**The Festival of Lost and Found FAQs**

**Q: Can I buy tickets on the night?**

Tickets can be purchased on the night from the ticket office, however, we strongly advise pre-booking as each time slot has a set capacity so tickets may sell out. Please also note that our ticket office will be closed during each performance.

**Q: Is the event suitable for children?**

A: This event is suitable for visitors of all ages.

**Q: What time do I need to arrive?**

Doors open 30 minutes before the performance start time. We advise that you arrive at least 10 minutes before your ticket time as the show will start promptly – and you may wish to allow more time to get a hot drink. Late comers will be admitted at a suitable point.

**Q: How long will the performance last?**

Approximately 1 hour, with no interval.

**Q: What happens in bad weather?**

The show will go on, so bring waterproofs and dress in warm clothes as this is an outdoor event. We also advise that sturdy shoes are worn, as parts of the site are covered with grass. We will only cancel the event if we think that the weather may compromise your safety or that of the performers.

**Q: Can I smoke?**

No; all of our sites are no smoking venues and this includes e-cigarettes.

**Q: Will food and drink be available on site?**

Yes but only light snacks and hot drinks which will be available to purchase from a Coffee Bike in the Great Garden. Drinks can be taken around as you watch the performance. Please bring your own reusable cups where possible.

**Q: What else should I bring?**

You may wish to bring a torch as even though the site is lit, lighting will be low level in some areas. No naked flames (e.g. candles, night lights, flares or lanterns) are allowed.

**Q: Is parking available on site?**

No, but there is plenty of parking nearby in Stratford-upon-Avon. King Edward VI School, located a two minute walk away down Chapel Lane, has pay and display parking after 5pm on week days and all through weekends and school holidays.

**Q: Can I bring my dog?**

Only registered service dogs are allowed due to the nature of the evening.

**Q: Is the event wheelchair accessible?**

A: New Place is fully wheelchair accessible.

**Q: Is a hearing loop available?**

There will not be a hearing loop, but Talking Birds will provide captions to audience members’ own mobile devices (smartphones/tablets) via the Difference Engine, their mobile access system. Download the Difference Engine app in advance from the App Store (for iOS devices) or Google Play Store (for Android devices) and remember to charge your device before you come. A limited number of devices will also be available to borrow. Someone will on hand to help people access and use The Difference Engine on the night, but in the meantime you can find more information on Talking Birds’ innovative access system at [www.talkingbirds.co.uk/de](http://www.talkingbirds.co.uk/de)

The 6pm performance on Saturday 14th December will be BSL interpreted.

**Q: Are there any strobe lighting, smoke machine or gunshots?**

Not currently anticipated.

**Q: I can no longer make it - can I get a refund for my ticket?**

No