**UK Proms In The Park**

**FAQ’s**

**Where can I purchase tickets?**

Tickets can be purchased online via [www.ukproms.com](http://www.ukproms.com).

**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 info@ukacgroup.org and the team will be able to help.

**How are tickets dispatched?**

Tickets will be dispatched by email. You must bring your tickets on the day to gain access to the event.

**How much are tickets?**

Adult tickets range from £35 to £140 depending on the type of ticket chosen.

**What time do car parks/doors open?**

Car parks and doors open from 6pm. There will be no access to the event area until 6pm, so please do not arrive prior to this time as you may be turned away.

**What time does the event start and finish?**

The support act will start at 6:30pm, with the main act starting at 7:30pm. We expect the concert to finish around 10pm.

**Will there be an interval?**

There will be an interval at approx 8:30pm.

**Is this event outdoors?**

This is an outdoor, open air event 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 event still go ahead?**

We can rely on the British weather to be unpredictable, so please come prepared with sunscreen 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 permitted to bring your own individual folding chair (e.g. camping or deck chair) or blanket. 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 food picnic, but no alcoholic drinks are permitted and 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 event signage.

**Where is the nearest car park?**

Chargeable car parking is available on site at the cost of £6 per car and must be purchased in advance via [www.ukproms.com](http://www.ukproms.com). 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 shuttle service available to get to the event?**

There is no shuttle service available for this event.

**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 event 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 event 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 event.

**Can I leave my vehicle at Harewood overnight?**

There is no facility to leave your vehicle on site after the event, 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 event child-friendly?**

Under 18s must be accompanied by an adult and all children over the age of 4 require a ticket.

**Are service dogs permitted?**

Unfortunately no animals are permitted into the event arena 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?**

Group tickets are available. Please check out [www.ukproms.com](http://www.ukproms.com) for more information.

**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.

**I’m a resident of Harewood village, do I receive any discount on my ticket?**

Residents of Harewood village will be advised of any discounts via post in mid-late December.

***Please note all information is subject to change***