

## TERMS AND CONDITIONS for Outdoor Theatre at Abergavenny Castle

### WHEN YOU BOOK TICKETS:

- Tickets can only be purchased online on this site. **The last booking time will be 3 hours before the start of the performance.**
- Please either print out proof of ticket purchase at home and bring with you on the day, or have the booking available on your mobile phone to show – this will be your ticket for entry.
- No tickets will be available for sale on site.
- If for any reason the Show has to be cancelled your ticket costs will be refunded.

### WHAT TO BRING WITH:

- **Print out of your ticket booking/mobile phone with proof of booking**
- Your own seating – preferably low backed chairs – these will give you the best view, (or rugs and cushions)
- You are most welcome to bring a picnic. Refreshments will not be on sale at the Castle during the event, so please make sure you have water etc especially if the weather is hot.
- Rubbish bag – we are asking you this year, please to take home all the waste from your picnic, especially cutlery, plates and cups, serviettes tissues etc - please do not leave it at the site
- Please bring/wear appropriate clothing etc for walking on the grass and sitting outdoors. Even if it's a hot day it can get cool once the sun goes down, so please bring warm clothing for later. Bring waterproofs if the weather is doubtful or rain forecast.
- Check the weather forecast – bring sun lotion if it's hot and sunny. Bring waterproofs if rain is forecast. You can bring an umbrella – but please be mindful of other members of the audience and don't block their view...
- You may want to bring your own sanitiser and wipes. The toilet facilities available will be the public toilets in the nearby Car Park

### AT ABERGAVENNY CASTLE:

- Please arrive no earlier than 45 minutes before the start of the show, and no later than 15 minutes before the start.

### REFUND POLICY

- People are entitled to a full refund up until 48 hours before the event.
- Within 48 hours of the event you will be able to receive a refund amounting to 50% of the ticket fee.

## FAQs

**Can we bring dogs as its outside?**

Unfortunately, dogs aren't allowed in the castle grounds

**Will there be buggy storage?**

No we ask you to keep your buggy with you.

**Will there be a disabled seating area?**

No. There is disabled access to the site, but please be aware that the performance and seating area is on grass.

**What about the weather?**

The company do the show in the rain though a storm or hurricane would stop the action. We advise you to dress and prepare appropriately as its one of the unique pleasures of outdoor theatre in the Welsh summer.

**Why are you only doing print at home or e-tickets?**

Along with many events we're reducing the paper handling for this event so you'll be able to show the ticket on your smartphone or print it out yourself. If you have difficulties with this then contact us before hand and we'll be able to help you out.