
FREQUENTLY ASKED QUESTIONS

Please read the following information before completing your Reply Form

The information provided below is based on the event being anticipated to having spectators and is subject to change, possibly at short notice.

This document will continue to be updated on both our website and Sportity App. Updated information is shown in **GREEN**.

Last updated: Friday, 08 March 2024

Q 1. Will the event be a 3-day or 4-day event?

At the time of writing version 1 of the FAQs, we are currently expecting there to be track activity on Thursday 4th July. This will be the FIA High Speed Tests as well as other activities such as historic F1 car demonstration laps, Pirelli Hot Laps and other activities yet to be confirmed. For those that have volunteered on the Thursday in previous years, expect there to be more exciting activities on track than previous years!

We will be looking for approximately 50-100 marshals to volunteer for the Thursday. Should this be of interest to you, please check the Thursday box on the reply form. We will then write to all of those who have selected Thursday approximately 1 month before the event and places will be offered on a first come, first served basis. Transportation to posts will be coordinated as well as packed lunch and evening meal to be provided to all those that volunteer for the Thursday.

Should anything change regarding the Thursday activities we will let you know.

Q 2. Will any PPE be provided to officials?

Yes, a quantity of PPE will be provided where it is a mandatory requirement. Protective earbuds will be provided to all officials along with ERS Gloves for those in a role that requires them.

Q 3. Will any hand sanitising locations be provided?

Yes, hand sanitising locations will be available throughout the event.

Q 4. How will I get my passes?

We will once again be utilising Silverstone's digital pass system, TeamCard. We will post these passes out to you approximately 10 days before the event. If you are a frequent marshal at Silverstone and a member of Silverstone Marshals Team, you may already have been issued with a TeamCard pass – this pass will **NOT** be activated for the Grand Prix and you will only gain access with the pass issued by the Motorsport UK Events Team.

Q 5. Will camping be available for Officials?

The campsite has changed location for 2024. All marshals and officials at the event will be located in a section of the campsite along with other Volunteers. Other contractors will be in a separate campsite. Please only take a plot if you are intending to camp. Day parking will be provided adjacent to the campsite. A map of the campsite and nearby facilities is shown later in this document.

Q 6. What is currently known about the campsite location/facilities?

The Campsite will be operated by an external company who specialize in coordinating campsites for large scale events. This company will control the facilities within the site including security, welfare tents, toilets, showers, water and

waste disposal. More information including the relevant contacts for the company will be communicated to officials in due course. An initial map of the campsite is available towards the end of this document.

The Army will once again be providing a cooked breakfast in the morning and a cooked evening meal. Taking on board the feedback from last year in regard to queuing times for breakfast, officials will have the option of either queuing for a full English breakfast or queuing for a takeaway option such as a breakfast bap for those preferring not to wait in the longer que.

Q 7. When can I arrive on site?

The campsite will be open to officials from **Tuesday 4th July at 12:00.**

Q 8. Will I receive a guest ticket this year?

Yes, you will receive a guest ticket this year. This will be in the format of a Digital eTicket. You will be able to forward this ticket onto your guest. You and the guest will both be required to have the Silverstone Tickets app on your smartphone for you to be able to forward the tickets onto your guests. You will be issued 4x individual tickets, one for each day, Thur-Sun. You can choose to forward all 4x tickets onto one guest, or different guests for each day. If your guest is no longer able to make it, you will be able to recall your ticket and forward it to someone else. More information on the Silverstone Tickets app will be available on Sportivity.

In the rare case we do need to mail passes to you and your address changes before the event, please notify the Events Team by e-mail at bgp@motorsportuk.org.

Q 9. Will my guest be able to stay in the campsite with me?

They can, providing that they are accommodated within your camping plot. Their guest pass will allow them access to the campsite on any day and the venue itself on Friday/Saturday/Sunday. Only you and your guest (with the appropriate day pass/wristband) will be permitted to use the volunteers' campsite. Your guest is your responsibility if staying on the campsite with you – they must adhere to the campsite rules and curfew, otherwise they should book public camping. Any other guests (excluding children, see below) will not be permitted and will need to use the available public campsites.

Q 10. I will be commuting to the venue daily, can my guest travel with me?

Yes, your guest can travel with you (but must not attempt to enter the venue before gate opening times).

Q 11. My guest will be travelling separately, can they park at the venue?

Unfortunately, parking at the venue is very limited, and there isn't sufficient parking to provide every guest with a parking pass. Park & Ride options are available and can be purchased via the Silverstone [website](#); on-site public parking has sold out. Public campsites may also be available to book.

Q 12. Are there any prohibited items?

Yes, these can be found on the Silverstone [website](#) under "Security at the Circuit". Officials are permitted bags larger than 20 litre capacity and/or four-wheeled carry carts that are usual for marshals to bring to events. It is recommended, however, that these are packed with items in clear plastic bags to speed up any security searches (as they can be easily lifted out and viewed without having to unpack everything). Some prohibited items are permitted on the officials' campsite – tents and BBQs for example.

Q 13. I / my guest has mobility issues, what can I do?

If you (or your guest) have any mobility issues or disability that limits movement, you will be able to make a request for a plot in a specific area to assist your stay. Proof of disability may be required. Please include this further information section of the Reply Form.

