



LEEDS CASTLE OPEN AIR CLASSICAL CONCERT 2011 - F.A.Qs

HERITAGE SPECIAL EVENTS LIMITED



1. Q What time do the car parks open

A The gates to the car parks will be open at 10:00AM. Tickets will be checked from 3.00PM where you will be moved towards the concert site. The concert site opens at 4.00PM.

2. Q Is there facilities for the disabled

A. Yes, there will 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 I have not got a disabled blue badge, but need help walking.

A. An independent mobility company will be operating from the car parks. You will be able to hire either a wheelchair or an electric mobility scooter.

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 BBQ/Fire or lamps

A. No BBQs, fires, oil filled lamps or garden flares are permitted. No Chinese floating lanterns.

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. Are children allowed to come.

A. Yes, although the concert is designed for grown-ups, as we produce events especially for children.

8. Q. Are there any price concessions

A. Babies under 18 months go free, all other ages will be the standard price.

9. Q. Can I camp in the grounds.

A. No camping or overnight staying in the grounds is not permitted.

10.Q. What is the dress code

A. There is not a dress code, however we do encourage you to immerse yourself in the whole atmosphere and wear something special.

11. Q. Can I bring my own seats

A. Yes you can.

12. Q. Can I bring bottles/glass

A. Yes you can to the classical concert only.

13. Q. Will I need a torch

A. We will light the paths and car parks, but its always useful to bring additional lighting.

14. Q. Can I bring my gazebo

A. Yes you can a popup type gazebo which can be erected to the left of the stage towards the moat. Limited space will be available. No view of the stage.

15. Q. What happens if I lose my ticket

A. If you lose your ticket you will need to purchase it again.

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

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

17. 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.

18. 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.

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

A. No, we have other events on the next day and your car may obstruct the area and may need to be moved.