the event, so you can shop 'til you drop. There will also be small merchandise units within the Arena.

Food and Drink

What food and drink is available?

In Fan Central we have an exciting range. For the Arena we have a tasty range of fast, quality food to maximise time in your seat. For the full offer please [click here](#).

I have an allergy. Are there options available for me?

Absolutely. Whether you require gluten free, dairy free or peanut free, the catering team will have a tasty option for you.

I'm vegetarian/Vegan. Are there options available for me?

Yes indeed. Both Fan Central and the Arena we have vegetarian and vegan options. For the full range of food available onsite, [please click here](#).

Can I bring my own food and drink into the venue?

In Fan Central we are allowing a small amount of food and drink for personal consumption on site. For the Arena (Lee Valley Hockey and Tennis Centre) it is the venue policy that no food and drink can. If you have specific dietary requirements or medical condition that affects the food you eat, please email events@englandhockey.co.uk who will assist with an exemption pass if appropriate.

Is the event licenced to sell alcohol?

Yes indeed. Both Fan Central and the Arena will be serving a wide range of alcohol and soft drinks to quench your thirst.

Security

Will there be security on site?

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Yes, of course. We will have our friendly security team onsite along the Vitality Mile, in Fan Central and in the Arena to ensure you have a safe and enjoyable experience.

When do gates to the Arena Open?

90 minutes before the start time of the first match of the session. Make sure you get there early to avoid the queues.

Will there be bag searches?

Yes. Every spectator will be bag searched and wanded prior to entering the Arena. For Fan Central, spectators are subject to bag searches and wanding at any point.

How long will it take to get into the Arena?

On the sell-out sessions it could take as long as 90 minutes to get into the venue, so it's important that you arrive in plenty of time so you don't miss any of the action. We recommend getting to Fan Central at least 2 hours before the first match. You will then be advised when to make your way to the Arena.

What items can I not bring to the event with me?

Please note that only food and drink purchased onsite can be consumed within the venue. A full list of prohibited items for the Arena and Fan Central can be [found here](#). These are also in the terms and conditions of the ticket, which can be [found here](#).

What is the largest bag I can bring into the Arena?

The largest bag permitted into the venue is 40cm x 30cm x 30cm. Any larger bags won't be allowed into the Arena. Please minimise the number and size of bags you bring to assist with the faster security search.

Experiential

What is there to do for families at the Event?

We have loads of chances to play Hockey on the Last Mile and in Fan Central, so you can pick up a stick and get involved. We have a fantastic range of retailers, bars caterers as well as plenty of entertainment on the stage and big screen in Fan Central. We offer buggy drop and baby change facilities at Fan Central and the Arena, so you can bring the little ones along. Our friendly Mascots Jasper and Jess will be prowling around the event, so make sure you grab a selfie and an autograph. There will be an amazing sports presentation delivery as well with some top-secret show effects planned so don't miss out. The Vitality Hockey Women's World Cup is a brilliant family day out.

Will we get to meet the teams?

Throughout the event, the competing teams will be visiting Fan Central. For the full list of when teams visit please [click here](#). We'll be doing live Q&A sessions on the stage, free play sessions in the Hockey Hub and a chance for autographs. If you have a question for one of the players you want us to ask on stage, please email fancentral@englandhockey.co.uk More details on how the autographs sessions will run will appear here before the event.

What else can we do on Queen Elizabeth Olympic Park?

There's lots to do including the brand new 76 metre world's-longest tunnel slide at the ArcelorMittal Orbit. There's also the VeloPark, Westfield Shopping Centre, the Aquatics Centre and much more. Please [Click here](#) for more information.

Ticketing

When can I buy Tickets?

Tickets are now on general sale, you can purchase these by [clicking here](#).

Can I book hospitality?

Yes, Premium Experience tickets are on sale and you can purchase these by [clicking here](#). This is the only way to see the Finals, Semi-Finals and England Pool sessions. If you have general tickets, upgrading to Premium Experience is possible and information can be found by emailing matt.baddeley@englandhockey.co.uk

I'd like to bring a large group, what can I do?

That's easy, simply phone the See Tickets group booking line on +44 (0)844 871 8810 (calls cost 7ppm plus network access charges) and they will help you arrange your group booking to ensure you all sit together. These are subject to availability. Please call +44 115 896 0284 if calling from outside of the UK (charges will vary).