Q 14. What is the timetable for the event?

Issue 1 of the event timetable is yet to be confirmed at this time.

Q 15. When do I have to be on site each day?

Post reporting information will be provided in your specific instructions closer to the event.

Q 16. Will I have to sign on?

Yes, you will be required to sign on in person and collect any necessary event equipment, tabard etc. This will take place at the signing on marquee at the campsite. Signing on will take place in groups on Thursday evening. A timetable for this will be shared closer to the time.

Q 17. Will all the venue toilets be open?

All venue toilets will be open. The usual temporary facilities will be in place for trackside marshals.

Q 18. What benefits can I expect to receive?

You will receive a general admission guest tickets, a commemorative baseball cap - which should be worn in preference to any other cap - a water bottle, breakfast, lunch, cooked evening meal provided on the campsite, a commemorative year badge and souvenir program.

Q 19. How will trackside marshals be deployed to post?

Trackside marshals will be deployed to post with shuttle buses, via the track itself. If you are posted in close proximity to the campsite, you may choose to walk to post.

Q 20. Will I be able to buy merchandise?

Retail outlets will be open as normal.

Q 21. What food outlets or catering facilities will be open on site?

Catering units will be open as normal; there will, however, **not** be any catering units on the campsites (other than the unit providing the evening meal). The unit providing evening meals will not be able to take any type of payment and is only food for volunteers and staff.

Q 22. Will there be water points to refill bottles?

Both Silverstone and Motorsport UK are eager to eliminate single use plastics and would urge that you bring water bottles that can be refilled at specific locations around the site; these will be notified to you in your specific instructions. In the case of extreme hot weather, the marshals welfare team will be on hand to get water onto posts.

Q 23. Will I be allowed into either the F1 or Support Race paddocks?

Access to these areas will be limited to officials working in these specific locations. Volunteers will be invited to the F1 Pit Lane walk, this will be detailed in the Official Timetable.

Q 24. Will there be access to charging for marshals' phones?

Charging points are expected to be available in the welfare tent, however we would suggest you bring portable charging units if at all possible, as demand may be high.

Q 25. I don't have a smart phone, does this matter?

A smart phone would be a massive advantage, as some on-event information will be shared via Sportity (a downloadable mobile app).

Q 26. How do I gain access to Sportity?

Sportity has been used in the past; it is to be treated as a digital notice board. Following on from the feedback we have received from officials, all information leading up to and during the event will be communicated via the Sportity app. Please follow the instructions [HERE](#) on how to download to your smartphone, once the App is installed you will be required to enter the following password:-

Password: **2024BGP-DOCS**

Please do not share these access details with anyone, as it is purely for the use of appointed event personnel.

You can still access the restricted area on the Motorsport UK website by clicking [HERE](#). This will direct you towards the web version of Sportity. The password for this area is the same as the one above.

Q 27. Will there be a marshals' pit walk?

Yes. The exact timings will be detailed in the first version of the official timetable.

Q 28. Can I take photos during the event?

No, officials should not take photos on duty or of any incidents or of any areas of privilege (where you can only gain access with any accreditation issued to you). Although while off duty mobile telephones and other private communication devices can be used for personal and private non-commercial purposes. For more detail see the Motorsport UK [social media policy](#).

Q 29. I would like to bring a child(ren) with me, can I obtain the appropriate ticket(s)?

A limited number of child (15 and under) General Admission (GA) tickets are available for officials. These can be requested by completing the form linked on the Sportity App – these will be issued on a first come first serve basis and should we issue the maximum available the form will no longer accept responses. In order to be as fair as possible 15 and under tickets will only be issued to children who are related to the invited Official.

Any children on the campsite must also adhere to the rules of the campsite.

Q 30. Can I use my own generator on the campsite?

Yes, generators can be used at the campsite, we request that if your generator is noisy that it is switched off overnight.

Q 31. I have some other question – to where should these be directed?

The Event Team is still pulling together all the information that you are likely to need. Should you have a specific question that is not answered at this time, please email bgp@motorsportuk.org and we shall endeavor to have this addressed either directly, or in the next FAQ communication.

Q 32. Can I go to the concerts and the launch Party on Thursday?

Yes, but vehicles will not be permitted in this area. We encourage you to walk from the campsite.

Q 33. Can my guest attend the concerts and the Launch Party on Thursday?

Yes, your guest can attend these events. Again, we recommend that your guest walks from the campsite.

Q 34. How will I access the campsite and the carpark?

This will be through the orange route signposted on your way to the venue. This will also be indicated on the vehicle pass we post out to you before the event. We will also share a map of the route on Sportity closer to the time.

Q 35. Will operational vehicles be allowed to park on the campsite?

Operational vehicles such as fire tenders and breakdown units will not be allowed access to the campsite and will need to be parked in the adjacent car park. Only delivery and emergency vehicles will be given access when to complete their jobs.

Q 36. Campsite map

The purple area indicates the volunteers campsite. This will be shared amongst Motorsport UK Volunteers (incl. Track Safety Team), Medical Team and Rakemakers. The cyan colour to the right to the purple area illustrates parking for officials traveling daily. Facilities such as the signing on marquee, catering tents, waste bowsters are position behind Silverstone UTC towards the bottom of this image.

