



ACCESS FAQs

Will there be level access?

There are no steps, but there is a gradient downhill across the field from the car park to the Viewing Field.

There are no steps in the picnic area.

The Seated area uses arena-style seating on a 20cm platform. There are no other steps to these rows of this seating.

If you need level access for the Seated area or to book a space in the Accessible Platform area, then please call The Ticket Factory's Contact Centre on 0800 640 5001, who will be able to note your requirements and enable us to reserve appropriate seats for you.

Will there be an accessible viewing area?

Yes, a designated Accessible Platform area for disabled audience members and one companion / personal assistant is available. Spaces should be booked in advance due to limited availability.

Will there be accessible performances?

There will be three accessible performances at Harewood House:

Captioned on Thu 19th August, 8pm

Signed (British Sign Language interpreted) on Wed 25th August, 8pm

Audio Described (with Touch Tour) on Thu 26th August, 8pm

Can I bring a seat with me?

If you have booked in the picnic areas, you are welcome to bring your own individual folding chair (e.g. camping or deck chair) to sit on during the performance.

Alternatively, if you would like a seat but do not want to bring your own, you can book tickets in the Seated area or the Accessible Platform area, where seats will be provided.

Are the picnic areas wheelchair accessible?

We can accommodate wheelchair users in the picnic areas, but please be aware that these areas are on grass and there may not be a hard standing path all the way to where you will watch the performance. If you have requirements that mean you need to be near the hard standing path or be in a specific area, please call The Ticket Factory's Contact Centre on 0800 640 5001. By letting us know in advance, we can reserve a suitable space in the picnic areas.

Are service dogs permitted?

Unfortunately, no animals are permitted into the performance site, with the exception of registered assistance dogs.

I have a Blue Badge - where can I park?

For Blue Badge holders, there will be a designated area within the event car park as close to the Viewing Field as possible. Please note all parking is on grass.

For customers who have booked tickets in the Accessible Platform area, there will be a separate parking area, which has limited capacity, with a hard standing path to the platform. If you require a space in this area, then please contact The Ticket Factory in advance.

If I have medical needs or another reason that I need to return to my car, can I go back to it during the performance?

There is no general re-admission after entry; however, if you need to return to your car for a specific access reason, then please speak to one of our Front of House team, who will be able to assist on a case-by-case basis.

Will there be large-print menus at the bars and food stalls?

There will large-print menus available to customers on request at the bars and food stalls.

Can I bring food and drink from home if I have special dietary requirements and allergies?

Customers with special dietary requirements may bring their own food and drink in a sufficient quantity for their own consumption. Please note that no glass is permitted on site for any reason.

Can I bring a bag if I have access requirements or medical needs?

If you require a bag larger than 35cm x 40cm x 19cm then please make our Front of House team aware as you enter the site, so that they can support you. Bag searches may be in force for all customers.

What is the site like?

The performances will take place outdoors in an open field site. The audience will be asked to sit on the grass or bring their own seat in the picnic areas and there will be seated areas and an Accessible Platform behind these. There will be a hard standing path from the Accessible Parking to the Accessible Platform, but the rest of the site will be grassy and could be damp or muddy if it has rained.

The field slopes downwards towards the stage. The stage will have large video screens on either side to enhance your experience of the show.

While we hope to have good weather, we can rely on the British climate to be unpredictable so please come prepared with sun cream and hats if the weather is good and waterproof coats and shoes if the weather is bad. It could also get cold in the evening, once the sun sets. Umbrellas are allowed, but please refrain from using it during the performance, as they obscure the view for other audience members. Tented structures and windbreaks are not permitted.

Are there accessible toilets?

There will be accessible toilets on site at two locations. One location will be in the area behind the Accessible Platform and the other will be in the main toilet block area, near the food & drink stalls.