

Live Promotions Concerts FAQ's – Grimsthorpe Castle

If my event is rescheduled, what happens to my tickets?

Your tickets will be automatically transferred to the new date. If however you are unable to attend the new date, then you are entitled to a full refund.

When will I receive the tickets?

Once purchased from www.livepromotions.co.uk your tickets will be sent via e-ticket to your email address, at which point you are welcome to either print out your tickets or show them on a mobile device when you arrive.

Does my child require a ticket?

Under 5's are free of charge and don't require a ticket. Children aged 5-16 require a ticket.

What time does the show start/end?

Please see our website for details.

What is the event location?

Grimsthorpe Castle, Bourne, PE10 0LY

Is this concert outdoors?

Yes, this is an outdoor concert.

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. We do not allow alcoholic drinks purchased offsite to be taken into the venue, due to safety reasons, no glass is permitted at this venue. Any alcoholic drinks attempted to be brought on site will be confiscated at our bag checking point with a no returns policy.

Am I allowed to bring a foldable chair/table?

Yes chairs and small tables are permitted.

If it rains, will the concert still go ahead?

Yes, the concert will go ahead in the rain so please come prepared with a waterproof cover. Concerts are only ever cancelled if the weather conditions make it dangerous.

Am I allowed to bring an umbrella?

Personal umbrellas are permitted however, we do not accept parasols or larger golfing type umbrellas on any of our concert sites.

Am I allowed to bring a gazebo?

No, gazebos are not permitted at this event.

Are there any cash machines in the venue?

Unfortunately there are no ATM machines at this venue.

Is there disabled access on site?

Yes. 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, please bring your own chair.

Is there a Cloakroom?

Unfortunately there is nowhere to hang your coats but there are toilets on site.

Do I have to pay for parking?

Parking is free of charge on site.

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?

Press/photographers passes are issued by either the concert promoter or the artist's management company and you would need to contact them directly for further assistance on info@livepromotions.co.uk

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 please contact the venue directly.

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.

Is there mobility hire available on site?

There is no mobility hire available on site, please make private arrangements beforehand should you require too.

Can I purchase tickets on the day?

If there is availability, yes, tickets can be purchased on the day of the performance.

What are the terms and conditions of ticketing?

Please see all Ticket Holder Terms and Conditions at <https://livepromotions.co.uk/contact-us/>

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.