

Castle Howard

PICNIC

I am having trouble downloading my ticket from the confirmation email. What should I do?

This could be because the link in your email was broken or your mail client (outlook, google, etc) is having trouble viewing the attachment. To fix this problem, follow the below steps:

- Look for the following disclaimers: "To help protect your privacy, some of the content has been blocked. To re-enable the blocked features, click here." Clicking at this point should unlock the email attachments, or
- There may be another disclaimer such as "Always trust content from the sender". Telling your email client, you trust the sender will reactivate content in the email.

If you continue to have problems, this support link should answer most questions: <https://support.seetickets.com>

Do you have child tickets available?

This is a family event and we welcome music lovers of all ages.

- Children aged under five can attend for free and do not need a ticket
- Children aged five to 16 can enter with a child ticket

Please note: All children must be accompanied by a full paying adult and are the responsibility of their parent or guardian attending with them. No more than four under 16s per adult.

Will tickets be available on the day?

Tickets are strictly subject to availability, so it is always best to purchase your tickets in advance to avoid disappointment. It will also save you money as ticket prices may also increase on the day.

Should tickets be available to purchase on the day of the concert, we will make an announcement about prices and availability closer to the event.

Where can I park?

Car parking is available onsite, free of charge. Please follow the directional signage. Blue Badge parking is available too.

Is there a pickup/drop off point or a taxi rank?

Commented [PH1]: Please see email notes RE: ages.

Yes. Please follow the directional road signage on the evening of the concert. For 'pick up' please ask your taxi to meet you at the Castle Howard 'day visitor' car park. Postcode YO60 7DA.

Can I go back and forth to my car once I've entered the concert?

If you need to return picnic tables and other items to your car during the interval you are welcome to do so. You will be given a pass when you leave the arena, please keep this pass safe as you will not be allowed back in without it.

Can I bring my own food and drink?

Absolutely. This is a picnic style concert meaning you are allowed to bring your own food and drink, including alcohol, into the concert.

Can I buy food and drink at the concert?

Yes. We will have a fully licensed bar and food outlets for varied dietary requirements and tastes within the concert arena.

Please note: We operate a 'Challenge 25' policy at the bars. Proof of identification and age may be required in the form of a valid driving licence or passport. No alcohol will be served to any persons under the age of 18.

Can I apply to be a vendor at the events?

We are always looking for interesting vendors selling unique products and would love to hear from you. Simply email info@lphconcertsandevents.co.uk to tell us about your stall/product

Please note: You must be self-contained in terms of equipment and have current Public Liability Insurance in place.

Can I bring a chair and other furniture to the event?

The concert takes place on the grass, so you are welcome to bring rugs and/or chairs to sit on and tables for your picnics. Private marquees and gazebos are not permitted.

What other items should I bring?

This is a standing outdoor evening concert so please keep the British weather in mind. We recommend all concert goers should dress appropriately and be prepared if the ground is wet from rain in the days before the event.

Small personal umbrellas are allowed, however large parasols and golf sized umbrellas will not be permitted on site.

Is there an ATM / cash machine at the event?

Cash machines will not be available, but all bars take both cash and card payments. Please be aware that some of the independent food outlets in the arena may only take cash.

Can I take photographs?

While professional photography equipment is not permitted, you're very welcome to capture the atmosphere and fun you and your friends and family are enjoying on a small camera or your phone. If you do take photos, please tag us in on Instagram ([@CastleHoward.Live](#)) we'd love to see them.

Access

There is a tarmac road which leads from the designated car park to the concert arena, which is on a well-kept grassed lawn. Wheelchair accessible toilets are available throughout the concert site.

Access and companion tickets

If you require a carer or companion, please purchase an 'Accessible' ticket, which will entitle you to bring one carer or companion to assist you.

Accepted forms of documentation to request a carer or companion ticket are:

- DLA (Care and / or mobility)
- PIP (Personal Independence Payment)
- D/deaf or blind registration
- The Nimbus Access Card

To receive your carer or companion ticket, please send a copy of one of the approved documents, along with proof of purchase of your ticket to access@lphconcertsandevents.co.uk