



The Little Big Club 2010 - F.A.Qs

Heritage Special Events Limited



1. Q What time do the gates open

A We have two shows available. For the 12.00 show the gates open at 11.00, for the 3.30 show the gates open at 2.30

2. Q Is there facilities for the disabled

A. Yes, there is a disabled car park which is only a short distance from the concert, please see our Maps and directions download page for directions. We have also provided disabled WCs. These facilities are for disabled badge holders only.

3. Q Can I bring my gazebo

A. No

4. Q. Can I bring my dog

A. No dogs/pets allowed in the castle grounds, except guide dogs. Please also be aware that we may use loud pyrotechnic explosions/ displays during the concert.

5. Q. Can I bring my own food

A. In the concert area, food can only be consumed if purchased from our outlets.

6. Q. Can I get a taxi to drop me off

A. Yes there will be a taxi pick up and drop zone.

7. Q. Where do i park.

A. We have designated parking for the concert. Please do not park in the main Castle entrance.

8. Q. Are there any price concessions

A. Babies under 18 months go free, please see our website for further details.

9. Q. Can I camp in the grounds.

A. No camping or overnight staying in the grounds is permitted.

10.Q. What is the dress code

A. There is not a dress code.

11.Q. Does my yearly pass let me enter the concert area.

A. No your pass only lets you into the Castle and grounds as stated on the Castle terms and conditions.

12. Q. Can I bring my own seats

A. If you have a Lawn Ticket, yes you can.

13. Q. Can I stay and watch both shows

A. Only if you have purchased tickets prior to the day for both shows. Otherwise you will need to vacate the concert area.

14. Q. How long can i stay after the show

A. Like all shows, we will give you enough time to collect your belongings and leave before the next show starts.

15. Q. What is an e ticket

A. An e ticket is purchased from our website and is printed from your own home. This saves you the printing & postage costs. On the ticket is a barcode, which looks like lots of black stripes close together. The barcode is a unique security code that we scan on entry and will tell us if the ticket is valid or not.

16. Q. What happens if I lose my ticket

A. If you lose your ticket you will need to purchase it again. If you had purchased an e ticket you can contact us and we can authorise you to print it again. Keep it safe as we shall only permit one entry.

17. Q. Will the concert be cancelled due to bad weather.

A. No. Unless we are advised by the local authorities.

18. Q. Can I get a refund on my ticket

A. No, when you purchase your tickets we will not refund your money. Please read our terms and conditions fully prior to purchasing.

19. Q. Where can i buy my tickets

A. You can buy your tickets prior to the day either online on our website, or over the phone 0845 652 62 62.

20. Q. Can i leave my car in the car park overnight.

A. No, your car may obstruct the area and may be removed.