



FAQs

Will this be the same production that is shown in the West End and on tour?

Yes, this is the full stage production (not a concert version).

Where can I purchase tickets?

Tickets can be purchased online directly via www.mamma-mia.com. This is the only place you can currently buy tickets.

I have a query regarding my purchased ticket(s) - who should I speak to?

For any questions regarding your tickets, you'll need to contact your point of purchase (The Ticket Factory on behalf of MAMMA MIA!) on 0344 338 8000, and their customer service team will be able to help.

How much are tickets?

Band C seated: £39.50

Band B picnic area: £57.50

Band A picnic area: £75.00

Platinum picnic area (reserved front rows): £125.00

No booking fees.

Tickets will be digital and contactless.

When will I receive my tickets?

Tickets will be emailed to you approximately three weeks in advance of the performance date. If you have not received your tickets 72 hours prior to the performance, please contact The Ticket Factory's customer service team.

Will there be seating?

The picnic areas are a grass field on which audience members will sit.

You are welcome to bring a picnic blanket with you if you would like to sit on the field to enjoy the performance and souvenir MAMMA MIA! picnic blankets are available to pre-order with your tickets or to purchase at the performances.

If you have booked in the picnic areas, you are also permitted to bring your own individual folding chair (e.g. camping or deck chair) to sit on during the performance. Please avoid bringing loungers or inflatable seating, as these are not permitted at the performances.

We will have separate areas for those wishing only to sit on picnic blankets, so that all audience members can enjoy a good view of 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, where seats will be provided.

Please note that this is not a standing event and audience members will be asked to remain seated throughout the performance, although we encourage you to join in the dancing at the finale!

What time do event car parks/gates open and close?

Event car parks and gates open at 6.30pm on weekdays, 12.30pm on weekend matinees & Monday 30 August matinee, and 6.30pm on weekend evenings. Please do not arrive prior to these times. The site will close 30 minutes after the show has finished and the event car park will close shortly after this time.

What time does the show start and finish?

The evening shows start at 8.00pm, and weekend matinees start at 2.00pm. The performance lasts approximately 2 hours and 40 minutes, including interval.

How do I get there?

By BUS

Bus services run to Harewood village. For more details, please check with local bus services or visit www.harrogatebus.co.uk.

By TRAIN

The nearest rail stations are Leeds and Harrogate. Taxis and bus connections are available.

By CAR

The village of Harewood is centrally placed in Yorkshire at the junction of the A61/A659 on the Leeds/Harrogate road. You may wish to use a route planner – the postcode is LS17 9LG, although satnav users are recommended to try LS17 9LQ as this will bring you straight to the entrance to Harewood off the A61. Please switch off your satnav as you get close to Harewood and follow the directional yellow event signage.

By TAXI

Local taxi firms are available. Please book any taxis in advance and ask them to be on site prior to the performance finishing to avoid any delays on departure. We suggest exchanging contact details with your driver to ensure you can locate each other at the end of the evening. There will be a drop-off/pick-up point for taxis.

Do I need to pay for parking?

No, parking is free and does not need to be pre-booked.

Where is the nearest car park?

Car parking is available on site; further details will be provided with your tickets. There will be no parking in Harewood village and no-waiting cones will be deployed and enforced.

Will there be a drop-off/pick-up point?

Yes, there will be a signposted designated drop-off and pick-up point. There will be no-waiting cones deployed in Harewood village which will be enforced.

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.

Will I be able to go back to my car during the performance?

There is no re-admission after entry, so please plan ahead and bring everything with you that you'll require for the duration of the show.

Can I leave my vehicle at Harewood overnight?

There is no facility to leave your vehicle on site after the performance; all vehicles must be removed.

Where to stay

If you're travelling from outside the region then you may need a place to stay. There are some great accommodation providers within easy reach of Harewood House; more details can be found on their website – www.harewood.org/visit

Does my ticket include access to Harewood House and grounds?

