

FREQUENTLY ASKED QUESTIONS

What is a picnic a patch?

Patrons will be able to purchase their own designated picnic patch which will be socially distanced from others but close enough to share the fun.

The picnic patches will be defined by painted lines in our 1888-capacity grass arena within the grounds, with views of the Hall/Castle. They are available in three sizes:

- for two people - 1.5m wide x 1.5m deep
- for four people - 2.0m wide x 1.5m deep
- for six people - 2.5m wide x 2.0m deep

They will be set out in alternating rows i.e. a row of patches for two people, followed by a row of patches for four people, followed by a row of patches for six people. This pattern is then repeated.

The patches have been designed to be one metre apart within each row, but will have two-metre aisles between the rows.

Please bring your own chairs, but we suggest leaving tables behind for reasons of space. You are welcome to bring your own picnic. Food and drink will also be available to purchase at both venues.

Do we eat our picnic in our picnic patch or at our car?

Either! The picnic patches can accommodate chairs but we suggest leaving tables behind for reasons of space. If you want a more spacious picnic we suggest eating at your car. Please clear all rubbish from your picnic patch after the event, as the park is used for grazing livestock. There will be rubbish bins at the event.

What Covid-19 measures are you taking?

Please see below.

Are there any restrictions on what I can bring?

Yes. Please do not bring items which will impede the view of other patrons.

Please do not bring umbrellas, fires, barbeques or camping stoves, gazebos, tented structures, windbreakers, drones, professional cameras or cameras with removable lenses, flares, fireworks or smoke-emitting devices, lawn candles or any naked flames. Drugs (including legal/herbal highs) are not permitted.

Is this a drive-in concert? Do we stay in our car?

No, this is not a drive-in. You will park in the field adjacent to the concert arena, and then bring your chairs into your designated and socially-distanced picnic patch to enjoy the concert in the open air.

What about food and drink?

You are able to bring your own food and drink including alcohol with you. You may bring glasses and glass bottles but please clear all rubbish from your picnic patch after the event, as the park is used for grazing livestock. There will be rubbish bins at the event.

Food and drink will be available to purchase at both venues.

Alcohol will be sold on site and a Challenge 25 policy will be in operation.

Card and contactless phone payments only will be used on site.

Patrons will need to follow the one-way system around the arena to get from their picnic patch to the food and beverage facilities and back to their picnic patch.

Are children allowed and do they have to be accompanied?

Yes children aged three and over are allowed. Children under the age of 16 must be accompanied by an adult aged 18 or above.

Customers who are accompanied by children are responsible for supervising them at all times and ensuring they follow social distancing guidelines.

Are dogs allowed?

Dogs are not allowed. Assistance dogs are permitted.

What time do the concerts start and finish?

On Fridays and Saturdays the concerts kick off at 6.00pm with the New York Brass Band who play for one hour. There is then a 30min interval with the main act starting at 7.30pm and playing for approx. 2hrs plus a 30 min interval. The concerts will finish at about 10pm. On Sundays the concerts are one hour earlier, starting at 5pm and finishing at 9pm.

What time do the gates open?

Gates to the concert arena will open at 4.30pm, and at 3.30pm on Sunday 13th June and Sunday 22nd August.

Can I buy tickets at the gate?

Yes tickets will be available at the on-site box office, unless the concert has sold out. We recommend booking in advance by going to www.soundsinthegrounds.seetickets.com. Booking fees apply when purchased through SEEtickets. Please bring your printed tickets with you.

What different ticket types are there?

Picnic patches are available for 2, 4 or 6 people and as a premium ticket or a standard ticket. Premium picnic patches are located in the first six rows of the arena.

Can I come to the venue early to enjoy the grounds? Is entry to the grounds part of the ticket price?

You are most welcome to come to either venue early to enjoy the magnificent gardens and grounds, but this would be a separate admission ticket.

Do we have to stay within our picnic patch for the duration of the concert?

You may leave your picnic patch but there will be a one-way system operating within the concert arena, so you will have to follow that route to return to your patch. The patches have been designed to be one metre apart within each row, but will have two-metre aisles between the rows.

Will we be admitted after the concert starts?

Yes latecomers will be admitted into the arena and to their picnic patch, but please be mindful of other patrons and seat yourselves as quickly and quietly as possible.

What if it rains?

The concerts will go ahead in all weathers, unless it is deemed too dangerous. Umbrellas will not be permitted as they impede the view of other patrons, so please dress according to the weather conditions.

Will there be toilets at the concert site?

Yes there will be individual Portaloos at the venue. They may not be as smart as the luxury WC'S we would normally use but they allow for social distancing and will be regularly cleaned.

Queues will be managed with social distancing.

Patrons will need to follow the one-way system around the arena to get from their picnic patch to the toilets or food and beverage facilities and back to their picnic patch.

Is car parking free?

Yes there is ample free car parking adjacent to the concert arena at both venues. Cars will be parked with social distancing. Customers with accessible requirements will be able to park their car as close as possible to the concert arena.

Can we go back to our cars during the evening?

Yes you can return to your car at any time. We will have a one-way system in place around the arena and in/out channels at the entrance, so you will have to follow that route.

COVID-19 POLICY

We continually monitor the Government guidance on Covid-19, and plan our event in accordance with that.

Entry to Sounds in The Grounds

- We will implement socially-distanced queuing at the entrance, as necessary.
- We will have clearly marked In and Out lanes at the entrance.
- Disabled patrons will be able to park as close as possible to the arena.
- Visitors will be encouraged to use hand sanitisers as they enter and leave the site, and are advised to wear face coverings at their discretion.

One-way system

- We will be operating a one-way system around the arena. All the aisles will be 2m wide and there will be a 1m gap between picnic patches.

Toilets

- We will be using mobile individual Portaloo's. They may not be as smart as the luxury WC'S we would normally use but they allow for social distancing and will be regularly cleaned.

General

- Customers who are accompanied by children are responsible for supervising them at all times and ensuring they follow social distancing guidelines.
- Perspex screens will be installed at box office, tills and food service areas.
- We will use 'put down - pick up' as much as possible, rather than passing goods hand to hand.
- There will be signage around the site reminding visitors of the 1m social distancing rule, and hand gel stations.
- Face coverings can be purchased on site.
- All staff will wear face coverings and regularly use hand gel.
- Contactless payments are encouraged at Sounds in the Grounds.

Please Note:

You should not visit Sounds in the Grounds if you feel unwell or have any of the symptoms of Covid-19. We will refund your ticket upon proof of illness.