



## Outdoor Theatre FAQs

### **Book with confidence - 100% money back guarantee**

All customers can purchase tickets with confidence knowing that we offer a 100% money back guarantee should **Covid 19 regulations mean that the Events cannot go ahead.** (This does not apply to the booking and postal fees)

### **What will be done to make this event safe?**

We will endeavour to provide the safest environment possible so you can enjoy your visit.

We will be fully compliant with any government restrictions in place at the time.

Once your tickets have been scanned, you will be directed to your space in the viewing area making sure all groups are seated in line with social distancing requirements.

Additional measures will also be put in place for a safe event experience. These will include (but not be limited to) our staff wearing PPE, regularly cleaned toilets, hand sanitising stations and clearly marked queueing points.

### **Can I bring my own food & drink?**

We encourage visitors to bring a picnic blanket and refreshments to these events.

A catering unit serving light refreshments will also be available.

### **Do I need a paper ticket?**

All of our ticketing is done electronically so you will not be sent a physical ticket.

You can print out your e-tickets if you like, but we advise saving the paper and loading the tickets on your phone or tablet to be scanned at the entrance point.

### **Can I buy a family ticket?**

Family tickets are available and allow two adults and up to three children.

Family Tickets are only available in advance.

### **Can I buy a ticket on the door?**

In previous years these events have often sold out in advance. So we encourage visitors to purchase tickets in advance.

Remaining tickets may be available on the day. Customers purchasing tickets on the day will need to provide additional information for track and trace purposes.

### **What happens if it rains?**

Please check the forecast on the day of the production and come prepared for the conditions.

The production will still go ahead in the rain however in extreme adverse weather conditions, the event may be cancelled.

Every effort will be made to reschedule the Event to an alternative venue. In such circumstances no refunds will be issued in respect of the original date.

If it is not possible to reschedule the event, tickets will be refunded from the source of purchase at their face value. No refunds will be issued in respect of booking fees or postage costs.

Should the Event be cancelled after the event has commenced, no refunds will be issued.

### **Are children allowed to attend?**

Guests of any age can attend but those under 16 must be accompanied by adult over the age of 18. We reserve the right to refuse entry to anyone under 16 who is unaccompanied.

### **Do young children have to have a ticket?**

Children under 3 are free and do not require a ticket

### **What is the Wheelchair access provision?**

The site is accessible, however the main event site is on grass.

There will therefore be an element of 'off path' travel necessary to reach the main viewing area.

### **When can I arrive?**

Gates open an hour prior to the production commencing.

### **What time does the production start?**

Rapunzel 2pm

Midsummer Night's Dream 7.30pm

### **Is seating provided?**

You will have the option to hire a deck chair on site. But numbers are limited.

You are of course welcome to bring your own blankets or camping chairs.

### **Can I bring my dog?**

Only service dogs are allowed at the productions. We apologise for any inconvenience.

**Is on-site parking available?**

There are a number of car parks in the vicinity.

**Can I smoke?**

Smoking is not allowed within the production seating area for the comfort of our guests. This includes e-cigs and vapes.

**Will there be toilets facilities?**

Yes, all of our Events have toilet facilities, including accessible facilities.