A standard ticket does not include access to Harewood House and grounds; however, you can purchase a ticket add-on (subject to availability and only for the same day as your booked performance), which allows daytime entry to Harewood House and grounds for the discounted price of £5.00 per person. Please check Harewood House's website www.harewood.org for a full list of opening times.

Please park in the main Harewood House car park during your daytime visit and move your car to the event parking before 6pm, when the Harewood House car parks close.

Is this performance outdoors?

Yes, this is an outdoor, open air performance, situated in the grass fields known as the 'South Park'. It will be performed under a covered stage, but the audience will not be covered. This will be the first time ever that MAMMA MIA! has been performed outdoors.

If it rains, will the performance still go ahead?

We can rely on the British weather 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! No refunds will be given due to inclement weather.

Can I bring an umbrella?

You can bring an umbrella with you, but please refrain from using it during the performance, as they obscure the view for other audience members. We also advise that you bring appropriate waterproof clothing. Tented structures and windbreaks are not permitted.

Will there be video screens?

Yes, there will be a large screen either side of the stage to enhance your experience of the show.

Can I reserve a specific space?

Spaces are unreserved within each price zone, and will be allocated on a first come, first served basis. This includes the Seated blocks at the back of the audience area. We are operating under a strictly limited capacity so the view of the performance will be good in all price zones.

Can I bring a camera?

The unauthorised use of photographic, video and/or sound recording equipment is prohibited and such items may be confiscated, and any tapes or films destroyed.

Will there be food and drink available to purchase?

There will be a range of food and drink available to purchase on site before the show and during the interval. Please note concessions stands will be unavailable during the performance.

Picnic boxes are available to pre-order with your ticket purchase (subject to availability) and will be available to collect in the audience area. Picnic boxes need to be booked two weeks prior to the performance.

Can I bring food and drink from home?

No food or drink can be brought from home with the exception of water in unopened, sealed plastic containers of up to 500ml, and baby food where not in glass containers. Please note that glass is not permitted anywhere on site.

No BBQs are allowed anywhere on site, including in the car park.

Can I eat my picnic during the show?

Yes; however, for the best experience we encourage you to arrive early and enjoy your picnic prior to the show.

Can I purchase tickets on the day?

Tickets can be bought from the site box office on the day, if there are any still available for that performance. However, we are expecting the performances to be popular, so please purchase your tickets in advance to avoid any disappointment.

Can I have a refund or exchange on my tickets?

Once purchased, tickets cannot be exchanged, refunded or returned unless the performance is cancelled.

Can I bring a bag?

Small bags no larger than 35cm x 40cm x 19cm will be permitted and bag searches may be in force.

Can I bring a banner?

No banners, flags, light up wands/toys or laser pens are permitted.

Is MAMMA MIA! child-friendly?

Children under the age of 3 will not be admitted. MAMMA MIA! is recommended for ages 5+. All under 18s must be accompanied by an adult and will require their own ticket.

Are service dogs permitted?

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

Will there be a smoking area?

Smoking and vaping are only permitted in the designated smoking area.

What should I do if I have a problem during the performance?

If you experience any problems at the performance, please speak to a steward or duty manager at the time. It is best to get their help at the time, as it may not be possible to resolve issues after the event.

Are there any discounts for group bookings?

There are discounts available for groups – please contact 0800 358 0058 or email groups@theticketfactory.com.

I'm a Harewood member - do I receive any discount on my ticket?

As this event is organised via an external promoter, unfortunately there are no discounts available to Harewood members.

Will there be a support act?

There is no support act for this performance.

Audience Courtesy

We ask you to remain sitting throughout the performance, as a courtesy to your fellow audience members, but we encourage you to join in the dancing at the finale!

We ask that you refrain from using your phone during the performance.

Latecomers

Latecomers will be admitted at a suitable point, as determined by our Front of House team.

COVID-19

Please note that there may be additional measures in place to ensure the safety of staff and guests in relation to COVID-19, which may vary according to health and safety and government advice at the time of the event (and your breach of any of these may lead to you being refused entry and/or ejected from the event).