

# Live Promotions Concerts FAQ's – Burghley House

When will I receive the tickets?

Once purchased from [www.livepromotionsconcerts.co.uk](http://www.livepromotionsconcerts.co.uk), your tickets will be sent from Eventbrite either via e-ticket to your email address, or, if you requested an m-ticket when booking, to your mobile phone automatically. For any ticketing or booking queries please contact [info@livepromotions.co.uk](mailto:info@livepromotions.co.uk) or call 01775 768661.

Can I have a refund or exchange on my tickets?

We regret that we cannot exchange, refund or transfer tickets unless the event in question has been cancelled or rescheduled. This is part of the purchase policy you agree to when purchasing tickets.

What do I do if my tickets are lost or stolen?

Please contact [info@livepromotions.co.uk](mailto:info@livepromotions.co.uk) if your tickets have been lost or stolen.

Does my child require a ticket?

All children over the age of 5 years old will require a ticket, although please bear in mind that these are adult events.

What time do the gates open?

Gates for Burghley House Concerts open at 5.00pm.

What time does the concert finish?

Approximately 22.30pm.

What are the directions for Burghley House?

Please see <http://www.burghley.co.uk/visiting/directions-opening-times/>

Are catering facilities available on site?

Yes, catering facilities are available at all our events.

Can I buy alcoholic drinks?

Yes. There will be a bar selling lager, bitter and wine in the arena, soft drinks and mineral water will also be available.

Am I allowed to bring a foldable chair?

Yes, small chairs are permitted onto the grounds at this event.

Am I allowed to bring food?

Yes, food is permitted onsite at this event.

Am I allowed to bring drinks on site?

Yes.

Am I allowed to bring an umbrella?

Personal umbrellas are permitted however, we do not accept parasols or larger golfing type umbrellas on any of our concert sites.

Am I allowed to bring a gazebo?

Yes, gazebos are permitted at our concerts in advance only. Please note - we do not hire out gazebos - you are permitted to bring your own. The charge is for space ONLY. If you have not pre-booked a space, please DO NOT bring your gazebo to the event.

Are there any cash machines in the venue?

Unfortunately there are no ATM machines at the venue.

Is there disabled access on site?

This is a green field site, provision for a disabled viewing area will be made at all venues and parking as close to the stage as close as reasonably practicable is available. Please ensure your blue badge certification is available and displayed at all times. Please be aware that event fields and concert arenas are predominantly on undulating grass surfaces, and the wearing of appropriate clothing and footwear is strongly advised. Wheelchair users should be accompanied by a strong companion.

Is there seating inside the Venue?

There is no seating at all as the venue is a large park with no temporary seats constructed for the concert.

Is there a Cloakroom for storing belongings?

Unfortunately not.

Do I have to pay for parking?

Yes, parking is £5 in advance. Please purchase from [www.livepromotionsconcerts.co.uk](http://www.livepromotionsconcerts.co.uk). Taxis and drop offs and exempt from this charge.

Can I take photographs at the event? Yes, please share with us on Live Promotions' Concerts Facebook page <https://www.facebook.com/livepromotionsconcerts>. We do not however permit the use of drones.

How do I get a press/photographers pass for a concert/event?

Press/photographers passes are issued by either the concert promoter or the artist's management company and you would need to contact them directly for further assistance on [info@livepromotions.co.uk](mailto:info@livepromotions.co.uk)

I have an important question that isn't answered here in the FAQ'S, so who can I contact? If this is a general enquiry, please contact us on [info@livepromotions.co.uk](mailto:info@livepromotions.co.uk).

Will there be a contact point regarding lost property after a concert has finished?

Enquiries can be made to: [info@livepromotions.co.uk](mailto:info@livepromotions.co.uk), please put 'Lost Property' in any email subject box and detail in the email the property lost, at which show and relevant contact details. If any property handed in matches the description provided you will be contacted accordingly.

Please note: Live Promotions Concerts reserve the right to change or amend the date or venue of any concert, due to reasons beyond their control.

Is there mobility hire available on site?

Unfortunately not at this event.

What are the terms and conditions of ticketing?

Please see all Ticket Holder Terms and Conditions at [www.livepromotionsconcerts.co.uk](http://www.livepromotionsconcerts.co.uk)