

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 grass arena within the venue grounds, with views of the House/Castle/Grandstand. 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.

Can we bring our own picnic and alcohol? Are glass bottles allowed?

Yes you can 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. There will be numerous rubbish bins at the event.

Food and drink will also be available to purchase at the venue, and we would urge you to support local traders who have had a difficult time over the last year. If bringing a picnic you could always add a treat or two from the traders!

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.

Depending on regulations at the time, patrons may 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.

How do I book more than one picnic patch, either in different rows or next to each other for a larger group?

On the Seetickets event page of the show you would like to attend, you can zoom in on the seat plan and simply click on the picnic patches you would like to purchase. Your total selection will be shown below the seat plan so you can finalise your choice, and then click Continue.

I've already booked a picnic patch – how do I change/upgrade it, if more people are now wanting to join us?

No problem! You can contact Seetickets Customer Care team, either by clicking on the Order Tracker on the Sounds in the Grounds page on Seetickets website or using this link <https://soundsinthegrounds.seetickets.com/customerservice>.

You will need your order reference number and then either your postcode or telephone number used when making the booking. If you don't have your order reference number you can use the 'Forgotten your details?' section to get a reminder by entering the email address used for the booking.

Once you have signed in, you can use the contact form to get in touch with Seetickets Customer Care who will help you with any exchange/upgrade requests.

We are sharing our picnic patch with friends/family – do we all have to arrive together?

No. One of the advantages of our picnic patch system is that you and any others in your party can arrive when convenient, and other family or friends will easily know where to find you if they arrive separately. You just need to give all members of your party the picnic patch number and the name of the person who made the booking, so we can check everyone in at the entrance.

Can wheelchairs or motorised wheelchairs go in the picnic patches?

Yes of course. Blue badge holders will be directed to our disabled parking close to the concert arena, and the arenas are all wheelchair accessible.

Do I have to print out the ticket or can I show it on my mobile phone?

You don't need to bring a print-out of your ticket – as long as you have it on your mobile phone that is fine.

If we bring a picnic blanket to sit on rather than chairs will we still have a good view?

Yes. The advantage of our socially-distanced picnic patch system is that there is a 2m aisle between the rows, so everyone has a good view of the stage whether they are seated on the ground or in chairs.

What is your refund policy if the concert is cancelled due to Covid-19 or any of our party can't attend due to contracting Covid-19?

If the concert is cancelled the cost of any tickets will be refunded. We regret that Seetickets booking or transaction fees are non-refundable. If you or any of your party contract Covid-19 you will also receive a refund of the ticket cost, less the booking/transaction fees. We would require official proof of a positive Covid-19 test.

What Covid-19 measures are you taking?

Please see below.

Are we allowed to dance during the concert?

Yes. Please be aware of prevailing social-distancing regulations at the time, and also please respect your neighbours, so keep to within your picnic patch. If you would like more space you are welcome to dance at the back of the arena. The advantage of 2m wide aisles between the rows of picnic patches means everyone has a good view of the stage.

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. There will be numerous rubbish bins at the event.

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.

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?*

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*.

*PLEASE NOTE On Sunday 13 June (Scampston Hall), Sunday 27 June (York Racecourse) and Sunday 22nd August (Ripley Castle) the concerts start one hour earlier at 5pm, with the main act at 6.30pm and finishing at 9pm.

*PLEASE NOTE At Ripley Castle on Friday 20th August and Saturday 21st August the concerts start half-an-hour later, with the New York Brass Band at 6.30pm and the main act at 8.00pm. finishing at 10.30pm.

What time do the gates open?

Gates to the concert arena will open at 4.30pm, and at 3.30pm on Sunday 13th June, Sunday 27th June and Sunday 22nd August.

At West Wycombe Park on Sunday 11th July, Kirtlington Park Polo Club on Sunday 15th August, and Ripley Castle on Friday 20th August and Saturday 21st August the gates will open at 5.00pm.

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, or the digital version on your mobile phone.

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 the 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 depending on regulations at the time, there may 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. Remember there is no such thing as bad weather, just the wrong clothing!

Will there be toilets at the concert site?

Yes there will be individual Portaloo's 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. There will also be accessible toilets.

Queues will be managed with social distancing.

Depending on regulations at the time, patrons may 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 every venue. 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. Depending on regulations at the time, patrons may need to follow the one-way system in place around the arena.

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

- Depending on regulations at the time, we may 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.