When will I receive my tickets?

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Tickets will be sent out by post to you and will arrive from 9 July. If you don't receive your tickets 2 days before the date of the session you are attending, then please contact See Tickets Customer Helpline on + 44 (0)844 8718810 (Calls cost 7ppm plus network access charges) or visit <https://www.seetickets.com/customerservice> and have your confirmation number handy. If calling from outside the UK, please call +44 115 896 0248 (charges will vary).

My confirmation email doesn't tell me exactly where I am sitting?

Don't worry – that was intentional. The confirmation email will have confirmed the ticket price category you will be located in. Special souvenir World Cup tickets will be posted out to all ticket holders around 6 weeks prior to the event, which you should receive before 1 July 2018, which will contain details on your exact seat to watch the biggest Women's Hockey event next summer.

I want to watch England's games, how do I get tickets?

Due to such high demand in these sessions, all England tickets sold out in the Hockey Family Priority Window and Public Ballot. There are some very limited tickets available for some England sessions which are on sale to closed groups and will sell-out very fast. You can still see England (subject to availability) by purchasing one of the Premium Experience Ticket options, which you can purchase by [clicking here](#).

How many categories of seats are there?

There are three different Categories of seats. Category A tickets are available offering higher value seating with the best views. Categories B are good seats at our mid-price point and entry-level options at very affordable rates, Category C.

Are there reduced prices for children?

Yes – there are reduced prices for children and young people under the age of 18 at the time of the event in all three Categories (A, B and C) (subject to availability).

What about babes in arms?

Children under the age of two at the time of the event do not require a ticket if they sit on the knee of a ticket holder.

Is accessible seating available?

Yes – we have wheelchair spaces available at both sides and the south end of the pitch, at different price points. Each wheelchair ticket comes with a free general ticket. The only way these can be purchased is by phoning the See Tickets accessible booking line on +44 (0)844 8718810 (calls cost 7ppm plus standard network rate). Please call +44 115 896 0284 if calling from outside of the UK (charges will vary).

Which days are most popular?

England pool sessions, weekends and the Finals have seen very high demand and are completely sold out. The Quarter-Final and weekend pool sessions have been popular so far, so do purchase your tickets quickly to avoid disappointment.

Do I have to complete a separate transaction for each session?

No you don't – you can order all of your tickets across multiple sessions in one easy transaction.

Tickets not available vs. Sold out

'Tickets not available' means that the available tickets for that price type and session are either purchased or currently in other customer's baskets. Should they fail to complete the transaction, these tickets will become available again. So it is definitely worth checking back after a short while. Sold out means exactly that, no tickets left unfortunately

Where can I find the full terms and conditions for purchasing tickets?

By clicking here. Also when you purchase tickets you will have to tick a box to confirm you have read, understood and agree to these terms. You will get a chance to read them before you confirm your purchase.

Public Ballot Specific Questions

I was un-successful in the Public Ballot; can I still buy tickets?

Yes you can, tickets are now on general sale. You can purchase these by [clicking here](#).

In the Public Ballot, I applied for more sessions than I won tickets for, why did this happen?

Demand for tickets in many of the sessions exceeded the stadium capacity and for these sessions tickets were allocated on a random basis.

In the Public Ballot, why didn't I win any sessions I applied for?

Again, demand for tickets in many of the sessions exceeded the stadium capacity, tickets were allocated on a random basis – we are really sorry to hear that you were unlucky.

I won several tickets in one session in the Public Ballot; will all tickets be located next to each other?

The likelihood is yes. There is a small chance that tickets may be split across two rows, but this is highly unlikely.

I no longer want the tickets I won in the Public Ballot?

Full terms and conditions can be found [here](#). Tickets are non-refundable as highlighted in the ticket application process. You can pass your tickets on to friends and family, but you **cannot sell them for commercial gain**.

What if I have any queries about the Public Ballot or my ticket purchase?

Please visit www.seetickets.com/customerservice and have your application or confirmation number handy. Alternatively, phone the World Cup Booking line, follow instructions and have your confirmation number available: + 44 (0)844 8718810 (Calls cost 7ppm plus network access charges). If calling from outside the UK, please call 44 115 896 0248 (charges will vary).

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