

Dear Hyde Park resident,

We understand that the concerts can be disruptive to the local community and regular park users. We work hard with our event organisers to minimise this.

We meet regularly with local amenity groups including Mayfair and St James's to listen to issues and address concerns raised by local residents.

Following feedback received, we now offer local resident groups tickets to the concerts to ballot to their members. Just one of the improvements we've made.

For background. It costs around £75m a year to manage the parks. The Royal Parks charity raises around 85 percent of its income independently. Major events, including American Express presents BST Hyde Park, continue to be extremely popular and successful, raising significant funds for the charity. This money is invested back into the parks and into flagship projects such as the Diana Memorial Playground in Kensington Gardens.

During the concerts we will have a dedicated feedback email address and resident hotline - should you need to contact us about anything from litter to sound you can get straight through. Here are the details:

Direct email address is: eventfeedback@royalparks.org.uk

Direct phone line (during concerts) is: 0300 061 2222.

Throughout the concerts we work alongside Westminster City Council Environmental Health on the sound management. If you require us to visit you during a concert day then please contact us on the number above and we will arrange a visit.

We work with the Event Organiser and their stewarding company to manage the concert egress and direct attendees to make their way home via the nearby transport hubs.

During the midweeks between the concerts we host Open House, which is eight days of free entry and free activities in the heart of Hyde Park including live entertainment, outdoor cinema, Wimbledon screenings and a schools programme. This is an open site so anyone visiting the park can come in with a picnic and use/enjoy the site.

Key dates:

Build: 3 June to 26 June

Break: 12 July to 23 July

Weekend one:

Saturday 27 June – Garth Brooks

Sunday 28 June - Ateez

Weekend two:

Friday 3 July – Maroon 5

Saturday 4 July – Mumford & Sons

Sunday 5 July – Duran Duran

Weekend three:

Friday 10 July - Pitbull

Saturday 11 July – Lewis Capaldi

Sunday 12 July – Lewis Capaldi

All shows will finish by 22:30 with the aim to finish earlier on a Sunday evening.

Sound checks

Event	Date	Sound Check
Sound Propagation	Fri 26 June	14:00 – 19:00
Garth Brooks	Sat 27 June	10:00 – 12:30
ATEEZ	Sun 28 June	10:00 – 12:30
Open House	Mon 29 June – Thursday 2 July	N/A
Maroon 5	Fri 3 July	10:00 – 12:30
Mumford & Sons	Sat 4 July	10:00 – 12:30
Duran Duran	Sun 5 July	10:00 – 12:30
Open House	Mon 6 – Thursday 9 July	N/A
Pitbull	Fri 10 July	10:00 – 12:30
Lewis Capaldi	Sat 11 July	10:00 – 12:30
Lewis Capaldi	Sun 12 July	10:00 – 12:30

Road Closures:

All Hyde Park roads will close on concert days from 11am. Park Lane will close on concert days from approximately 21:30 to 23:30.