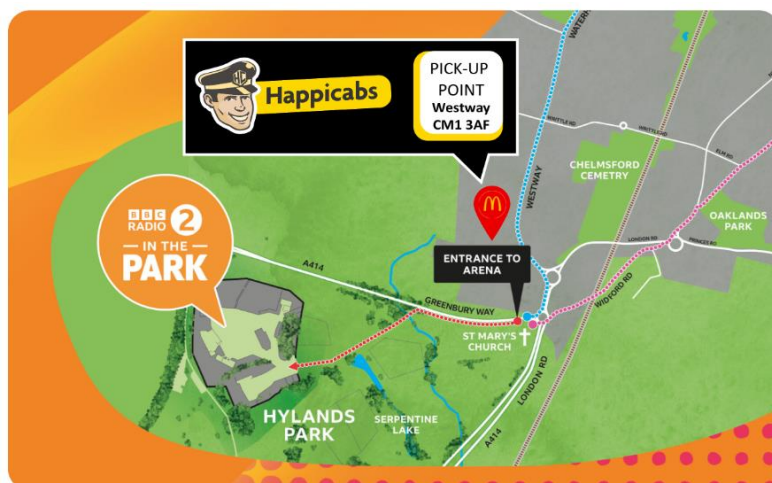




## **RADIO 2 IN THE PARK CHELMSFORD FRIDAY 5<sup>th</sup>, SATURDAY 6<sup>th</sup> & SUNDAY 7<sup>th</sup> SEPT 2025**

### **CUSTOMER MEETING POINT**

Please read our meeting point guide and plan your route in advance to ensure you arrive on time and at the correct location to meet your driver.



### **HOW TO GET HERE**

**Google Maps Link:**

<https://maps.app.goo.gl/Za6xSFXmLPkW6WrL7>

**Post Code:** CM1 3AF

**What3Words Link:**

<https://w3w.co/slide.worker.magic>

**Allow at least 30 minutes to walk from the centre of the festival park.**

### **PICK UP POINTS**

Our designated pick-up point for the festival is McDonald's car park on Westway, Chelmsford. Please note that we will not be collecting passengers from inside the festival grounds, except during non-congested times.

### **DROP OFF POINTS**

We will drop customers as close to the festival site as traffic allows. Once congestion builds, drop-offs will be at McDonald's, where customers can walk to the festival. During non-congested times, we will drop off at the designated festival drop-off area.

### **WALKING DISTANCE**

For the return pick-up, please allow extra time due to large crowds and low visibility. It may take up to 20 minutes to walk to the taxi pick-up area and a further 10 minutes to reach McDonald's. To avoid delays, we recommend booking your taxi at least 45 minutes after the time you plan to leave the festival, so your driver will be ready to meet you at McDonald's car park.



## **Festival Booking Terms & Conditions**

- **Prepayment**

- All return pick-ups from the festival must be prepaid via Pay Link.
- Unpaid bookings will not be dispatched and no prior notice will be given to the customer.

- **Cancellations**

- Minimum cancellation fee: £5.
- Cancellations made 48 hours before travel: 50% charge.
- Cancellations made with less than 3 hours' notice: 100% charge (no refund).

- **Drop-Offs**

- All drop-offs will be made at the designated taxi drop-off point.
- During peak congestion, drop-offs will be made as close as possible or at McDonald's, Westway.

- **Pick-Ups**

- During non-congested hours (at dispatcher's discretion), pick-ups will be from the official taxi pick-up point.
- During congested hours (2 hours before festival closing), pick-ups will only take place from McDonald's, Westway.

- **Waiting Time & No-Shows**

- 10 minutes free waiting time from the booked time.
- After 10 minutes, if the passenger is not in the taxi, the booking will be marked as NO SHOW and no refund will be issued.
- Customers should allow at least 45 minutes walking time from the festival site to McDonald's pick-up point.

- **Passenger Contact Details**

- A minimum of two contactable mobile phone numbers must be provided per booking.
- Passengers are responsible for ensuring their phones are fully charged and calls/messages are answered.
- The company accepts no responsibility if passengers are unreachable; cancellation/no show fees will still apply.