

Summer Concert Series - FAQ's

Where can I purchase tickets?

Tickets can be purchased online via SeeTickets at www.vivolive.co.uk. This is the only place you can currently buy tickets.

I have a query regarding purchasing tickets / my already purchased tickets, who should I speak to?

For any questions regarding your tickets, you'll need to contact SeeTickets at www.seetickets.com/customerservice or 0844 412 4648 and their customer services team will be able to help. Tickets will be dispatched by either email or in the post - whichever you request. You must bring your tickets on the day to gain access to the event.

How much are tickets?

Ticket prices range from £41 - £44 depending on the location chosen

What time do car parks/doors open?

Car parks open from 6.30pm and doors from 7pm. There will be no access until 6.30pm, so please do not arrive prior to this time as you may be turned away.

What time do the concerts start and finish?

The concerts will start at 8pm. Latecomers may not be admitted until a suitable point in the performance, so please ensure you arrive prior to this time. We expect the concerts to finish between around about 10pm.

Will there be an interval?

There will be an interval for Alfie Boe at approx 8.30pm and an interval for Queen Symphonic and The Great Yorkshire Proms at approx 9pm.

Is this concert outdoors?

This is an outdoor, open air concert, situated on the grass lawn known as the 'North Front'. Please check the forecast beforehand to dress appropriately for the weather.

If it rains, will the concert still go ahead?

We can rely on the British weather to be unpredictable, so please come prepared with sun cream and hats or waterproof coats and shoes if required. No refunds will be given due to inclement weather.

Can I bring an umbrella?

Small umbrellas are permitted, but we ask that you please be considerate of audience members behind you.

Can I bring seating?

You are also permitted to bring your own individual folding chair (e.g. camping or deck chair). Loungers or inflatable seating, gazebos, windbreakers, tables and other structures are not permitted.

Can I bring a camera?

The use of small hand-held cameras for personal use is permitted. Drones are not permitted.

Can I bring food and drink?

You are welcome to bring along a picnic, but we kindly ask that you take all your rubbish away with you at the end of the evening. There will also be food and drink available to purchase on site. Free drinking water will be available. Please note, no glass (bottles or drinking glasses), carving/catering knives, BBQs, naked flames or candles are permitted on-site and bag-checks will be in place on entry.

How do I get there?

There will be different entrance gates to the site. Please switch off your satnav as you get close to Harewood and follow the directional yellow event signage.

Where is the nearest car park?

Free car parking is available on site and please follow the directions of parking stewards on arrival. 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?

There will be a signposted designated drop off and pick up point. On arrival, please enter via the Main Arch entrance to Harewood off the A61 in the centre of Harewood village. There will be a dedicated pick up and drop off point located close to the event arena. There will be clear signage providing directions to this area, so please advise your driver to follow these. Please book any taxis in advance and ask them to be on site prior to the concert 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 no-waiting cones deployed in Harewood village which will be enforced.

I have a blue badge, where can I park?

There will be a designated area for blue badge holders within the event car park as close to the concert arena as possible. Please note all parking is on grass.

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

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 concert.

Can I leave my vehicle at Harewood overnight?

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

Where is the nearest train station?

Leeds or Harrogate. Taxis and bus connections are available.

Can I purchase tickets on the day?

Unfortunately tickets will not be available to purchase on the day, so please make sure you 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 event is cancelled.

Can I bring a banner?

No banners, flags or laser pens are permitted.

Is this concert child-friendly?

Under 18s must be accompanied by an adult and all children over the age of 3 require a ticket.

Are service dogs permitted?

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

Will there be a smoking area?

You must not smoke in the public concert viewing area, there will be a designated area.

Are there any discounts for group bookings?

Unfortunately, due to the current situation, larger group bookings have been suspended. To ensure that shows can be presented, whatever the restrictions (in reason) with regards to COVID-19, therefore, tickets will be issued in batches of up to 6.

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.

COVID-19 policy

Additional safety measures, such as on-site sanitising stations, social distancing measures and queuing systems have been put into place for the safety of our guests and event staff. Please observe social distancing and enhanced hygiene etiquette.

The seating layout has been designed so that all eventualities of COVID-19 restrictions can be catered for from 1.5-2m social distancing or bubbles of 6 if required, depending on rules at the time.

You should not attend the concert if you or anyone in your household are experiencing symptoms of COVID-19.

Should the event be unable to go ahead due to local or national government restrictions, you will be entitled to a full refund. Please be aware that, should you personally be unable to attend due to COVID-19 related illness or self-isolation, we will not be able to offer a refund.

Please note all information is subject to change