

Live Promotions Concerts FAQ's – Holkham Hall

When will I receive the tickets?

Once purchased from www.livepromotionsconcerts.co.uk, your tickets will be sent either via e-ticket to your email address, or, if you requested an m-ticket when booking, to your mobile phone automatically. For any ticketing or booking queries please contact support@ticketscript.co.uk

Can I have a refund or exchange on my tickets?

We regret that we cannot exchange, refund or transfer tickets unless the event in question has been cancelled or rescheduled. This is part of the purchase policy you agree to when purchasing tickets.

What do I do if my tickets are lost or stolen?

Please contact support@ticketscript.co.uk if your tickets have been lost or stolen.

Does my child require a ticket?

All children over the age of 5 years old will require a ticket. Children 5 and under are free although please bear in mind that these are adult events.

What time do the gates open?

Gates for our Holkham Hall Concerts open at 5:00pm.

What time does the concert finish?

Approximately 10.15pm-10.30pm

What are the directions for Holkham Hall?

Please see http://www.holkham.co.uk/html/find_us.html

Are catering facilities available on site?

Yes, catering facilities are available at all our events.

Can I buy alcoholic drinks?

Yes. There will be a range of bars, selling lager, bitter and wine in the arena, Soft drinks and mineral water will also be available.

Am I allowed to bring a foldable chair?

Yes, chairs are permitted onto the grounds at this event.

Am I allowed to bring food?

No, only food bought from outlets is allowed onsite.

Am I allowed to bring drinks on site?

No, only drinks bought from outlets is allowed onsite.

Am I allowed to bring an umbrella?

No, umbrellas are not permitted.

Am I allowed to bring a gazebo?

Yes, gazebos are permitted at our concerts. Gazebo spaces can be booked on the day at £30. Please note - we do not hire out gazebos - you are permitted to bring your own. The charge is for space ONLY.

Are there any cash machines in the venue?

Unfortunately there are no ATM machines at this venue.

Is there disabled access on site?

This is a green field site, provision for a disabled viewing area will be made at all venues and parking as close to the stage as reasonably practical is available. Please ensure your blue badge certification is available and displayed at all times. Please be aware that event fields and concert arenas are predominantly on undulating grass surfaces, and the wearing of appropriate clothing and footwear is strongly advised. Wheelchair users should be accompanied by a strong companion.

Is there seating inside the Venue?

There is no seating at all as the venue is a large park with no temporary seats constructed for the concert.

Is there a Cloakroom?

Unfortunately not.

Do I have to pay for parking?

No, parking is onsite and is free for all visitors.

Can I take photographs at the event?

Yes, please share with us on Live Promotions' Concerts Facebook page
<https://www.facebook.com/livepromotionsconcerts>

How do I get a press/photographers pass for a concert/event?

Please make any press enquires to;

For press enquiries on The Holkham Estate please contact Tamsin Graham on:
holkham@perowneinternational.com / +44 (0) 207 078 0295

For press enquiries on Tom Jones please contact Ruth Parrish on:
ruth@lizhobbsgroup.com / +44 (0) 1636 555 666, ext. 1

I have an important question that isn't answered here in the FAQ'S, so who can I contact? If this is a general enquiry, please contact us on info@livepromotions.co.uk. If it is a venue specific question

Will there be a contact point regarding lost property after a concert has finished?

Enquiries can be made to: info@livepromotions.co.uk, please put 'Lost Property' in any email subject box and detail in the email the property lost, at which show and relevant contact details. If any property handed in matches the description provided you will be contacted accordingly.

Please note: Live Promotions Concerts reserve the right to change or amend the date or venue of any concert, due to reasons beyond their control.

Is there mobility hire available on site? Not at this event.

What are the terms and conditions of ticketing?

Please see all Ticket Holder Terms and Conditions at <http://livepromotionsconcerts.co.uk/faqs/>